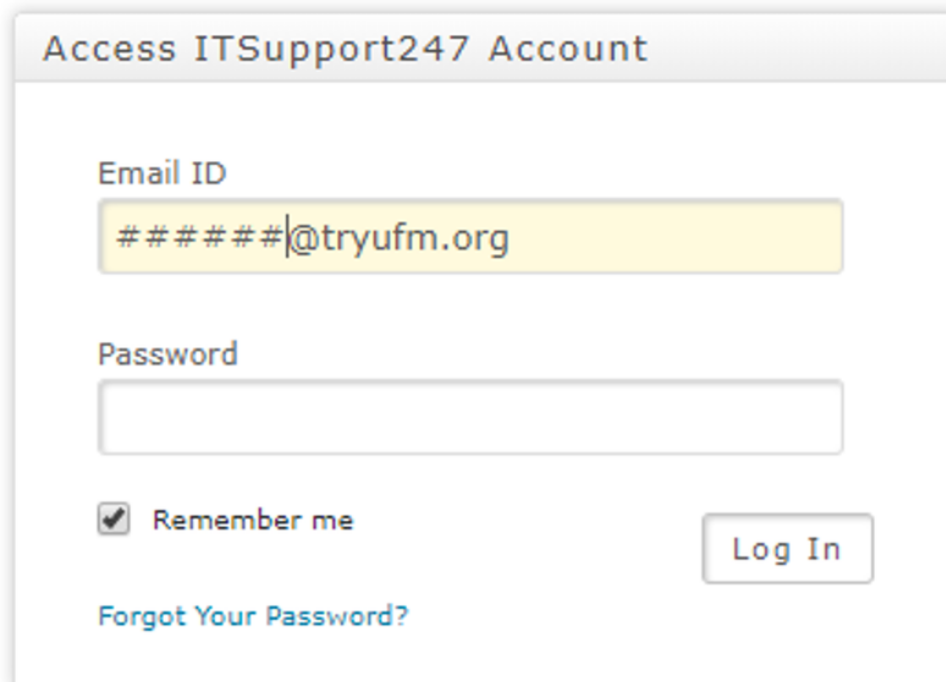


Networks. Plus People. Plus Service.

RMM REMOTE ACCESS GUIDE FOR PCS

User Access Portal Features

1. Review System Status
2. Edit User Profile / Change Password
3. Remote System Access
4. New Users should download and setup one of the following Multifactor Applications to their Smart Phone prior to beginning:
 - Google Authenticator
 - Microsoft Authenticator
 - Last Pass Authenticator
 - Authy Authenticator



The screenshot shows a web form titled "Access ITSupport247 Account". It contains two input fields: "Email ID" with the placeholder text "#####@tryufm.org" and "Password". Below the password field is a checkbox labeled "Remember me" which is checked. To the right of the checkbox is a "Log In" button. At the bottom left of the form is a link that says "Forgot Your Password?".

<https://control.itsupport247.net>

Networks. Plus People. Plus Service.

RMM REMOTE ACCESS GUIDE FOR PCS

First-Time Users

First Time Users will need to complete Multi-Factor Authentication (MFA) setup.

1. On initial login you will be prompted with a QR code. Scan the QR Code with your preferred MFA Application (Microsoft , Google, Last Pass, or Authy Authenticator, etc.) on the user's smart phone.
2. Enter the confirmation code from the app in section 3 to confirm the pairing process.

Set Up Authenticator

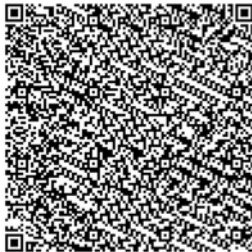
Warning! Configuration must be completed and maintained in user's Authenticator app.

1. Download the Google, Microsoft, LastPass or Authy authenticator app

Download the Google, Microsoft, LastPass or Authy Authenticator app for Android or iOS from Google Play Store/ iOS App Store.

2. Scan the QR code

Add new account in the Authenticator app. Then, use your mobile device to scan the QR code in this window.



Or
[Click here if you can't scan the QR code](#)

3. Enter your code

In the box below, enter the 6-digit code generated by the app.

Networks. Plus People. Plus Service.

RMM REMOTE ACCESS GUIDE FOR PCS

System Properties

- Name
- Operating System
- Alert Statuses

Device Selection Area

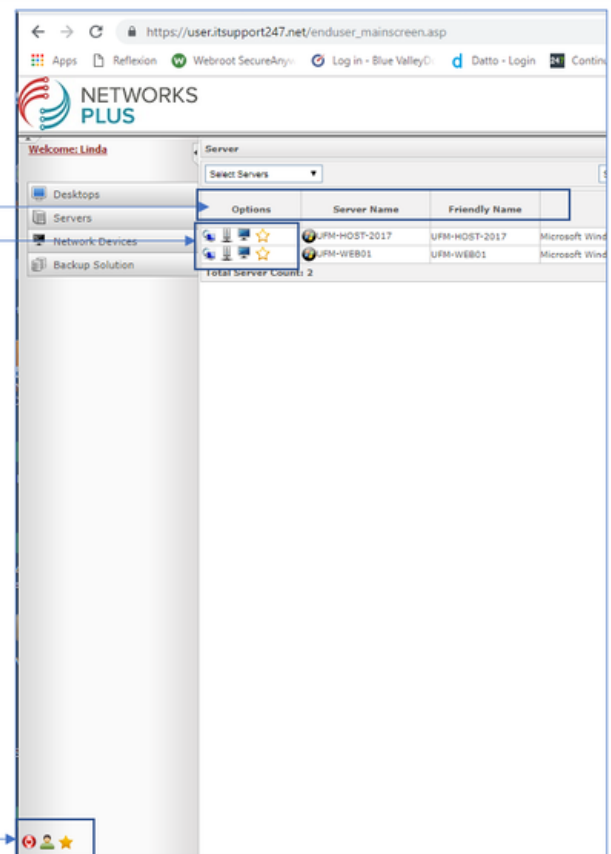
- Remote Connection Launcher 
- System Overview
- System Profile
- Add to Favorites 

Log Out

User Profile

- Change Password
- Change E-Mail / Profile Name
- Change Theme

View Favorites



Networks. Plus People. Plus Service.

RMM REMOTE ACCESS GUIDE FOR PCS

Remote Connection Client

First-time users will also need to approve the installation of the Remote Session Client. The download should begin automatically and ask the user for permission to continue. This can also happen when the Remote Connection Client is updated.

Once the download and initial install is complete the user should be presented with the following window to initiate the connection.

