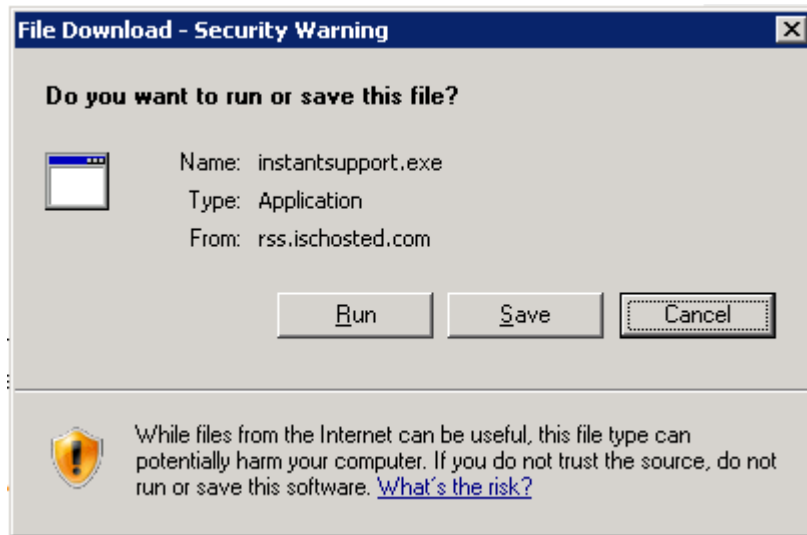


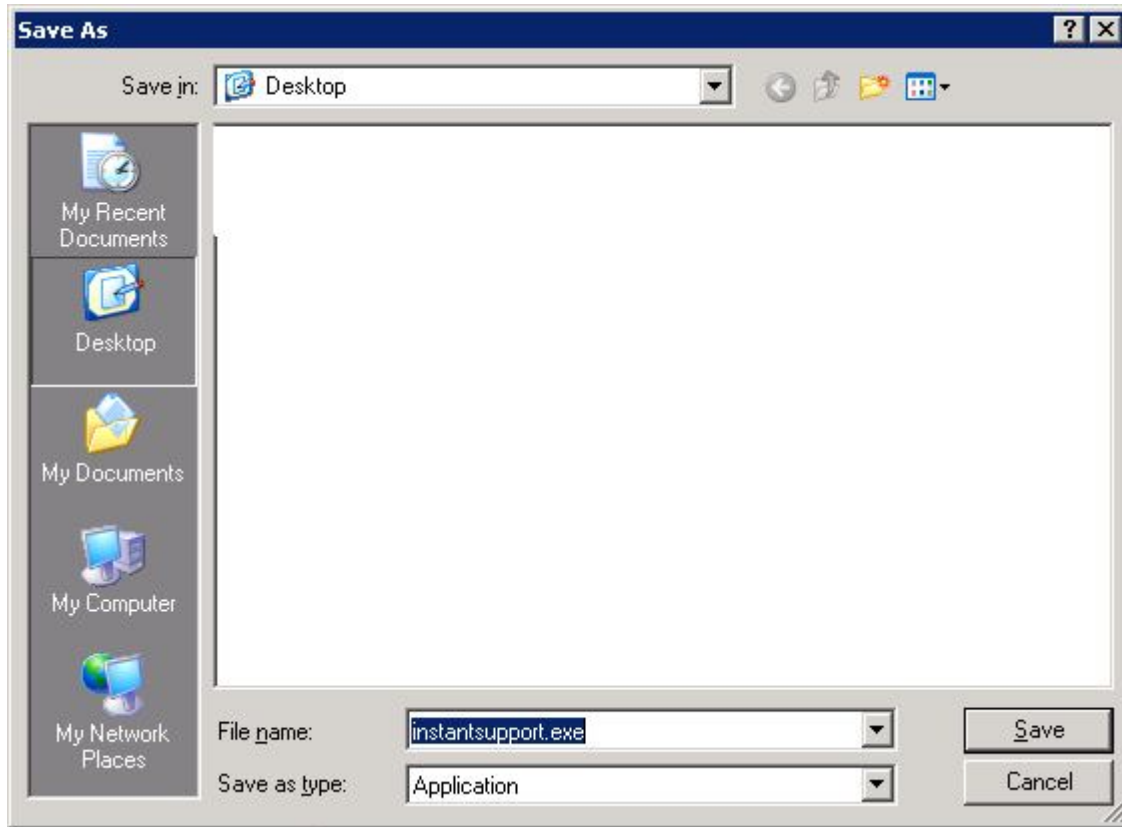
First, go to <http://www.techisc.com/support> and locate REMOTE SUPPORT.

REMOTE SUPPORT

Click one time on REMOTE SUPPORT and a window will appear asking whether you want to Run, Save, or Cancel.



Click Save and a new window will appear allowing you to choose where you want to store this file.



I suggest saving the file to the desktop so it is easy to locate once the download is complete.

Now that the download is complete, locate this icon and either right-click it and select Open or double-click it.



This window will appear asking you if you want to Run the application...click Run.



A few seconds after clicking Run, the box below will appear on your screen. You will need to tell the technician working with you the six digits inside the box on your screen.



Once the technician has fixed your computer, you may click the "X" button in the top-right corner of the box. A small dialogue will appear asking you if you are sure you wish to close the session. Click the button labeled "Yes" and one more dialogue will appear. Click the button labeled "OK" and the box will disappear on its own after 15 seconds.