



## Remote Support Setup

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# INSTALLATION

## PREREQUISITES

### Internet Connection

Please make sure you have internet connection on your computer before proceeding.

## INSTALLATION STEPS

### Download Remote Support Tool

1. Please [visit our website](#) or [click here to download](#) remote application support tool.
2. Select the checkbox as shown and click **Continue**

**LogMeIn**® Simply Connected<sup>SM</sup>

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### Welcome to the LogMeIn Installer

This will install LogMeIn onto your PC. The person you received the LogMeIn Installer link from will then have access to your PC.\*

LogMeIn is a secure remote access system that allows your trusted IT support professional to provide technical assistance by remote controlling your PC over the internet.

I have received this link from a trusted source

Continue

\* Installing this product will give the trusted source remote access to this PC's Windows login page. Only individuals with a valid Windows username and password for this PC will be able to log in. For security purposes you will always receive an on-screen notification when your computer is being remote controlled.

3. Download LogMeIn remote access software

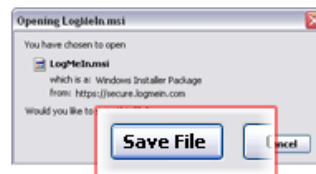


## Download and Install LogMeIn

### 1 Download LogMeIn remote access software

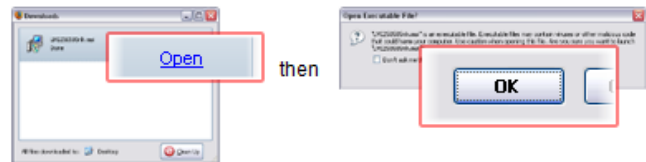


In the first dialog box, click Save File.

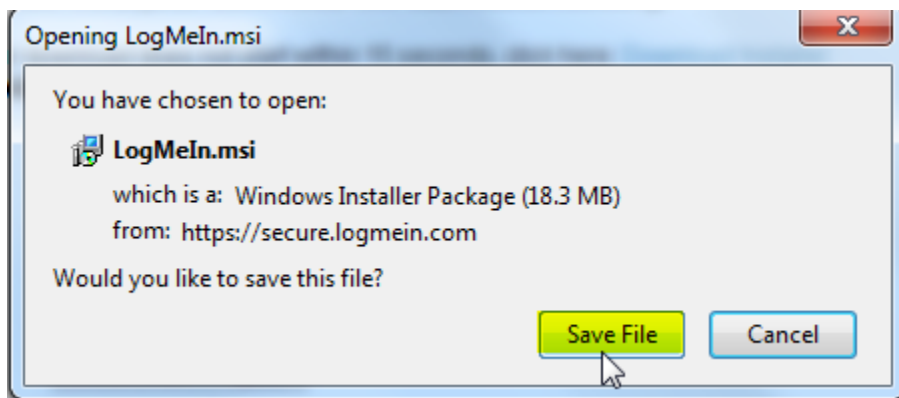


### 2 Allow the Installer to Run

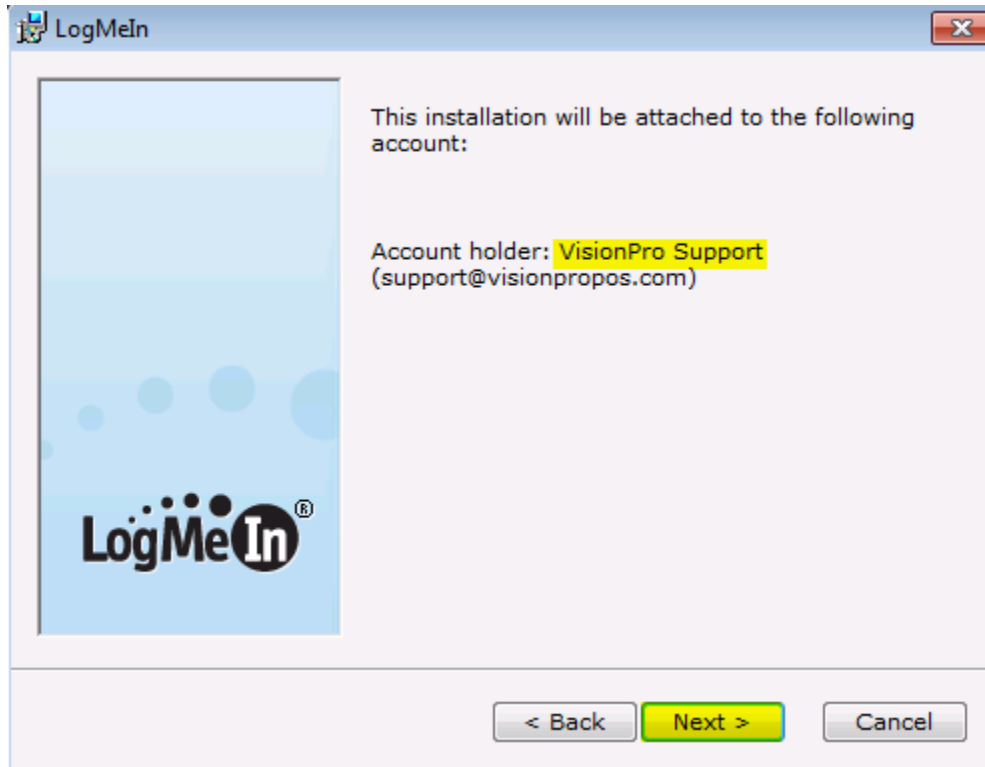
Click Open, then OK in the subsequent dialog boxes:

