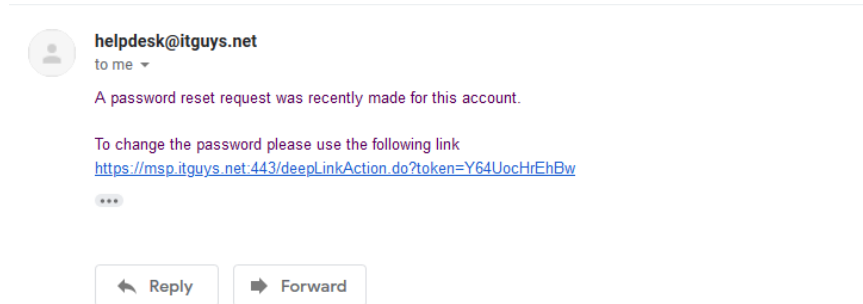


# Signing into your remote connection

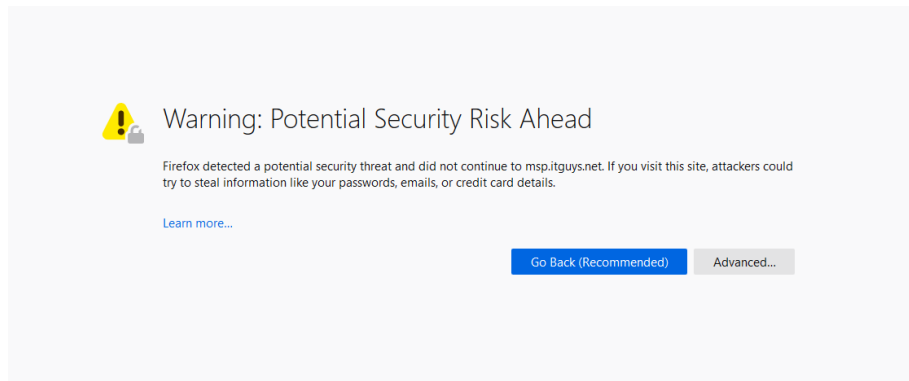


1) We will send out an email that looks like this:



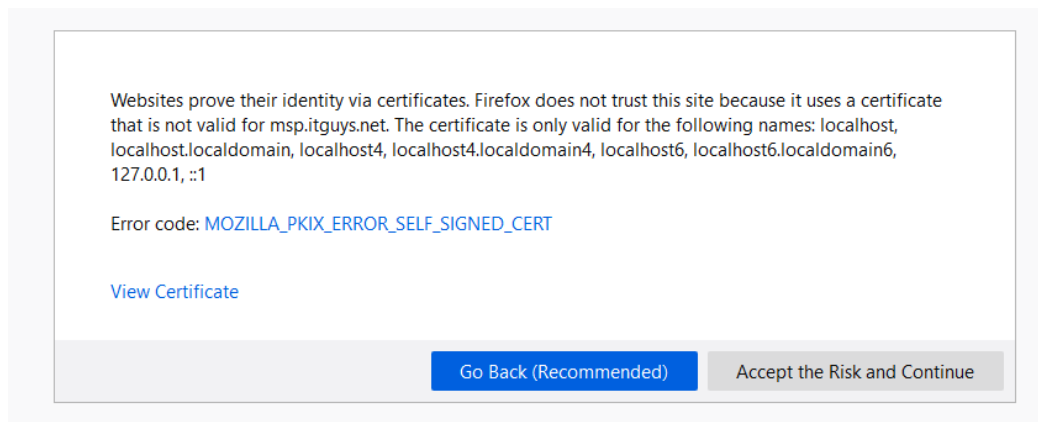
If you don't see it within a couple minutes after receiving this document, please check your spam and get in touch if it is not there. Note that you will only have one hour after we send it to follow the link and reset your password, though if you miss the window we can send out another.

