

## ConnectIT

### How to Connect and End a Remote Support Session

#### (for Mac OS X & Safari / Firefox)

This document shows how to respond to a remote support request from ITS where you are using Mac OS X and either Safari or Firefox, and where <http://ConnectIT.massey.ac.nz> is used to start the session. This document also shows how to end a remote support session.

#### Connecting to a Remote Session

1. Open your Safari or Firefox and type in the following web address:  
<http://ConnectIT.massey.ac.nz>

**ConnectIT PIN Entry Form**

**Target Audience:** Massey University staff and students who have received a ConnectIT remote assistance PIN code.

Enter your 6-digit code provided by ITS Support for remote assistance

354299

If you require a PIN to connect to the ConnectIT remote assistance service please [contact the ITS Service Desk](#) to lodge your support request.

- [Further information about the ConnectIT service](#)
- [ConnectIT Technical FAQs](#)

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2. Enter in the 6-digit code that the support analyst will provides you and click **Connect to ITS**

#### Safari:

- Double click the **LogMeIn** support file


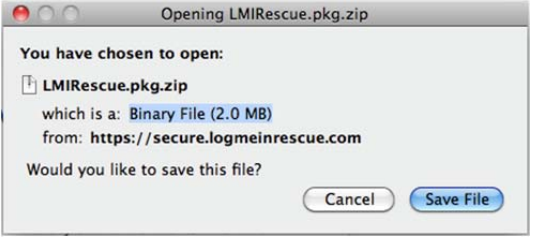
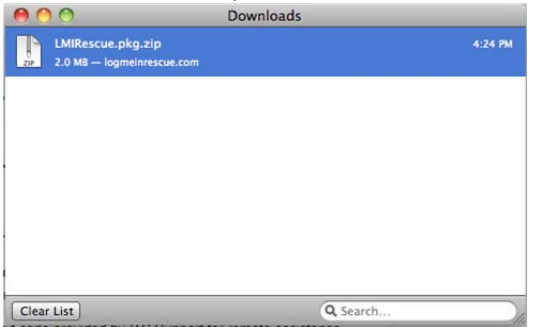
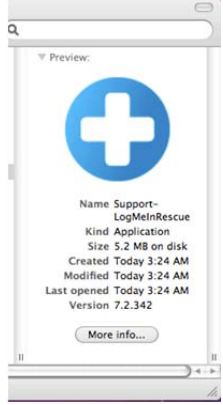
**Note:** The file is saved on the Mac when using Safari. The default location the file is saved to is **Downloads**. This file can be deleted (as it cannot be re-used) when the remote session ends

**Firefox:**

- Click **Save File**
- Double click on the name of the setup file

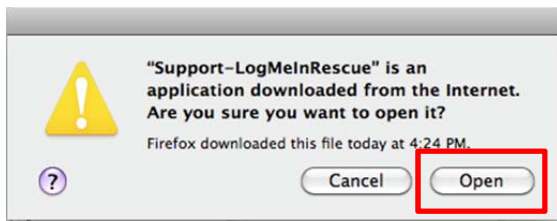
**Note:** The file is saved on the Mac when using Firefox. The default location the file is saved to is **Downloads**. This file can be deleted (as it cannot be re-used) when the remote session ends

- Click **Run**

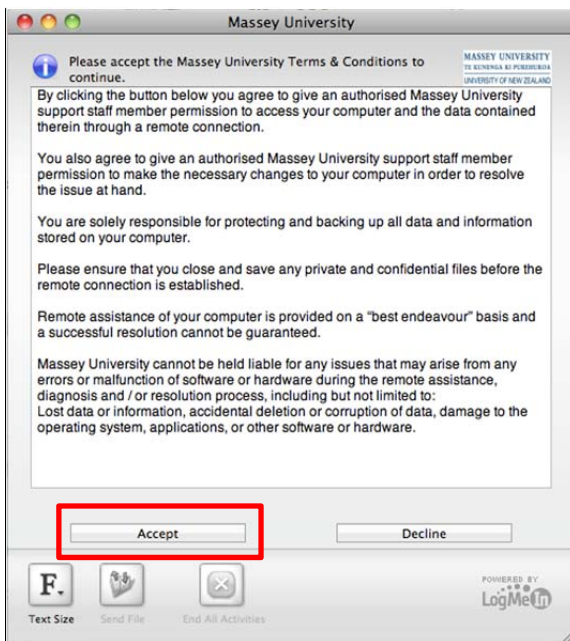
Safari	Firefox
<p>Double click the <b>LogMeIn Support File</b>.</p> 	<p>Click <b>Save File</b>.</p> 
	<p>Double click the setup file. Then click <b>Clear List</b>.</p> 
	<ul style="list-style-type: none"> <li>• Double click the <b>LogMeIn Support File</b>.</li> </ul> 

