

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.



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Reference Guide

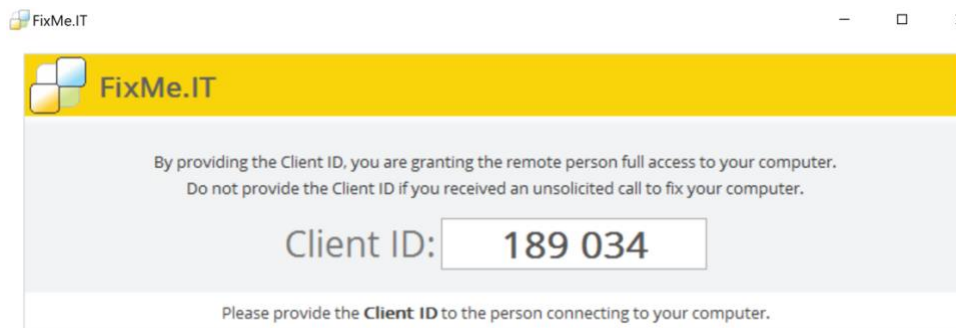
These sources contain helpful information on HTML/CSS tags used for formatting:

http://www.w3schools.com/CSS/CSS_reference.asp – CSS tag definitions with examples.

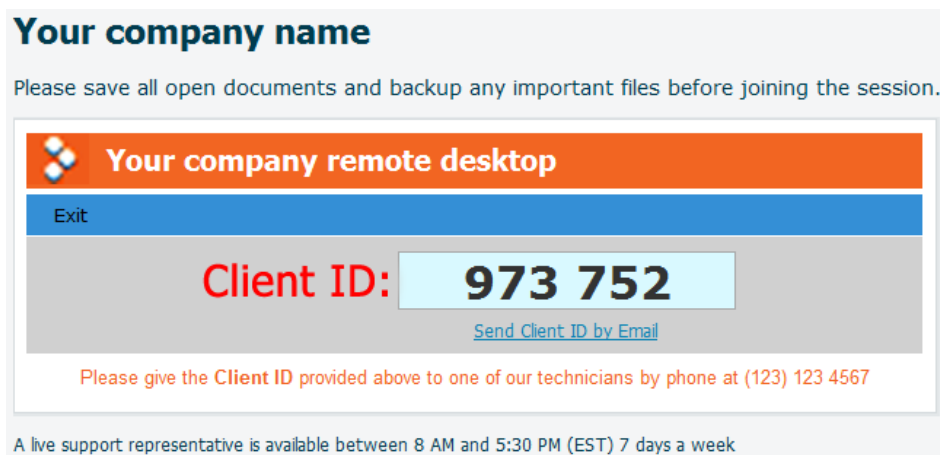
<http://colormixers.com/mixers/cmr/> – Color mixer can be used to see what a color looks like having a specific #-code. Here, you may also get a #-code of the mixed color.

