



## SETTING UP A REMOTE SESSION

**INTRODUCTION:** Sometimes we may need remote access to your PC/laptop/Mac but we may not have a remote session setup already. This guide will show you how to set up a remote session.

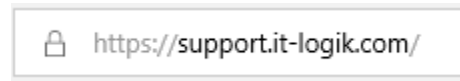
**SYSTEM REQUIREMENTS:** NA

### WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

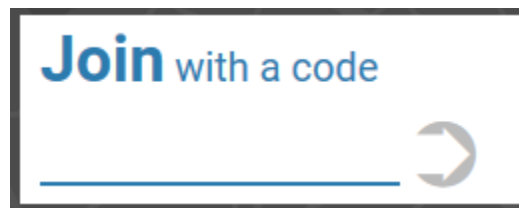
- You will need to obtain the 5-digit join code from us (it will only consist of numbers).

**STEP ONE**

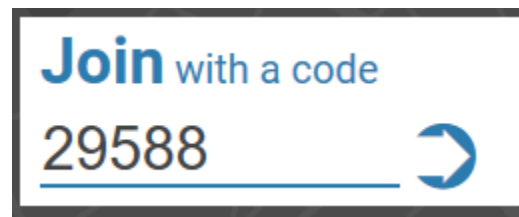
On a web browser, go to [support.it-logik.com](https://support.it-logik.com) –if you are on vDeskOnline, please click on the black drop down box and click on “Home” before you do this.

**STEP TWO**

Enter the code in the box.

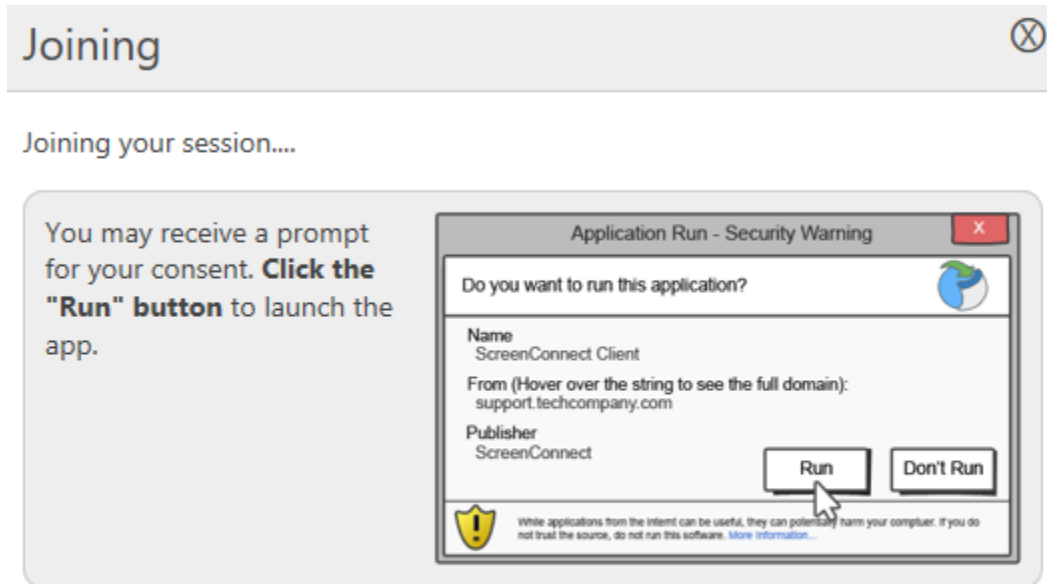
**STEP THREE**

The arrow will turn blue if the code is valid. Please click on it.

**STEP FOUR**

For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)

You will get a pop-up asking you to run an application.

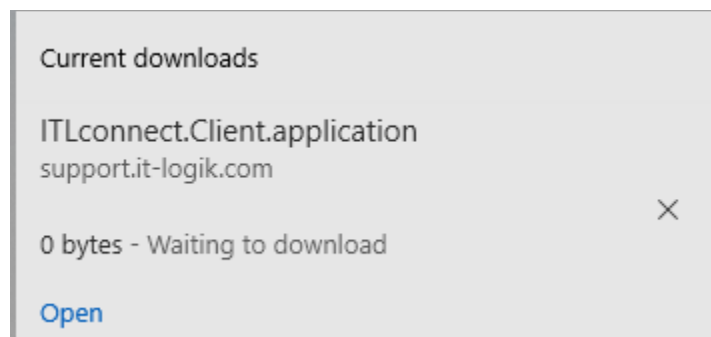
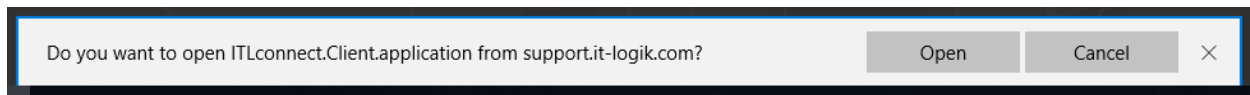


Having trouble? [Try next option](#) (WebStartBootstrap)

[SystemProfiles](#) / [WindowsDesktop\[6.0-X\]:InternetExplorer](#) / [ClickOnceDirect](#)

## STEP FIVE

There should be a file automatically downloaded. Please click "Open". If you do not see this, please click Ctrl + J on your keyboard to access your downloads and check there.



## STEP SIX

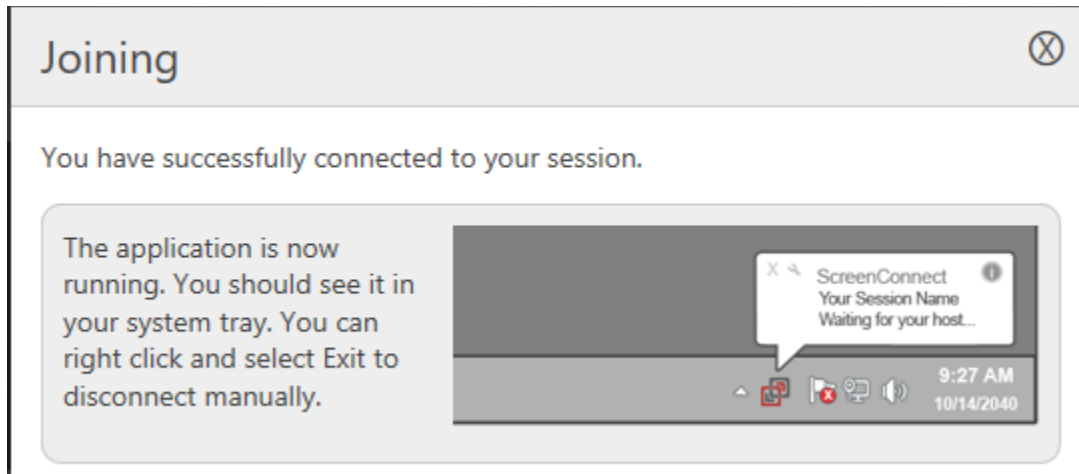
For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)

Please open/run the file and accept and OK any prompts.

**Important note:** If it asks if you want to allow this program to make any changes, please click on “Yes” otherwise we will be very limited in how we can assist.

## STEP SEVEN

Once all that is done, you should see the pop-up change to the below:



## STEP EIGHT

If required, please confirm via the ticket/phone that the remote session has been set up and let us know when we can connect.