



## GETTING STARTED

Solving issues right from the comfort of your office has never been easier



## About this Guide

The purpose of this guide is to assist users of FixMe.IT with the following:

- Discover various appliances of FixMe.IT
- Become familiar with FixMe.IT's interface and its main sections
- Understand how to connect to a Client in 3 easy steps
- Learn about the available configuration adjustments and customization options
- Discover where to obtain additional information, support, and how to contact a FixMe.IT representative.

## What is FixMe.IT?


FixMe.IT is a remote desktop application that enables you to connect to a remote computer, view its desktop, and if needed or requested by the end user, take full control of its mouse and keyboard. In addition, you may share your own desktop with a remote party, exchange instant chat messages, and transfer files of any size and volume between the two machines.

FixMe.IT is mostly used by IT helpdesks that specialize in providing technical support across any distance. Common appliances include online training sessions, demos and presentations, and carrying out any other tasks that require remote access.

All you need to use FixMe.IT is Internet connection. The freedom and flexibility provided by this application enable practically anyone around the globe to take advantage of the product.

## Who Are FixMe.IT Session Participants?

A FixMe.IT connection, also referred to as a session, takes place between an **Expert** (FixMe.IT account holder) and a **Client** (remote user's computer).



**FixMe.IT** Remote Access  
At Its Best

Home My Account Unattended Clients Support Sign Out

Home **Waiting: 0** **Connected: 0** **Closed: 0** **4.2.2** **New Session**

Session	Client Name	Start Time	Duration

```
[16:50] Connecting to communication server...
[16:50] Secure connection successfully established with comm2.technline.net
[16:50] Welcome to FixMe.IT!
      Login email:
      License type: Yearly Subscription
[16:50] To start a support session, direct the remote user to fixme.it in order to obtain a Client ID number.
```

Upon launching FixMe.IT for the first time, the Expert is asked to run an application. Following this step, they are ready to use the application. The majority of the Expert's work is conducted through the interface of the **Expert Main Form**. The Expert can see this page immediately after logging into their FixMe.IT account.

The **My Account Form** contains account information along with customization and setup options that are available with FixMe.IT.

## Running Expert Application

Congratulations! You have created a new FixMe.IT account. In order to run the application, please perform the following steps:

1. Go to [FixMe.it/Expert](http://FixMe.it/Expert) and run the FixMe.IT Expert application. A FixMe.IT Expert icon will be automatically created on your desktop.
2. Run the FixMe.IT Expert icon on your desktop and log into your account.
3. Once you have successfully logged in, you are ready to begin working with our application.

You will be automatically redirected to the **Expert Main Form** where you can perform a wide range of available operations.



# Remote Access At Its Best



## Expert Main Form

This guide will help you learn the basics of the FixMe.IT remote desktop application with an emphasis on the **Expert Main Form** interface and the procedure of connecting to a remote party. For detailed information about our application, please refer to the [Online Documentation](#).



1. **Tabs** are used to access the **My Account**, **Unattended Clients**, and **Support** menus, as well as return to the Expert Main Form.
2. **Connection Panel**. This panel displays general information about the session in progress. It displays the Client ID that was used to establish the connection with the remote party. The Client Name field can be used by the Expert to create a title for the session or add important notes that can be viewed later. The content of this field is stored in the **Session Usage Report**. The timer displays the duration of the session.
3. **Remote Desktop Toolbar**. These buttons are used to **View Remote Desktop**, **Control Remote Desktop**, **Share Desktop View**, **Share Desktop Control**, **Reboot Remote Computer**, **Setup Client Application**, **Send Files**, and **Request Support**.
4. **Status/Chat Area**. This panel displays important messages concerning the status of your FixMe.IT account, as well as any instant messages that participants have exchanged during the session.



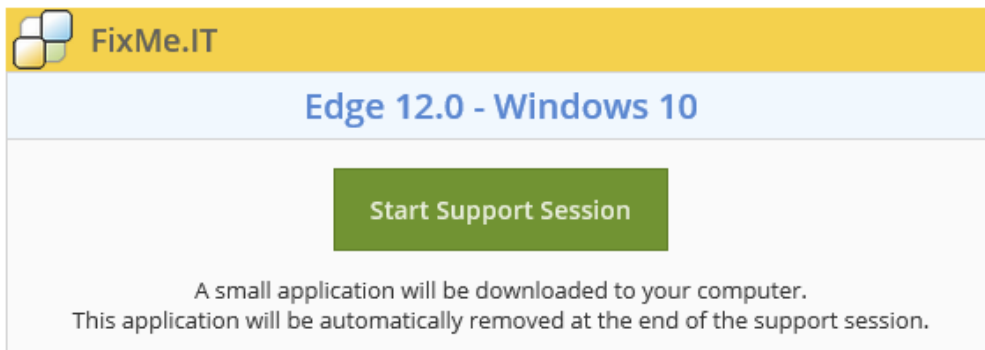
The Clipboard transfer and Drag and Drop file transfer functions are performed in the same manner as on your local machine, without the need to use any extra buttons and/or panels.

