

ConnectIT

How to Connect and End a Remote Support Session


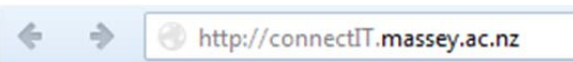
(for Windows & IE / Firefox)

This document shows how to respond to a remote support request from ITS where you are using Windows 7 and either Internet Explorer (IE) or Firefox, and where the Massey University ConnectIT PIN entry form is used to start the session. This document also shows how to end a remote support session.

Connecting to a Remote Session

1. An ITS Support staff member will discuss with you your connection, and will direct you to the ConnectIT PIN entry form: <http://ConnectIT.massey.ac.nz>

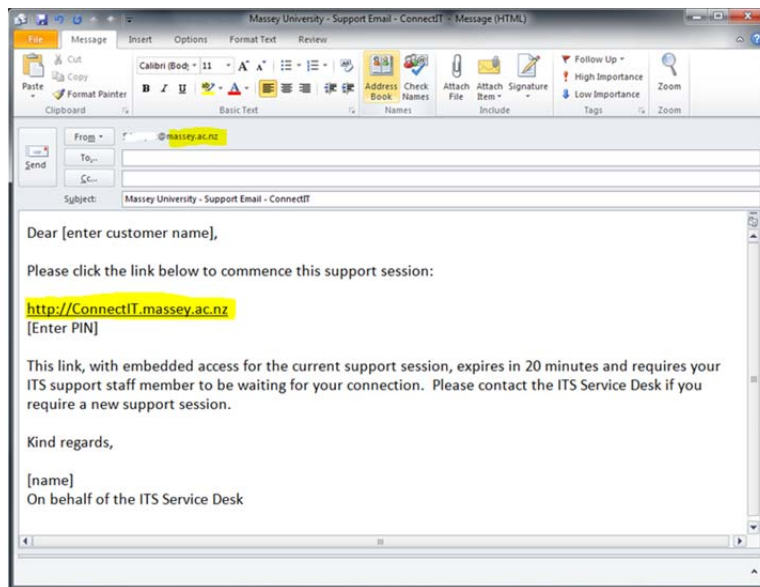
To access the ConnectIT PIN entry form open your browser and replace the address with <http://ConnectIT.massey.ac.nz>, then press enter on the keyboard or the Go button in your browser to proceed.

Internet Explorer	Firefox
	
<h2>ConnectIT PIN Entry Form</h2> <p>Target Audience: Massey University staff and students who have received a ConnectIT remote assistance PIN code.</p> <p>Enter your 6-digit code provided by ITS Support for remote assistance</p> <input type="text"/> <input type="button" value="Connect to ITS"/> <p>If you require a PIN to connect to the ConnectIT remote assistance service please contact the ITS Service Desk to lodge your support request.</p> <ul style="list-style-type: none">• Further information about the ConnectIT service• ConnectIT Technical FAQs	

2. You will be advised of a 6 digit PIN code required to begin the support session. Enter this PIN code and **Click** on the **Connect to ITS** button. This PIN code is valid for 20 minutes from creation of the support session.

3. If you are having problems over the phone the ITS support staff may email you the link and PIN code.

Please note this email will ALWAYS come from a Massey email address and with NEVER include a link directly to LogMeIn servers, as LogMeIn emails have been used in phishing / scam email attempts worldwide. An example email from a Massey support staff is shown below and will be sent to you after confirmation of a support session.



4. After you click on the **Connect to ITS** button, your computer will connect to LogMeInRescue servers to verify the PIN code and then will begin the remote session.

This will include a prompt to accept the ConnectIT/LogMeIn applet from the LogMeIn website. The language used differs dependant on your browser. Instructions and screenshots for this download are below and over leaf.

