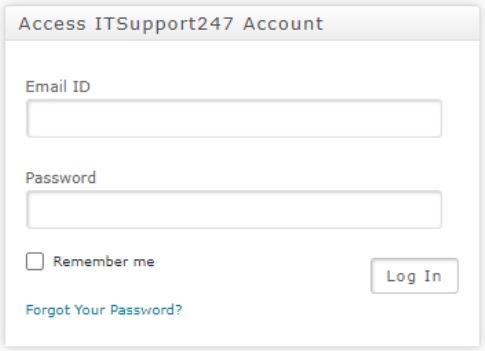
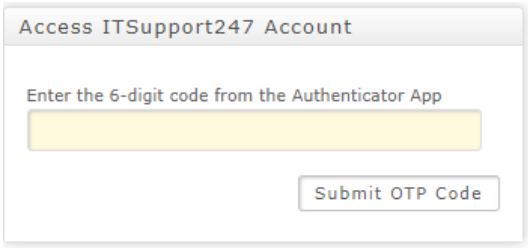
End User Control Remote Access

1. Go to https://control.itsupport247.net

2. Log in with your Email and Password credentials.

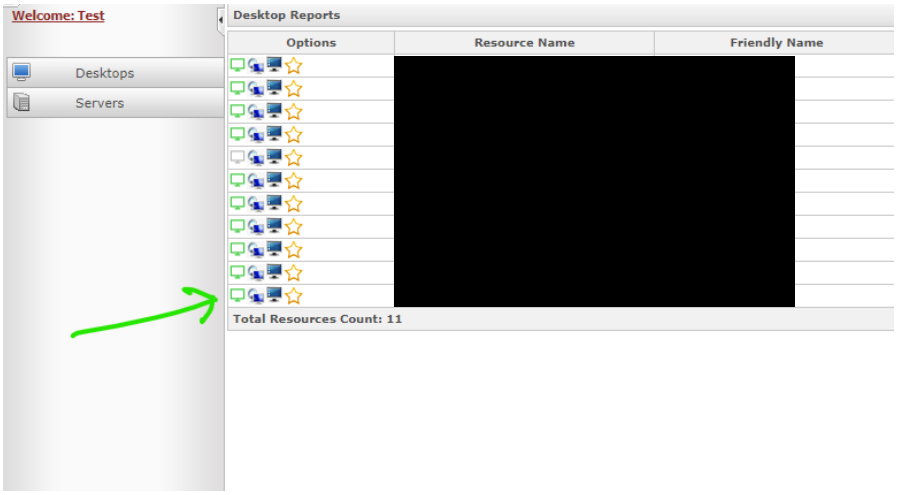


3. Open your Authenticator App and enter the six digit code for ITSupport247

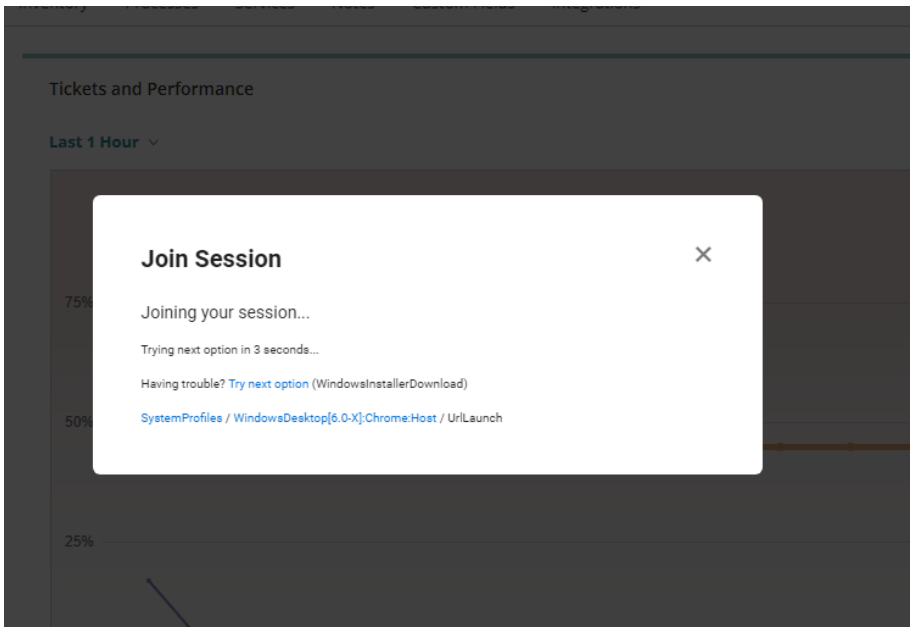


4. From there you will find yourself at the home screen for your company

5. Access the device you wish to connect to by clicking the Green Screen Remote Access Icon furthest to the left next to the correct machine name . You will only have access to certain designated devices.

