

REMOTE SUPPORT

Step 1

Start Remote Support.

A login-screen appears. Fill in the Session-number, given to you by the Consultant.



The screenshot shows a window titled "netviewer one2one" with a dark red header. Below the header, the text "Participant login" is displayed. The main area contains the instruction: "Please enter the session number the consultant gives to you on the phone." Below this is a text input field labeled "Session number:" and a "Connect" button. At the bottom right, there is an "Exit" button with an information icon.

Step 2

You now must accept that the Consultant is seeing your screen. Do so.



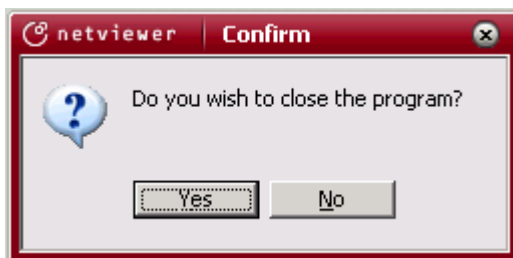
The screenshot shows a dialog box titled "netviewer Van Den Bosch Transporten BV". The main text reads: "Your screen content is about to be transferred. Notice: Session being recorded." Below this, it says: "You can use the Application selection beforehand to choose the applications to be transferred." There is a "Select..." button. At the bottom left, there is a checkbox labeled "Never ask me again". At the bottom right, there are "Yes" and "No" buttons.

The session is started. The Consultant is seeing your screen.
You can change this with the Button Show/Watch, so you can see the screen of the Consultant.



Step 3

Netviewer can be closed by the cross right at the top.
The following screen appears:



Accept it by pressing Yes.

Step 4

Press the button Close and the session is logged off and closed.