IE:

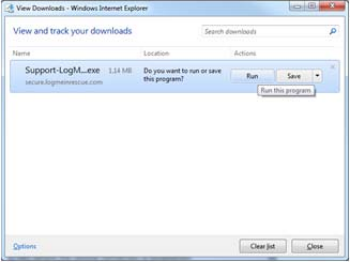
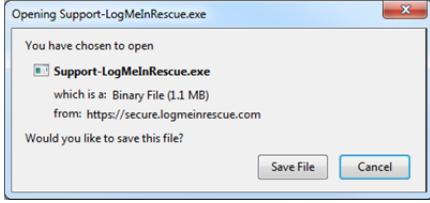

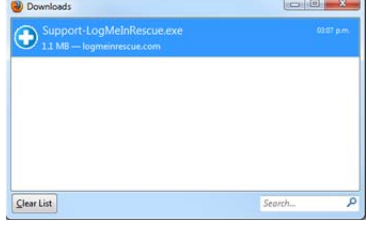
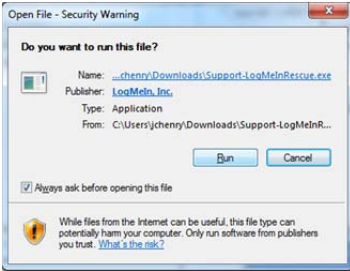
- Click **Run** from the window that is presented
- Click **Run** a second time on the option that appears, normally at the bottom of the screen

Firefox:

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

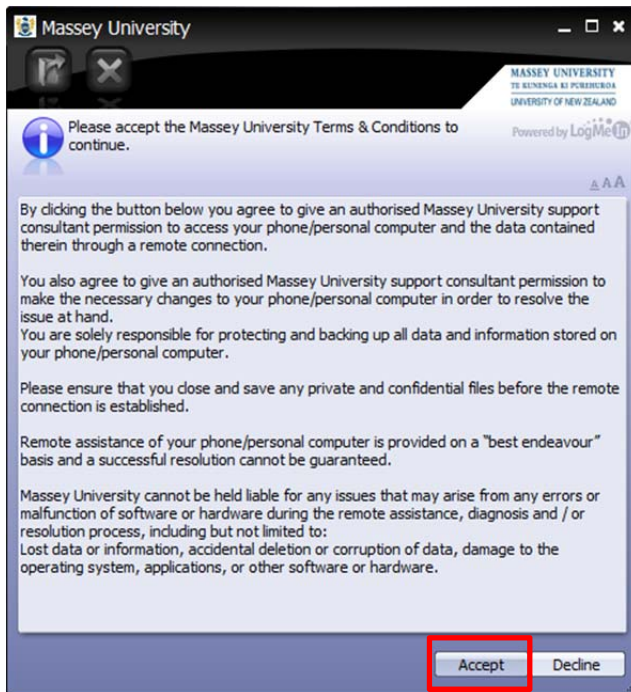
Note: The file is saved on the PC when using Firefox. The default location the file is saved to is **Downloads**. This file can be deleted (as it cannot be re-used) when the remote session ends.

- Click **Run**

<p>Internet Explorer</p>	<p>Firefox</p>
<p style="text-align: center;">Click <i>Run</i>.</p> 	<p style="text-align: center;">Click <i>Save File</i>.</p> 
<p style="text-align: center;">IE opening from OWA. Click <i>Run</i>.</p> 	<p style="text-align: center;">Double click the setup file.</p> 
	<p style="text-align: center;">Click <i>Run</i>.</p> 

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

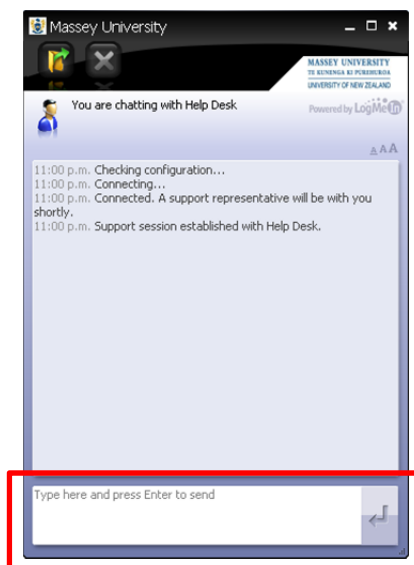
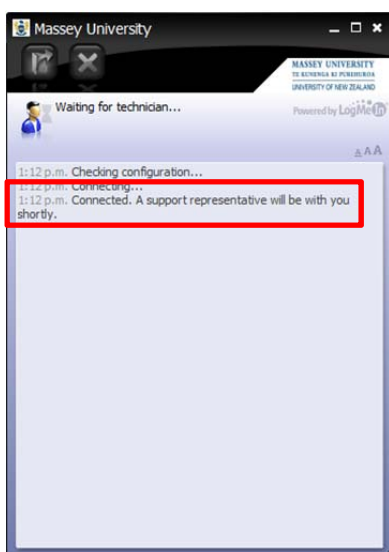
- After the connection has been initialised the ConnectIT / Massey University terms and conditions window. The Terms and Conditions must be accepted to continue with the support session, to do so click the **Accept** button.