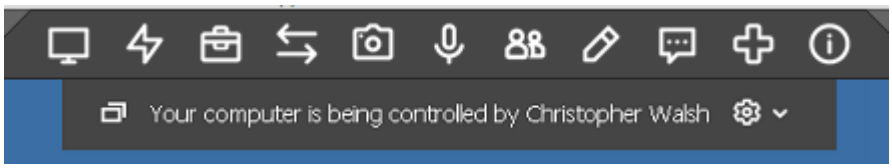


6. The session will attempt to begin either automatically or if first time it may download a small piece of software to run.

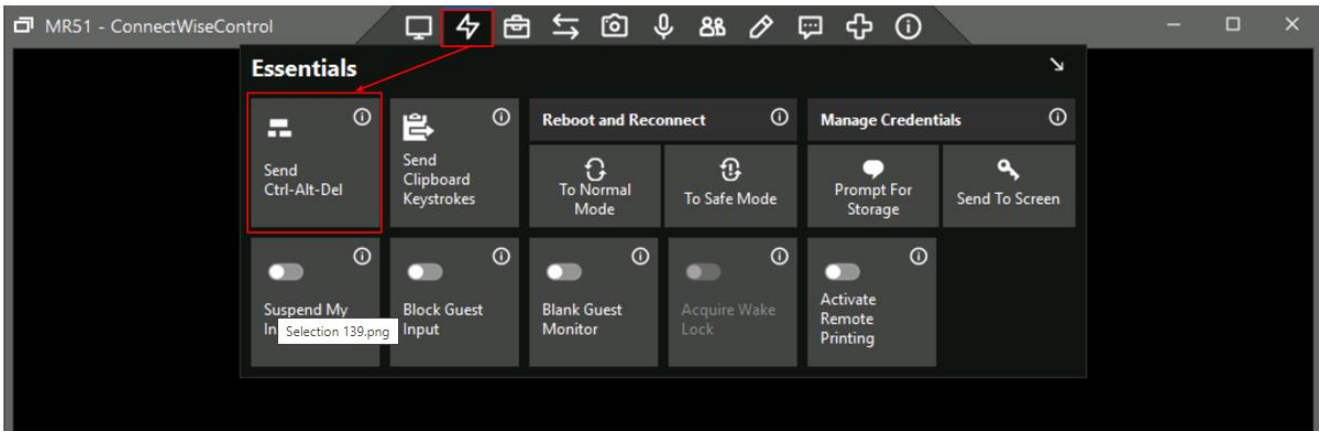


7. You will then see the desktop of the device you are trying to accsess.

8. If it is locked you will need to send it a control,alt,delete command to it . You cannot do this from your keyboard. That will just send it to your physical device not the remoted one. To do this at the top of your remote session window you will see a task bar.

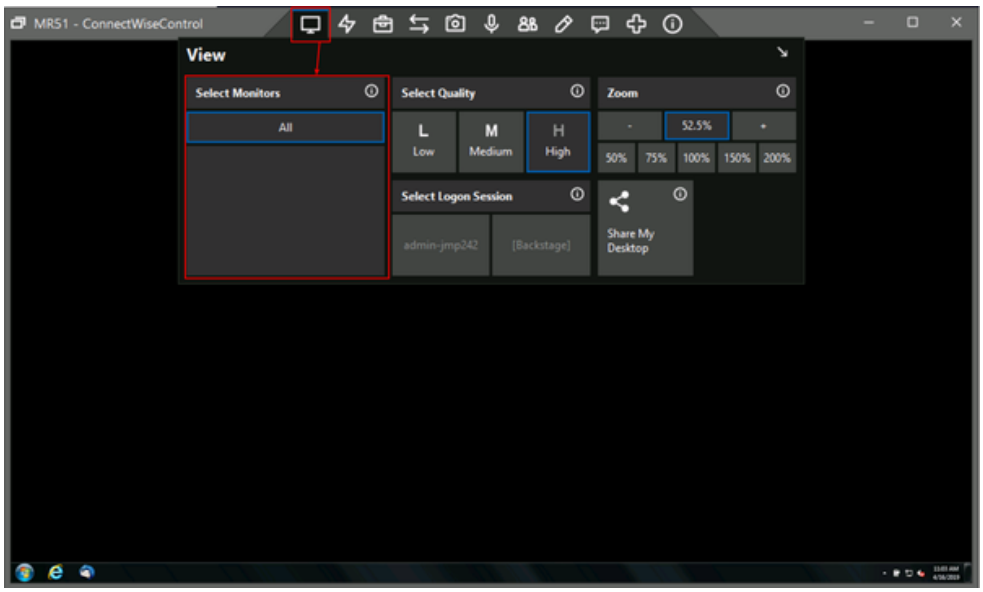


9. You hover over any icon it will show a drop down menu options . We want the lightning bolt looking one second in from left.



10. Then just login as if you were sitting in front of the device.

11. If you have multiple monitors you can chose which one to view or view all at once from the monitor icon on the left.



12. To log off close window and click the red power button in the bottom corner of screen of your Portal page or close the page.