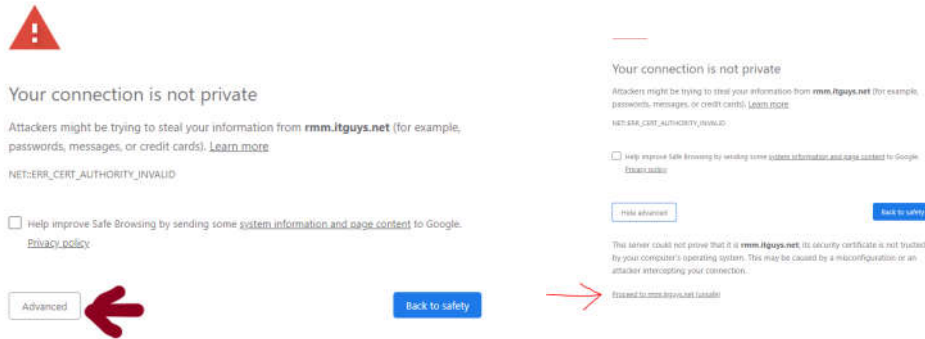


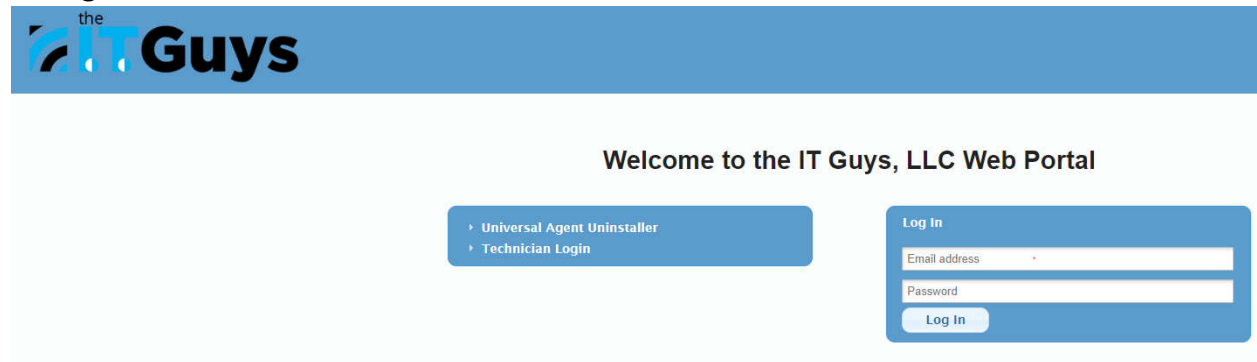
# Instructions For Gaining Remote Access:

## 1. Go to: <https://rmm.itguys.net>

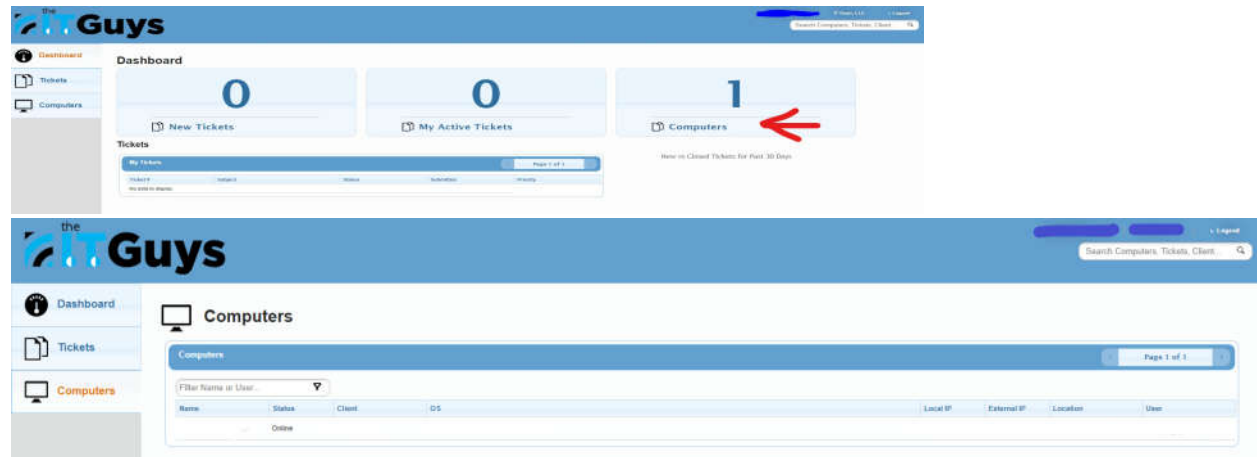
**\*\*You may get a warning that your connection is not private. Be assured that this site is safe!**