**Note:** These windows may get hidden behind other open windows on your screen. If you cannot see the options, minimise the windows you have open.

3. If you get a warning message click on **Open**.



4. You will then get the ConnectIT / Massey University terms and conditions window. You must click the **Accept** button otherwise you cannot continue.



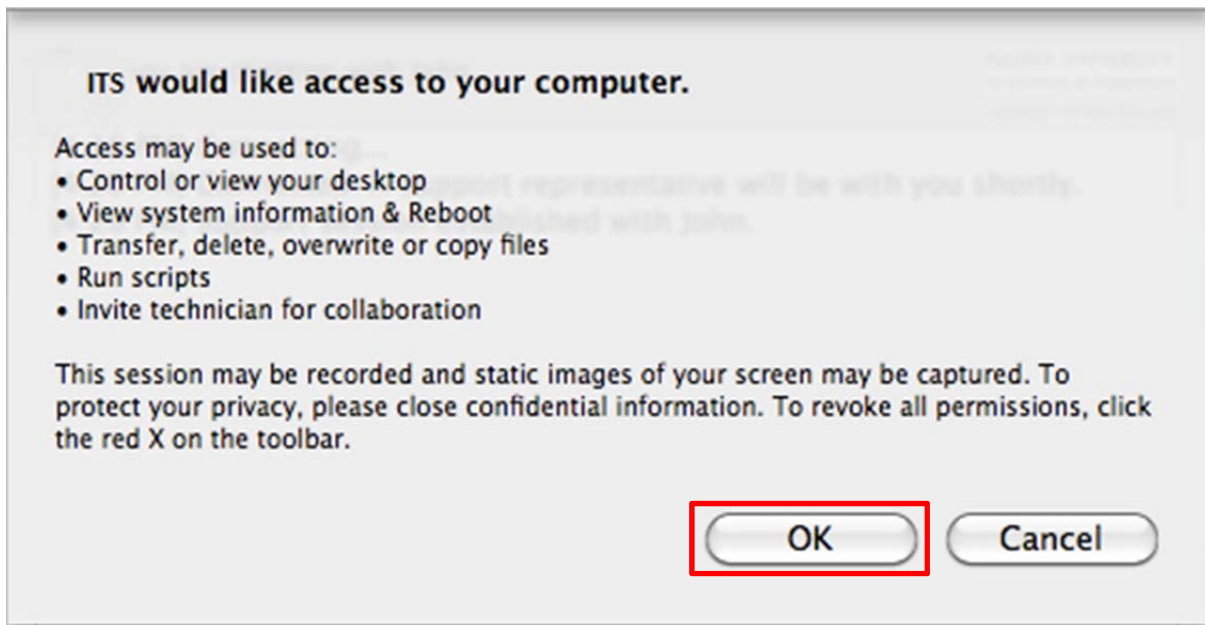
If you are unable to see this window minimise the windows you have open or look for the Massey icon in the Dock, normally at the bottom of the screen.



5. Once you have accepted the terms and conditions you should get a message on the ConnectIT window informing you that a support representative will be with you shortly.



6. The Support Analyst will now request access to your Mac and the following prompt will appear:



**Important:** Please ensure you close any confidential information you have open unless you require assistance with this.

7. Click the **OK** button for the remote session to start. There is a timer on this prompt and it will close the window if you do not respond in time. If the prompt times out, the Support Analyst will have to request access to your Mac a second time.

## Ending a session

At any point you can end the remote session by clicking on the **X** button in the top left corner then clicking on **Yes** when prompted.



When the session has ended you will get a survey pop up in your browser so you can evaluate the remote session. While the survey is optional we would appreciate your feedback.