2) Upon clicking the link you will likely see a page like this:



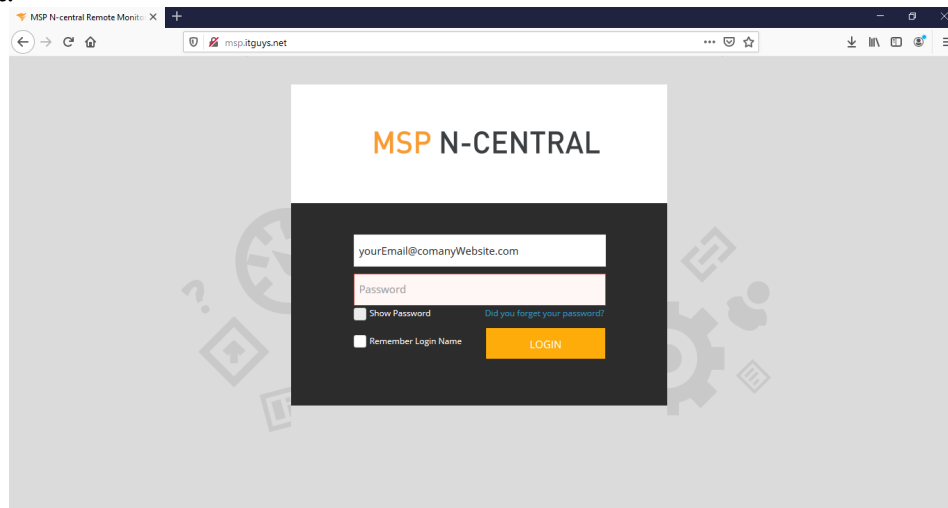
Be assured that the page is safe, your browser just isn't sure. At this screen you will need to click "Advanced"

3) Depending on your browser you may see new buttons like this or something that says “proceed to msp.itguys.net(unsafe)”:



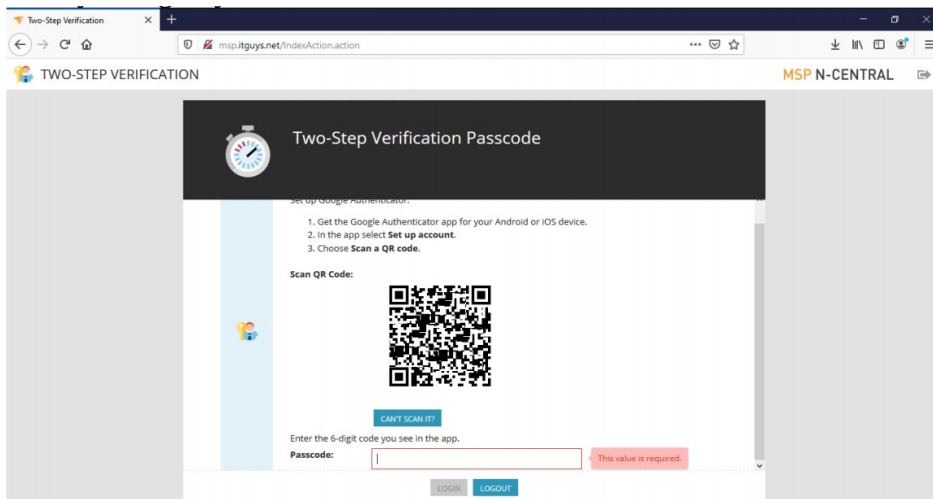
Click on that sentence or the button that says “Accept the Risk and Continue”. The website is absolutely safe, the browser just doesn't recognize it.

4) Once your password has been set you will be pushed to this page. In the future to get here go to msp.itguys.net:



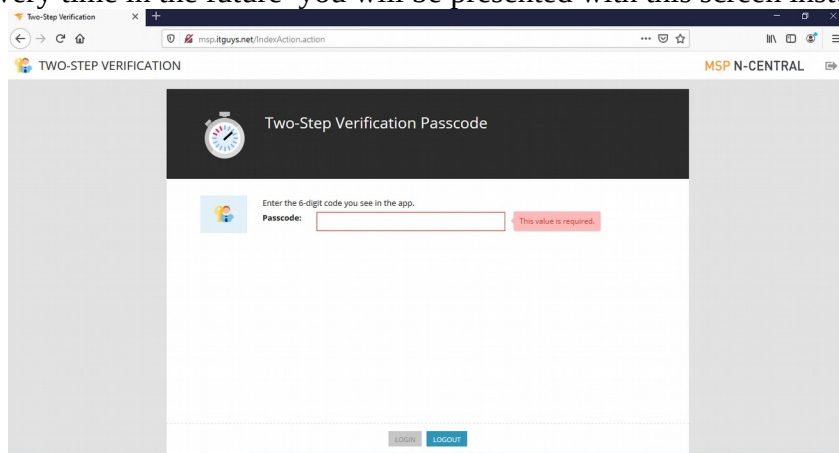
From here, simply enter your company email, and the password that you set from the email link that was sent to you along with this document.