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

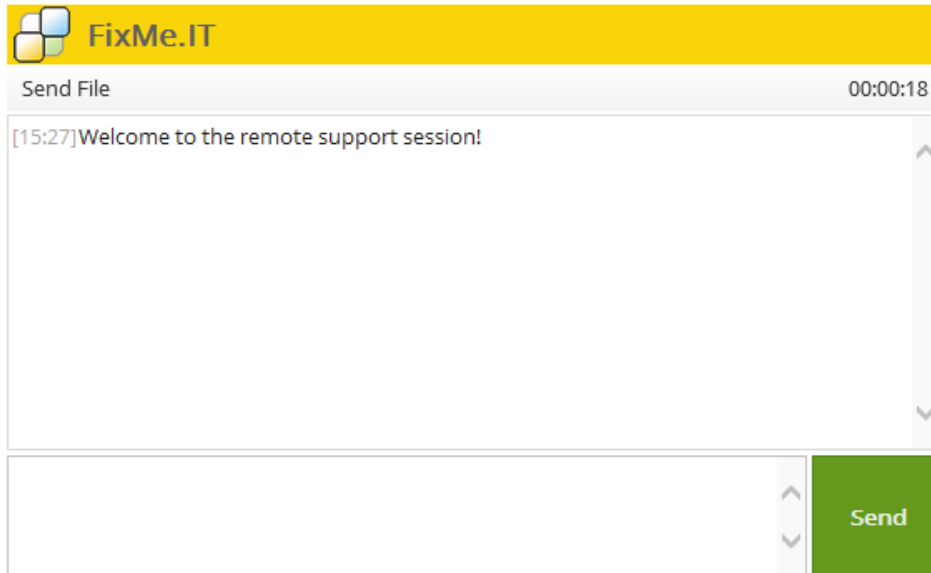




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Client Application Before

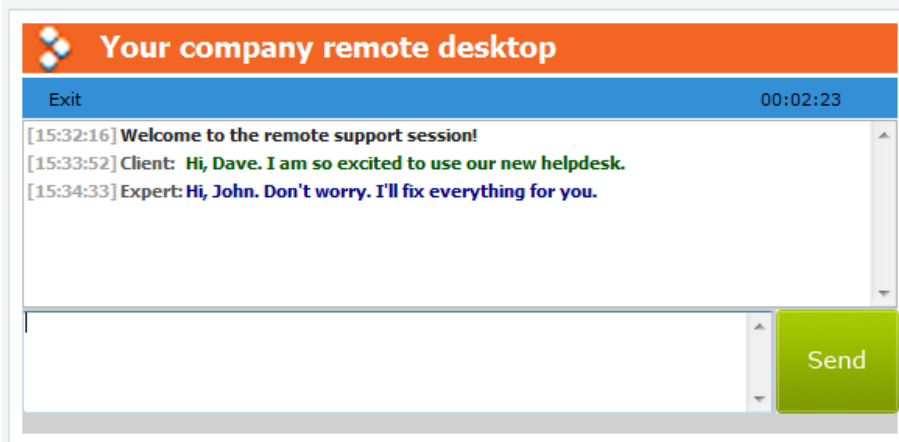


Use **Enter** to send message, **Shift-Enter** to add a new line.

Client Application After

Your company name

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



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.

Logo:

You can upload a JPG, GIF or PNG image (File size limit is 50 KB).



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:

`Your company remote desktop`

Caption: (HTML allowed)

e.g. `Your Company Support`

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**

Caption Style:

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



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Result:

Your company remote desktop

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*

Status bar prompt:
(HTML allowed)

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

e.g. Give the `Client ID` to your consultant

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 #323232;

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

font-family: verdana font Verdana

Prompt Style:

color: #F26522; background-color: white; font-family: arial; font-size: 12px;

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

Result:

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



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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:



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.

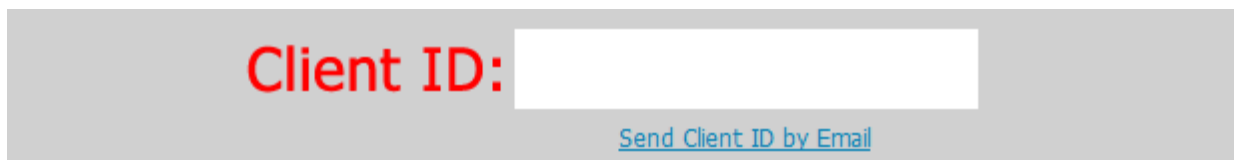
font-family: Tahoma; font Tahoma

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:





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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 #323232;

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

font-family: verdana font Verdana

Client ID Box Style: **color: #323232; background-color: #d9f9ff; font-family: verdana**

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

Result:

554 690



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:

The screenshot shows the "Configure Client Box" page in the FixMe.IT web application. The page has a navigation bar with "Home", "My Account", "Unattended Clients", "Support", and "Sign Out". A "Save Changes" button is in the top right corner. The main content area is titled "Configure Client Box" and contains three numbered instructions in a red-bordered box:

- 1 Use the following link to direct your clients to the branded page:
- 2 - Or -
Download the **Branded Client Application Setup** and use it to install FixMe.IT on your customer's computer.
- 3 - Or -
Download the **Branded Client Installer Package (.msi)** and use it for mass deployment on your customers' computers.

Below these instructions is a preview of the branded client application. It features a yellow header with the FixMe.IT logo and a "Client ID Box" containing the text "Client ID: 238 495". A "Prompt" area below the Client ID box says "Please give the Client ID above to the person providing the remote desktop assistance." Below the preview are fields for "Logo", "Caption", "Caption Style", and "Prompt", each with a "Browse..." or "Delete" button. The "Caption" field has a text area with the example "e.g. Your Company Support". The "Caption Style" field has a text area with the example "e.g. color: #007030; background-color: #aaffee; font-family: verdana;". The "Prompt" field has a text area with the example "Please provide the Client ID to the person connecting to your computer." and a note "e.g. Give the Client ID to your consultant".

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.



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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@techinline.com

*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@techinline.com

For questions or concerns about an existing FixMe.IT account: orders@techinline.com

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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