## Starting Your First Session

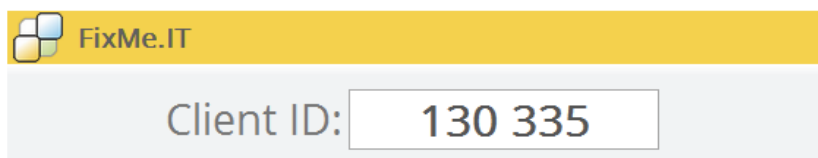
After running the FixMe.IT Expert application, the **Expert Main Form** will appear. Now, it is time to invite your Client into the remote session.

1. Direct your client to [FixMe.it](http://FixMe.it).

The Client will be prompted to **Start Support Session**.



2. After downloading and running the FixMe.IT application, the Client will receive a randomly generated 6-digit number (**Client ID**). The Client must communicate this number to you.



Please give the **Client ID** above to the person providing the remote desktop assistance.

3. Enter the **Client ID** provided by the Client into the **Client ID** field and click the **Connect** button in order to connect to the remote computer.
4. The Client is notified that the session has been started.



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



# Remote Access At Its Best

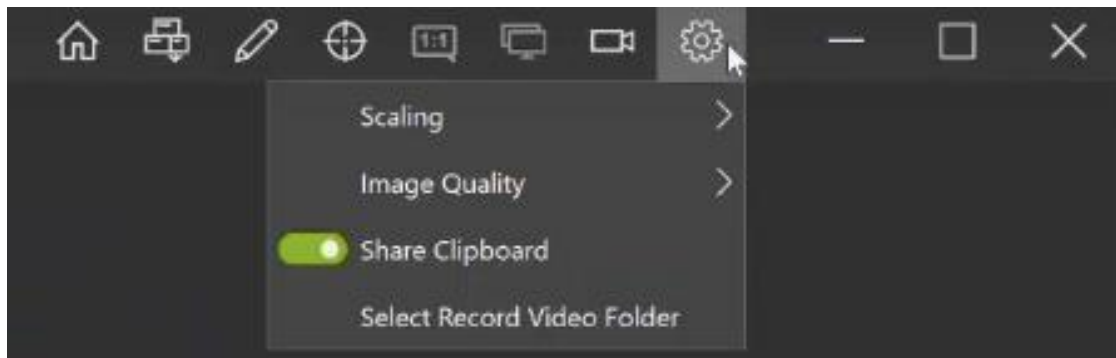


The Expert is now connected to the Client's machine and ready to provide remote assistance, exchange files, and perform a wide range of other operations on the remote computer.

**Session Toolbar:** FixMe.IT provides a number of key features that are available on the Session Toolbar during a remote session. These features are:

- **Sending Ctrl-Alt-Del command to the remote computer**
- **Pencil**
- **Laser Pointer**
- **Magnifier**
- **Multi-Display Options**
- **Session Video Recording**
- **Options Menu**

## Options Menu



This menu allows you to:

- Adjust the size of the remote screen
- Adjust the image quality of the remote screen
- Enable/disable clipboard synchronization
- Select a folder to store recorded session video



# Remote Access At Its Best



## My Account Form

The **My Account Form** can be accessed through the **Expert Main Form**.

FixMe.IT

Home **My Account** Unattended Clients Support Sign Out

4.2.2

### My Account

License	Quantity	Renewal Date	E-mail
yearly subscription	2	11/18/2016 (auto-renewing)	

- Downloads**
  - Client Application Setup
  - Unattended Access Setup
  - Client Installer Package (.msi)
- Edit Profile**
  - Contact Information
  - Change Password
- Branded Client Page**
  - Configure Page Template
  - Configure Client Box
- Reports**
  - Session Usage Report

- Downloads.** Take advantage of the available setup files to conveniently configure FixMe.IT on your clients' computers.
- Edit Profile.** Manage your profile, update personal contact information. Maintain privacy and confidentiality by changing your password regularly.
- Branded Client Page.** Customize the Client Page Template in accordance with company style or your personal preferences.
- Reports.** The built-in reporting tool allows you to keep track of all conducted sessions. Use PDF or XLS formats to create internal and external records, compose work sheets, invoices, and any other documentation.



# Remote Access At Its Best



## Useful Links:

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

Complete online documentation: <https://www.techinline.com/help/index.html>

Frequently Asked Questions:

<https://www.techinline.com/Support/FrequentlyAskedQuestions>

## 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](mailto:info@techinline.com)

For order quotes, pricing information, product enquiries and personal demos:

[sales@techinline.com](mailto: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](mailto:support@techinline.com)

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