5)The first time that you log in you will be faced with this screen:



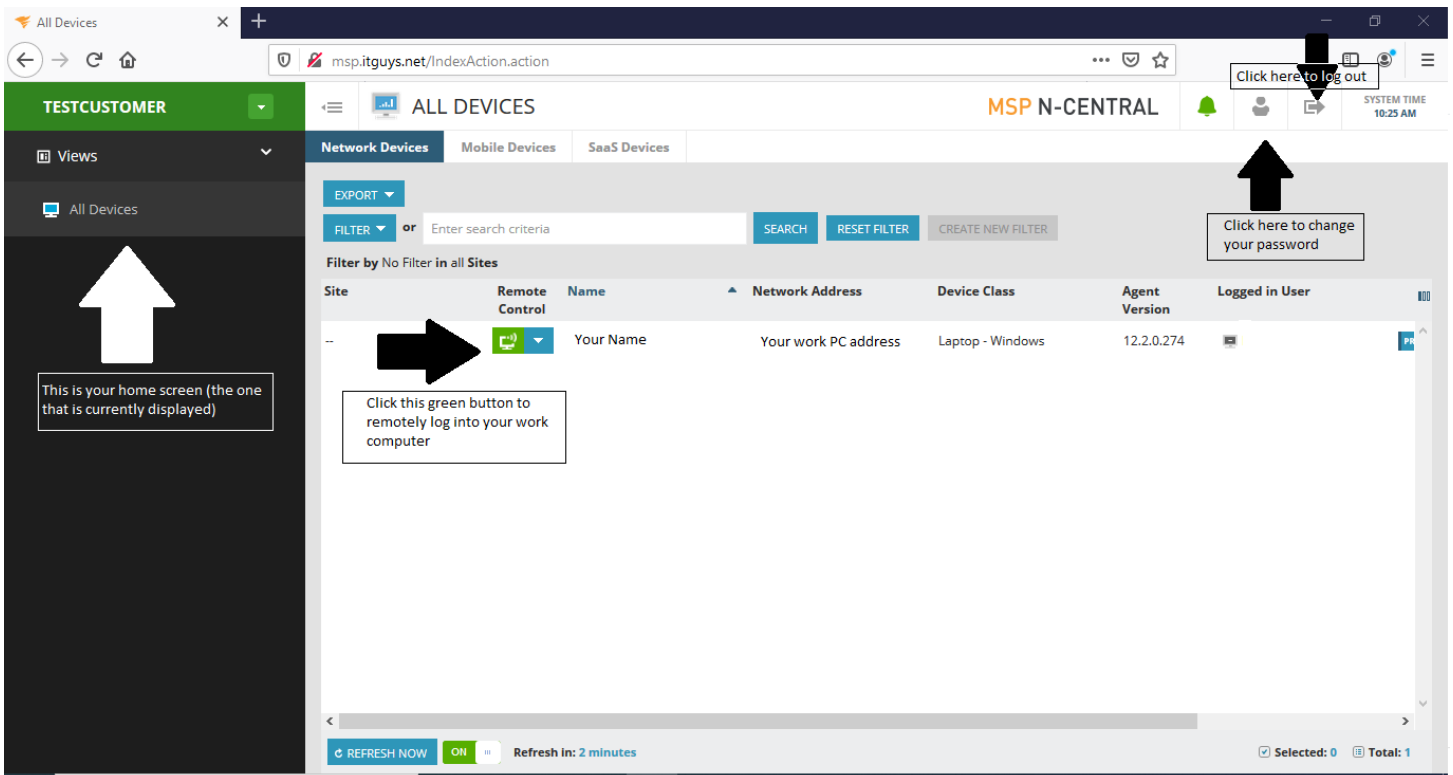
This is the 2-Factor-Authentication setup. For this step you will need to download one of two apps on your phone. You can choose between the Microsoft Authenticator and the Google Authenticator. Both apps are available on both the Apple App Store and the Android Play Store. From within the app click the “add new button” and select “scan a barcode”, then simply hover over the QR code with your camera until it is successful. There should now be a 6 digit number on your home screen, type this into the box on the webpage.