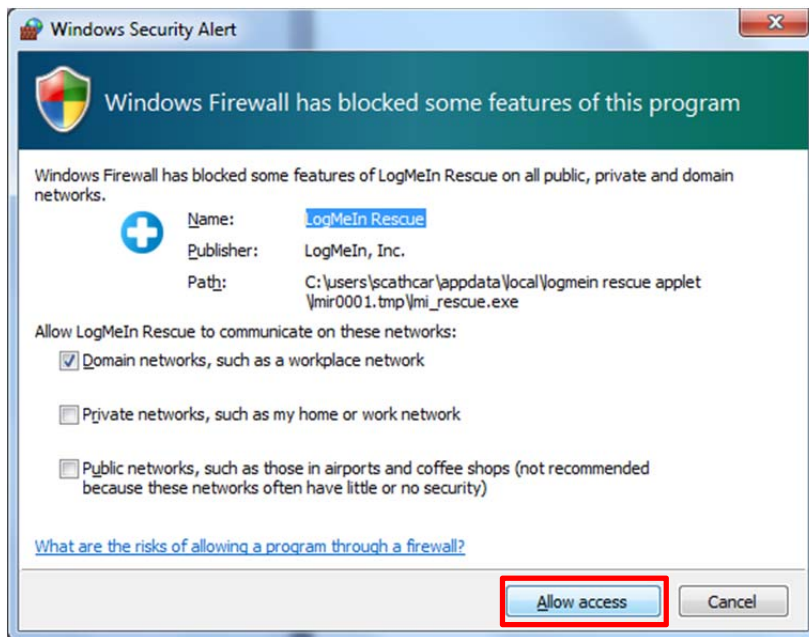
If you are unable to see this window minimise any windows you have open or look for the Massey icon in the taskbar, normally at the bottom of the screen. Click on this icon to bring the ConnectIT session to focus.



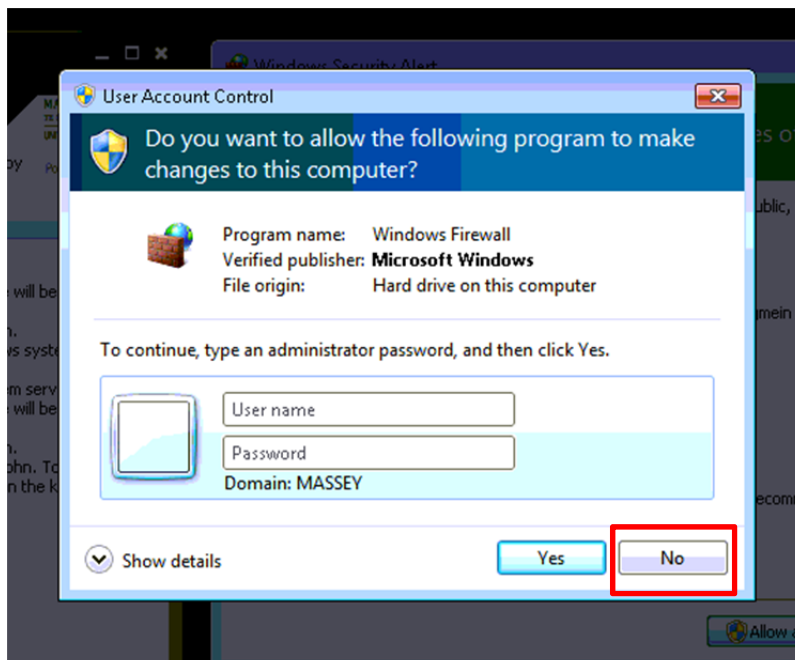
- Once you have accepted the terms and conditions you will receive a message on the ConnectIT window informing you that a support representative will be with you shortly. Once the session has been established you will be able to chat with the ITS support staff member.



7. If you are running Windows Firewall the following prompt will appear, ensure there is a tick next to **Domain networks, such as a workplace network** and click **Allow access**.