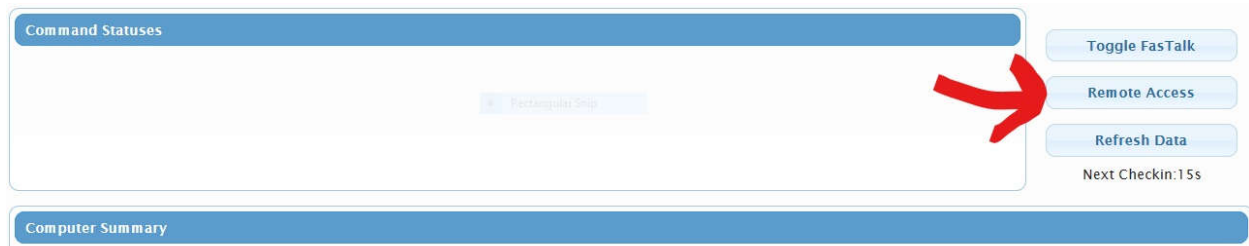
## 2. Log In:



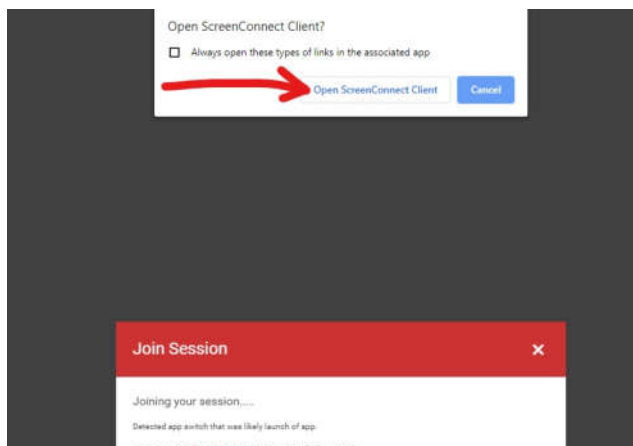
## 3. Select your computer:



#### 4. Select Remote Access:



#### 5. Select Open Screen Client:



6. Once connected you should see a drop-down option near the top of your screen. You will need to select the tab that look like a lightning bolt:



7. You will now need to send "Ctrl-Alt-Del" Command if your computer is not logged in.

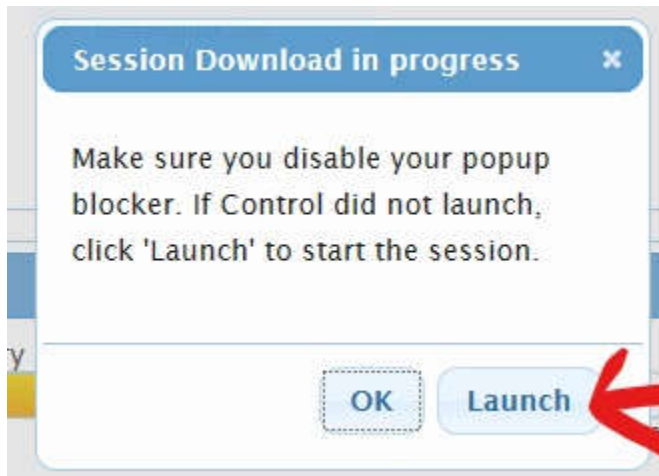


8. Use the screen icon to the left of the lightning bolt to select screen view if multiple screens are available. In this same menu, you can activate remote printing to see your locally installed printer while working on the remote connection (see pointer in picture)

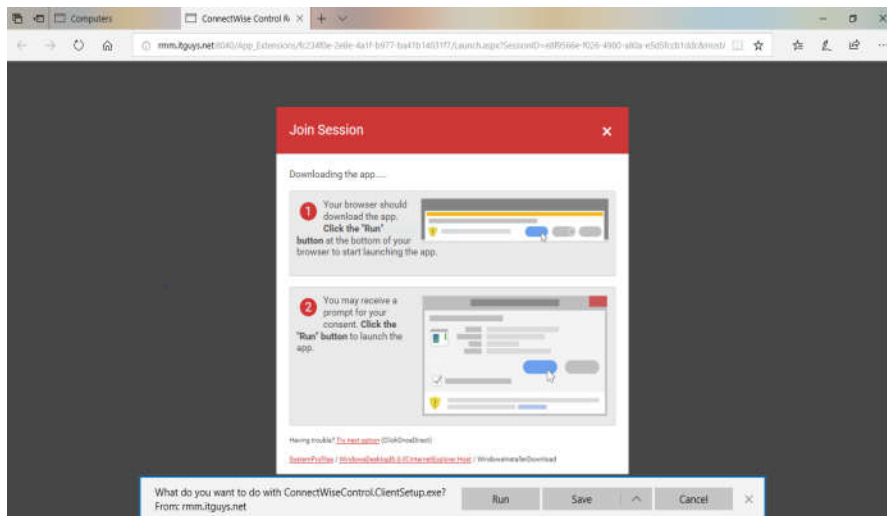
**\*\* You can always access the menu bar above by hovering over it\*\***

## Troubleshooting:

You may need to disable your pop-up blocker:



Depending on your computer, it may be necessary to run the file that the browser downloads.



Please note: There can sometimes be a delay in accessing your locally installed printer via remote connection.