FixMe.IT
by Techinline

Remote Access At Its Best

CUSTOMIZATION

A quick guide to integrating FixMe.IT into your company website

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Introduction to Customization

Companies must often abide by strict guidelines and style when it comes to implementing an outside solution for their support services, while such branding options play an essential role in any business' strategy of establishing brand recognition and providing a flexible and convenient support approach.

The main purpose of this guide is to accompany you through the complete process of personalizing the FixMe.IT application. You will also discover the significant benefits that are made possible with a custom interface of our software.

Main Benefits of FixMe.IT Customization

- *Convenience*: avoid the need to spell out any 3rd party URLs or walking the customer through the process provided on FixMe.IT's website. You are able to fully integrate the application into your company's website, which will serve as the landing page for your clients.

- *Brand Recognition*: add your logo, instructions, and any other text that will enable you to better promote your brand name.

- *Adherence to Guidelines*: you are given the freedom to create the connection process and instructions for your clients on how to join the remote session. This allows meeting certain guidelines and requirements which may be present in a given corporate environment.

- *Improve the "Bottom Line"*: Increase the quality of support provided while collecting positive feedback and achieving customer satisfaction.

The customization procedure mainly consists of editing templates using HTML and CSS codes. This does not require advanced knowledge of HTML or the technology in place. After reading this guide, you should be able to customize the interface of the FixMe.IT Client application without hiring a designer or a webmaster.

Reference Guide

These sources contain helpful information on HTML/CSS tags used for formatting:
http://www.w3schools.com/CSS/CSS_reference.asp – CSS tag definitions with examples.
http://colormixers.com/mixers/cmr/ – Color mixer can be used to see what a color looks like having a specific #-code. Here, you may also get a #-code of the mixed color.

As an example for this guide, we have created a simple "Your company" FixMe.IT account which will be redesigned according to its corporate style. To present you with a better idea of the customization steps performed and the subsequent changes that are made to the interface, we have included the "Before" and "After" screenshots for each applied technique.
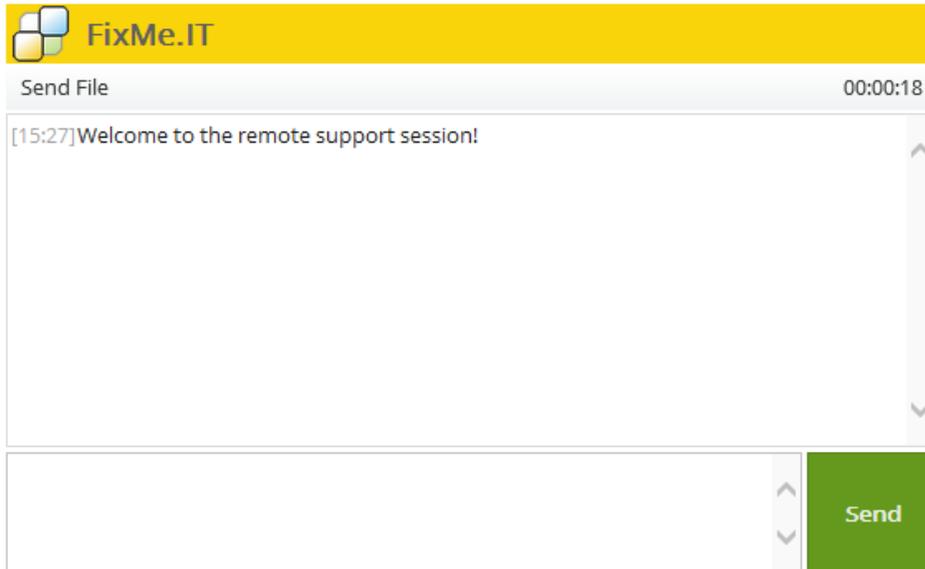
Client ID Box Before
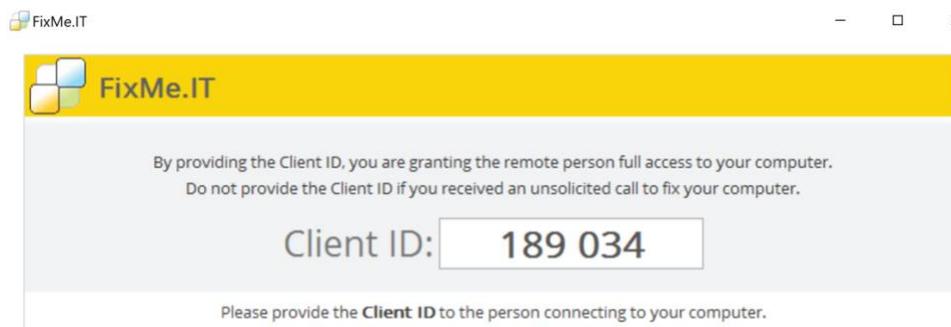
Client ID Box After
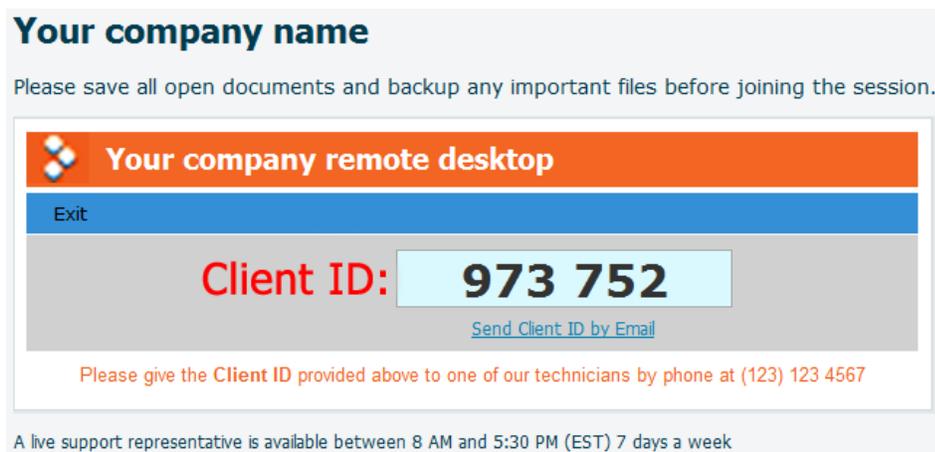
Client Application Before

