



## **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 you 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 remote user 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 support application that enables you to connect to a remote computer, view its desktop, and if needed or requested by the remote user, take full control of its mouse and keyboard. In addition, you can share your own desktop with a remote party, exchange instant chat messages, and transfer files of any size to/from a remote user or even between different remote 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 the application enable practically anyone around the globe to take advantage of the product.

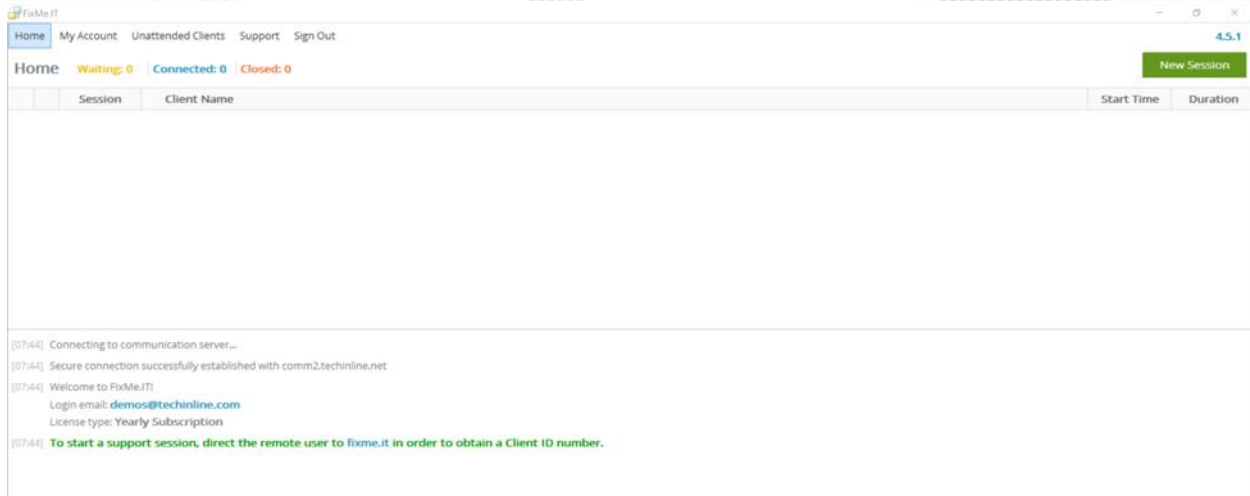
## Who Are FixMe.IT Session Participants?

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



FixMe.IT

# Remote Access At Its Best



Upon launching FixMe.IT for the first time, the Expert is asked to run the 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 **Home Tab**. The Expert can see this page immediately after logging into their FixMe.IT account.

The **My Account Tab** contains account information along with various customization and setup options.

## Running Expert Application

In order to run the application, please follow these steps:

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

You will be automatically redirected to the **Home Tab** where you can perform a wide range of available actions.

