

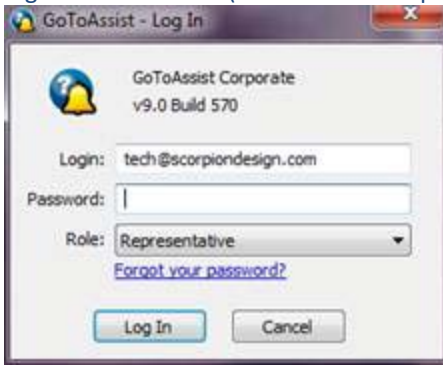
How to use GoToAssist

Make sure you have the program installed on your computer.

- a. If you don't you can download it here: **R:\Software\GoToAssistHelpAlert**
 - b. Save it on your desktop for easy access.
1. Open GoToAssist.



2. Log into the account (we have three separate accounts).



Username: Tech@scorpiondesign.com Password: Password2

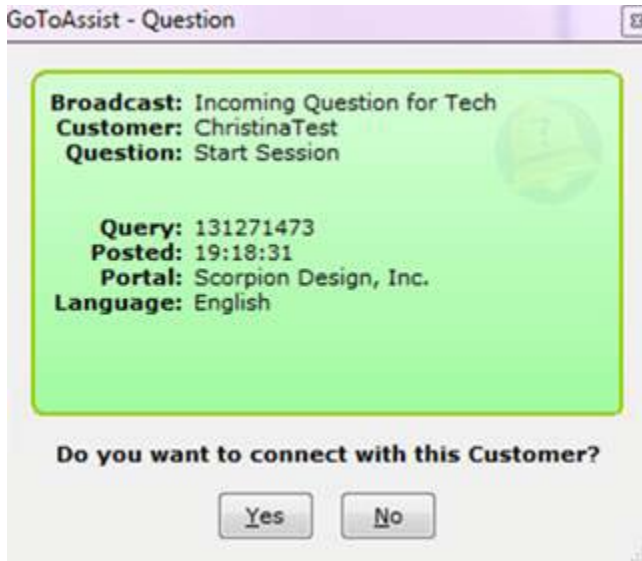
Username: RustinKretz@scorpiondesign.com Password: Password2

Username: Rustin@scorpiondesign.com Password: Scorpion411xxx

3. Have the client go here: <http://www.scorpiondesign.com/support>.
 - a. Type their name.
 - b. Choose a representative from the drop down menu.
 - c. Hit 'Continue'.



4. Once they hit continue a green box will appear on your screen; hit 'Yes' to connect.



5. The client will be prompted to Download the program; tell them to hit 'Download Now'.



6. Tell them to hit 'Run'



7. Boom! Done! You should be able to see their computer.
8. Don't forget to log out when you're done.