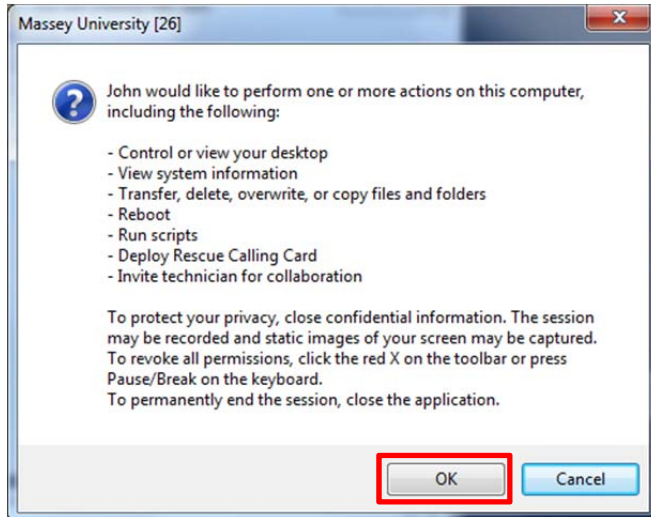


Dependant on your own access to your computer the following prompt may appear asking for an administrative password click **No** and inform the support staff member that you have been asked to enter administrative credentials. The support staff member will talk you through slightly different connection steps to resolve this, and may require a new support session once completed.



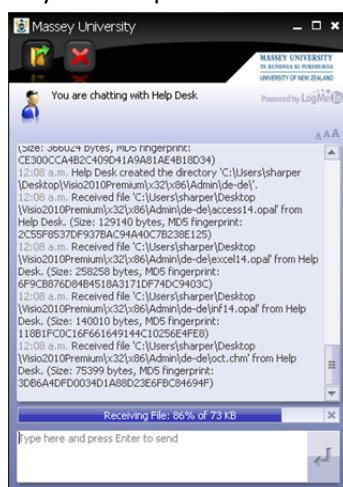
- Based on your request for assistance the ITS support staff member will now request access to your computer, the following prompt will appear.

This prompt may not include all of the following action permissions, below is the fullest permission acceptance list.



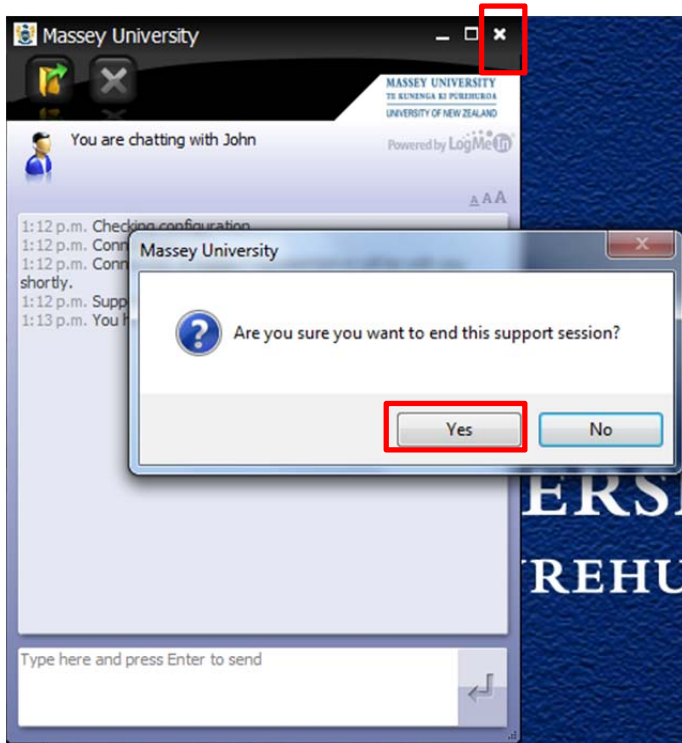
Important: Please ensure you close any confidential information you have open unless you require assistance with this.

- Click the **OK** button for the remote session to start. There is a timer on this prompt and non-response will result in denial of access to complete remote assistance or remote control. If the prompt times out the ITS support staff member will need to re-request this permission.
- Your ConnectIT support connection has now been established. During the support session actions completed by your support staff member will be visible on your screen, for example moving your mouse around or opening any applications. Any actions performed by your support staff member using ConnectIT functionality will be detailed in the ConnectIT chat log. The screen shot below, as an example, shows the detail recorded if an installation file is transferred to your computer.



Ending a session

At any point you can end the remote session by clicking on the close (X) button then clicking on **Yes** when prompted.



When the session has ended you will be asked to participate in an evaluation survey, which will pop up in your browser. While the survey is optional your feedback is appreciated.