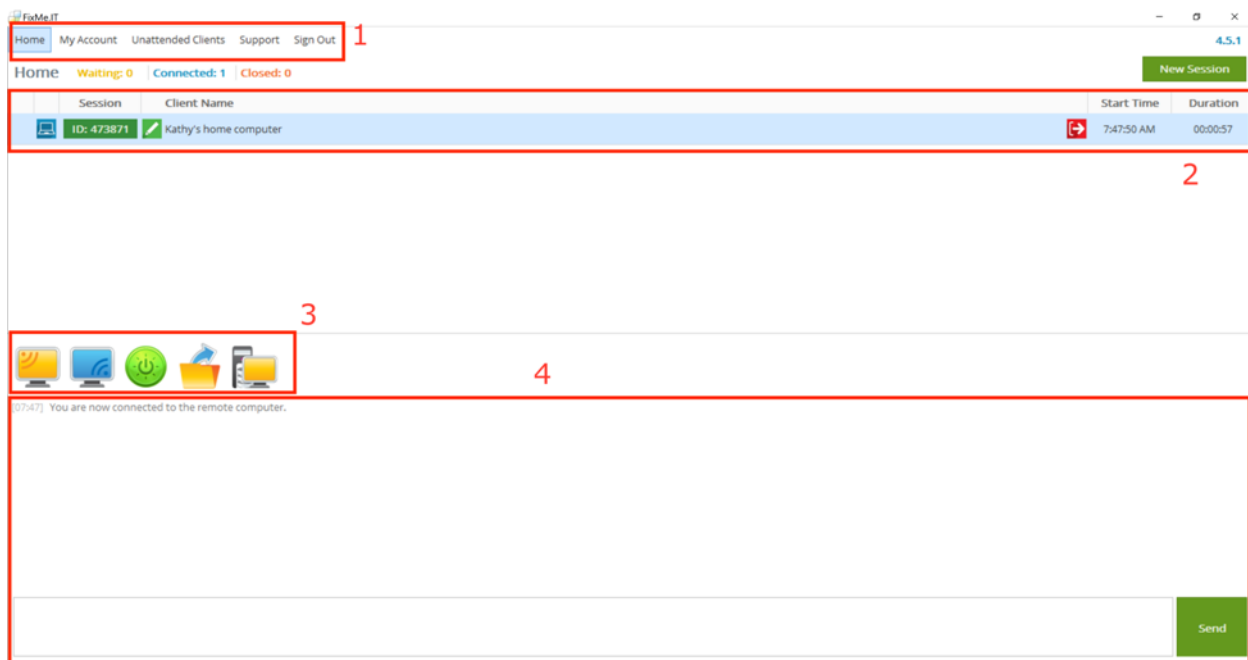


# Remote Access At Its Best



## Home Tab

This guide will help you learn the basics of the FixMe.IT remote support application with an emphasis on the **Home Tab** interface and the procedure of connecting to a remote user. For detailed information about our application, please visit the [FixMe.IT Support Center](#).



1. **Tabs** are used to access the **My Account**, **Unattended Clients**, and **Support** menus, as well as return to the Home Tab.
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 user. 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.

Clipboard transfer and Drag and Drop file transfer 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

1. Direct the remote user to [FixMe.it](https://FixMe.it).

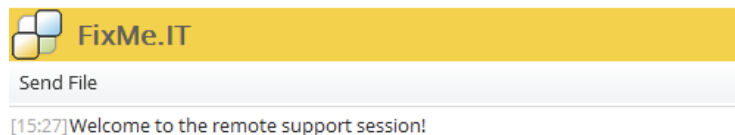
The remote user will be prompted to **Start Support Session**.



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



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



You are now connected to the remote user's machine and are ready to provide remote assistance, exchange files, and perform a wide range of other operations on the remote computer.



FixMe.IT

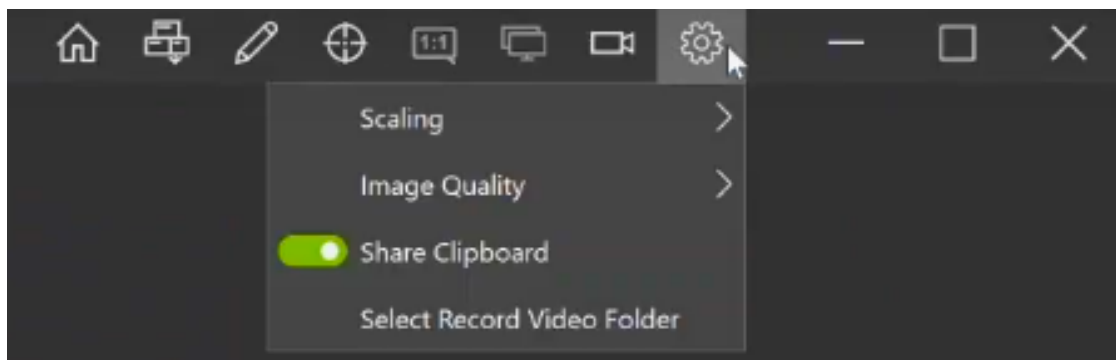
# Remote Access At Its Best



**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**
- **Settings Menu**

## Settings 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 Tab

The **My Account Tab** can be accessed via the **Tabs** menu.

A screenshot of the FixMe.IT web application's "My Account" page. The page has a navigation bar with "Home", "My Account", "Unattended Clients", "Support", and "Sign Out". Below the navigation bar, the "My Account" section is displayed. It features a table with columns for "License", "Quantity", "Renewal Date", and "E-mail". The table contains one row with a "yearly" subscription, a quantity of 2, a renewal date of 2019-03-25 (auto-renewing), and an email of demos@techinline.com. Below the table, there are four red-bordered boxes, each containing a numbered icon and a list of actions: 1. Downloads (Client Application Setup, Unattended Access Setup, Client Installer Package (.msi)), 2. Edit Profile (Contact Information, Change Password), 3. Branded Client Page (Configure Client Box), and 4. Reports (Session Usage Report).

1. **Downloads.** Take advantage of the available setup files to conveniently configure FixMe.IT on your clients' computers.
2. **Edit Profile.** Manage your profile, update personal contact information. Maintain privacy and confidentiality by changing your password regularly.
3. **Branded Client Page.** Customize the Client Box in accordance with company style or your personal preferences.
4. **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.techiline.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](mailto:info@techinline.com)

For order quotes, pricing information, product enquiries and personal demos: [sales@fixme.it](mailto: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](mailto: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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