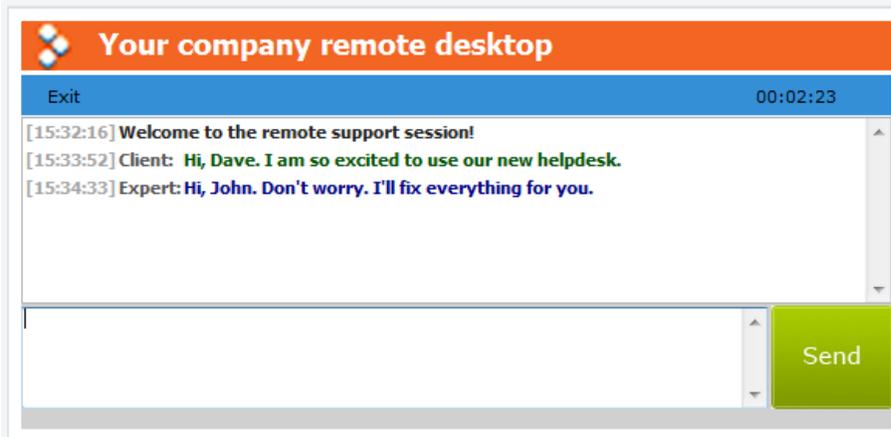[15:27]Welcome to the remote support session!

Send

Use **Enter** to send message, **Shift-Enter** to add a new line.

Client Application After

Your company name

Please save all open documents and backup any important files before joining the session.

Your company remote desktop

Exit   00:02:23

[15:32:16] **Welcome to the remote support session!**
[15:33:52] Client: **Hi, Dave. I am so excited to use our new helpdesk.**
[15:34:33] Expert: **Hi, John. Don't worry. I'll fix everything for you.**

Send

A live support representative is available between 8 AM and 5:30 PM (EST) 7 days a week

We will now demonstrate how simple this entire process actually is, even for those who may lack advanced design or coding skills.

Normally, in order to join the session, the remote user must go to fixme.it to obtain a unique Client ID number. However, to meet the customization requirements, you may specify a personalized link for the remote user to connect to the *FixMe.IT* service. This enables you to create a direct link on any webpage such as your website, blog, social network page, threaded discussion, etc. Directing the remote user to this link will be enough for them to launch the service, thereby avoiding the need to run fixme.it. This link is unique for every FixMe.IT Expert account and is found in the Configure Client ID Box section. See Getting Client Link for more information.

The entire customization procedure is performed in just one section of the **My Account** menu – **Configure Client Box**.

Let's get to work!

Client ID Box Setup

The **Client ID Box** initially appears in its default style.

