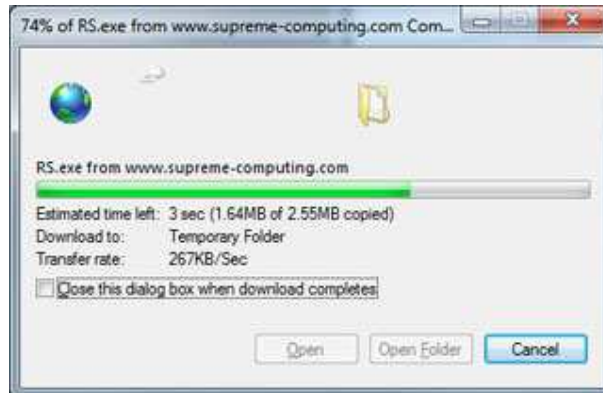


## Launching the Remote Support Console

**Step 1** – after clicking on the ‘Launch Remote Support’ button the following box will appear..... select ‘Run’



**Step 2** – you will now see the Remote Support Console (RS.exe) being downloaded, depending on your internet speed this may take up 60 Seconds.



**Step 3** – A security warning box may pop up.... select ‘Run’ to approve the software



**Step 4** – Finally the Remote Support Console will open, please tell Richard the ID & Password shown on this screen.

The remote support session will begin!