Upon logging in every time in the future you will be presented with this screen instead:

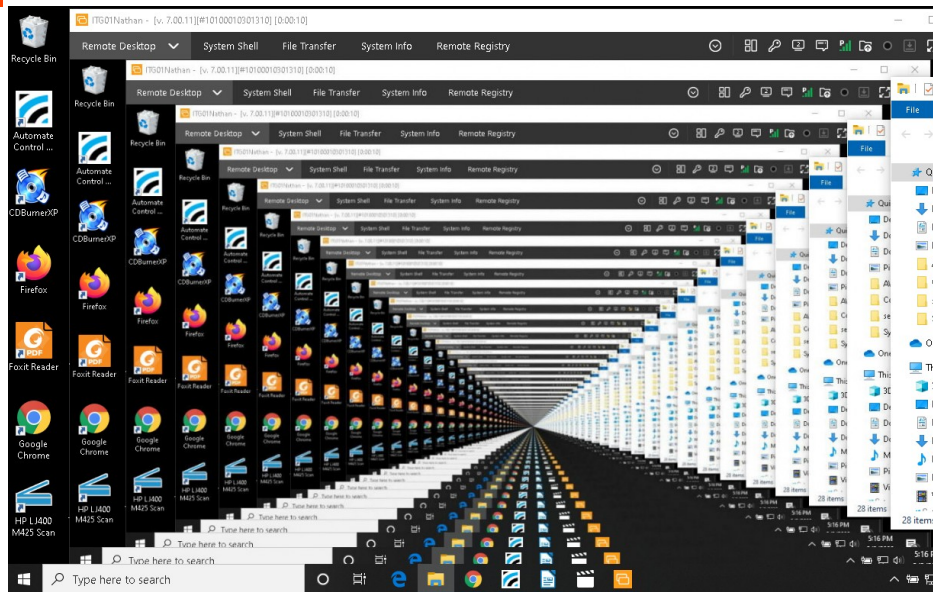


From here you will need to open your Authenticator app and type in your 6 digit code. We recognise that this is slightly annoying, but it means that somebody who manages to steal your password will still not be able to get into your computer.

You will then be at your Homepage. The following image contains descriptions of every important button you will find there:



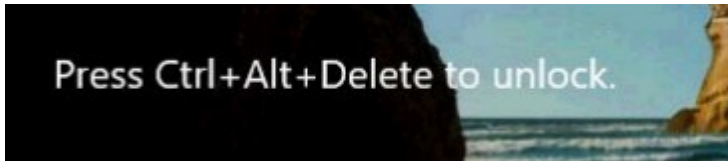
## Warning: Do Not Click The Green Button While On Your Work Computer



This program is designed to be used from your home computer to access your work computer. If you open the remote screen on your work computer the screen will copy itself infinitely, making your mouse nearly impossible to use. If you accidentally do this you can close out by hitting Ctrl+Alt+Delete (the real buttons), selecting "Task Manager", then selecting "SolarWinds Take Control" and clicking "End Task".