To change the appearance of the Client Box:

1. Run the FixMe.IT application.
2. Go to **My Account** tab -> **Configure Client Box**.

The following objects are available for customization: **Logo**, **Caption**, **Prompt, Menu**, **Main Area**, and **Client ID Box.** HTML/CSS is used to change the properties of these objects.

3. Click the **Update Client Box** button to save and update the appearance of the **Client Box**.

Logo

To replace the FixMe.IT logo with your company's logo:

1. Click **Browse** to open and upload the logo image file from your computer.

Caption

This area may be used for the company's name or any message that you would like to be displayed in the header to the right of the company's logo. In our example, we prefer to have the text in **Bold**, so put the title into the tag.

Here, the following code was used:

<b>Your company remote desktop<b>

Caption Style

Specify the appearance properties for the **Caption** area where your company's name is placed.

Here, the following code was used:

color: white; color of the inscription White

background-color: #F26522; color of the background is #F26522. Please refer to the **Reference Guide** for 'Color Mixer

font-family: Tahoma; font Tahoma

font-weight: bold; font weight **bold**

Result:

Prompt

Provide the remote user with instructions on how they should communicate the Client ID to the Expert.

Here, the following code was used:

Please give the Client ID provided above to one of our technicians by phone at (123) 123 4567

Prompt Style

You may change the font properties of the **Client ID** number and its surrounding area.

Here, the following code was used:

color: #323232; color of the text #32323;

background-color: #d9f9ff; color of the background is #d9f9ff

font-family: verdana font Verdana

Result:

Menu Style

Specify the appearance properties for the **Menu area**. Here, the following code was used:

color: black; color of the text Black

background-color: #348fd6; color of the background is #F26522.

font-family: verdana font Verdana

Menu Style: color: black; background-color: #348fd6; font-family: verdana

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

Exit

Main Area Style

Setting properties for the **Main area**. Here, the following code was used:

color: red; color of the text Red

background-color: #d0d0d0; color of the background is #d0d0d0.

font-family: Tahoma; font Tahoma

font-weight: regular; font weight regular

Main Area Style: color: red; background-color: #d0d0d0; font-family: Tahoma; font-weight: regular;

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

Client ID:

Send Client ID by Email
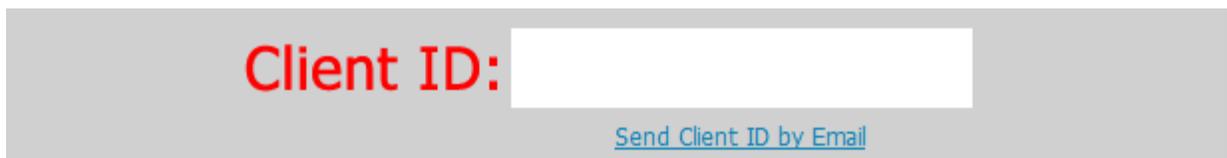
Client ID Box Style

You may change the font properties of the Client ID number and its surrounding area.

Here, the following tags were used:

color: #323232; color of the text #32323;

background-color: #d9f9ff; color of the background is #d9f9ff

font-family: verdana font Verdana

Result:

Getting Customized Client Link

By default, the remote user is connected to the service upon entering the fixme.it link in their browser. However, if you have customized the appearance of the Client application, you can specify a personalized link for the remote user to click on whenever they require assistance. This allows you to set up a link on your website from which the remote user can be easily directed to the application.

To specify the link for connecting the remote user to the customized FixMe.IT Client application:

1. Run the FixMe.IT application.
2. Go to **My Account** -> **Configure Client Box** where you will find the following links:

1. Add this link to your website to direct your remote user to the customized Client application.
2. Install the branded Client application on the remote user's computer.
3. Mass install the branded Client application on multiple remote computers.

Useful Links:

Official website: https://www.techinline.com/

FixMe.IT Support Center: https://docs.fixme.it/

Contact Information:

Please forward any questions or concerns to the appropriate email address:

For general enquiries and suggestions, website, feedback and other proposals:
info@techinline.com
For order quotes, pricing information, product enquiries and personal demos: sales@fixme.it

*You may also contact the Sales Department to learn more about the FixMe.IT remote desktop application. We will be happy to answer any of your questions, as well as provide a **personal demo** of our software.

For any technical issues: support@fixme.it

We guarantee to respond to your request within 24 hours!

You can also contact a live representative regarding any issue:

Phone: US & Canada: 1-617-934-2771
          United Kingdom: +44 (0)20 8144-7131
Skype: techinline

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