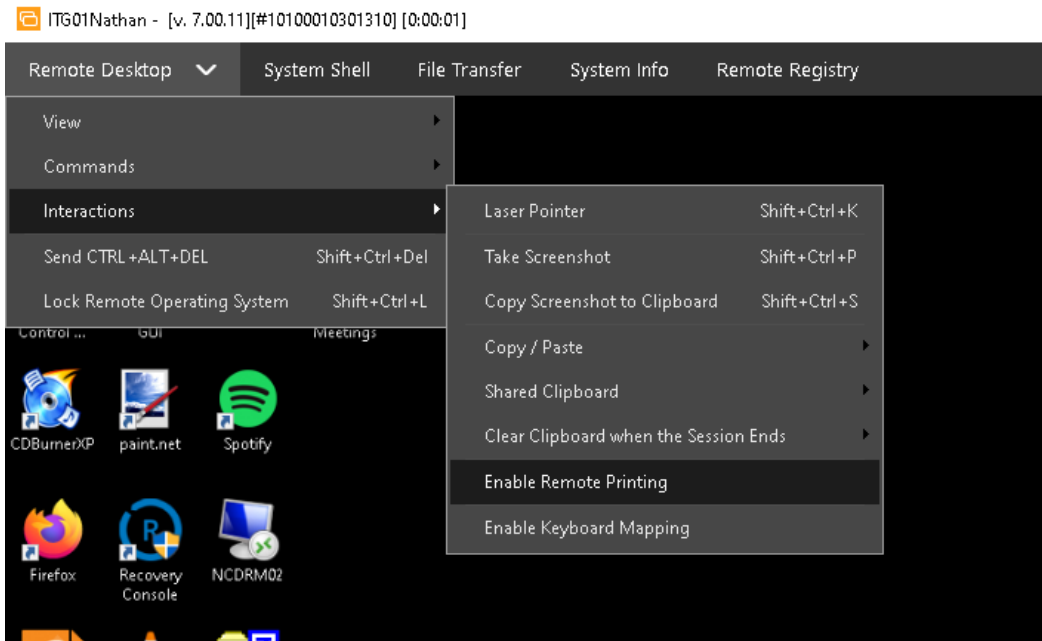
# Ctrl+Alt+Delete

Some computers require you to press Ctrl+Alt+Delete to unlock them, however doing this on your home computer will not work, in order to unlock your computer (or hit Ctrl+Alt+Delete for any other reason) you can hold Ctrl+Shift+Delete or click “Remote Desktop” in the top left of the remote session, then click “Send CTRL+ALT+DELETE”



## Printing:

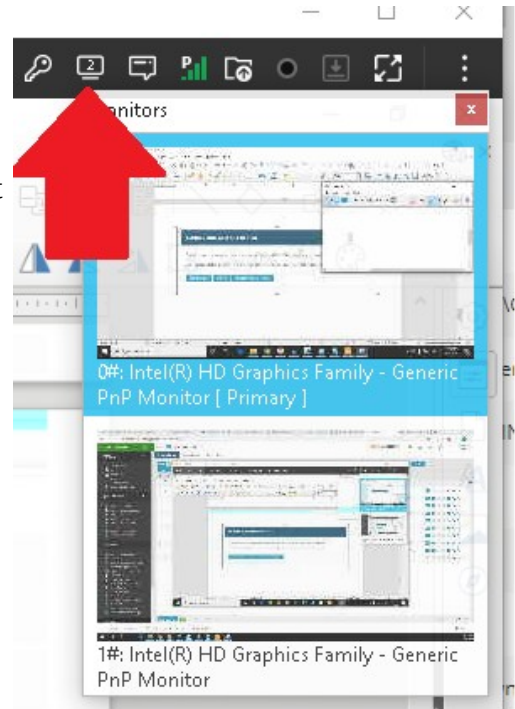
In order to print to a local printer navigate to Remote Desktop > Interactions > Enable Remote Printing



Then go to print as you would normally, and select the printer “Solarwinds Remote Printer”.

## Multiple Monitors:

To switch monitors click the monitor button in the top right of the screen. This will drop down a still shot of each monitor connected to your computer. Simply click the one that you want to view from this menu.



If you want to have both open at the same time you will need to click the red (formerly green) connect button on the home page then select “Add New Connection” from the popup window. Once you have done this, you can switch one of the screens to your second monitor in the way detailed above.



### CONNECTION ALREADY IN PLACE

Another user has a remote control session open with NCCAI-AD to which you are trying to connect.

Click **Disconnect** to disconnect the user or **Cancel** to cancel your remote control session request.

DISCONNECT

CANCEL

ADD NEW CONNECTION