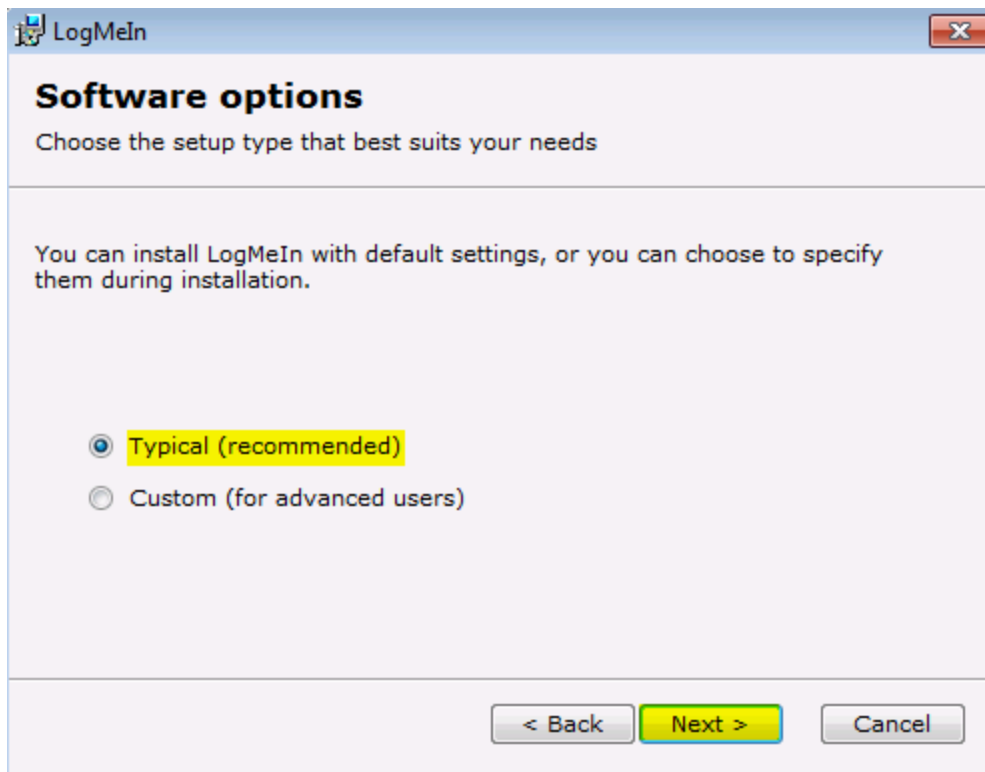
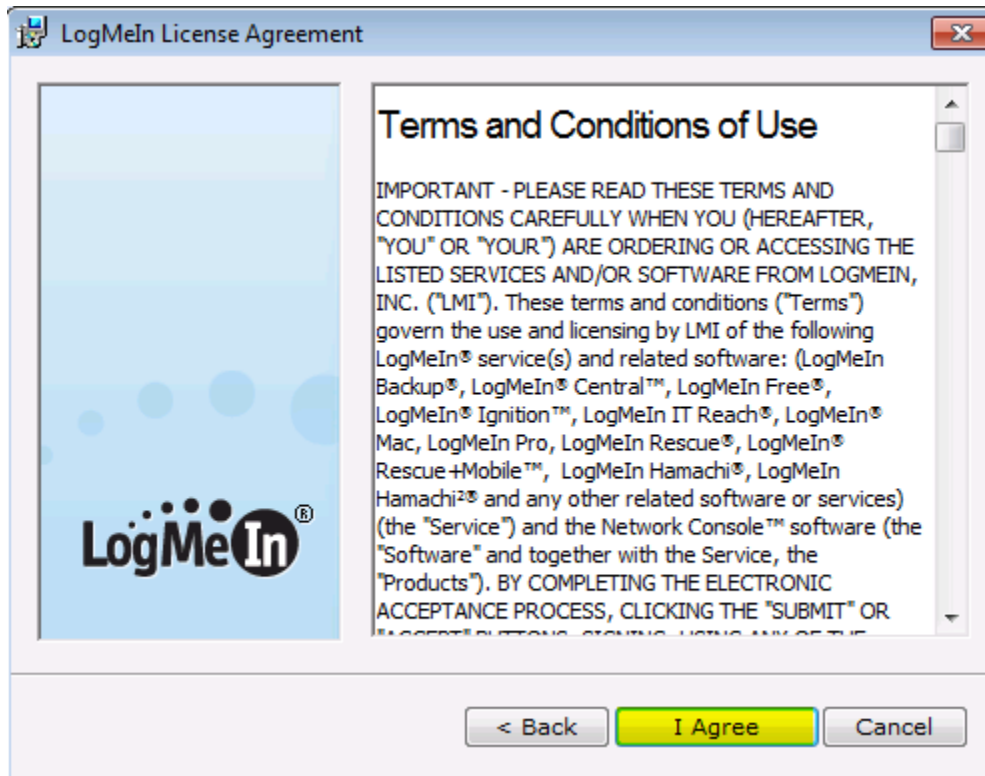


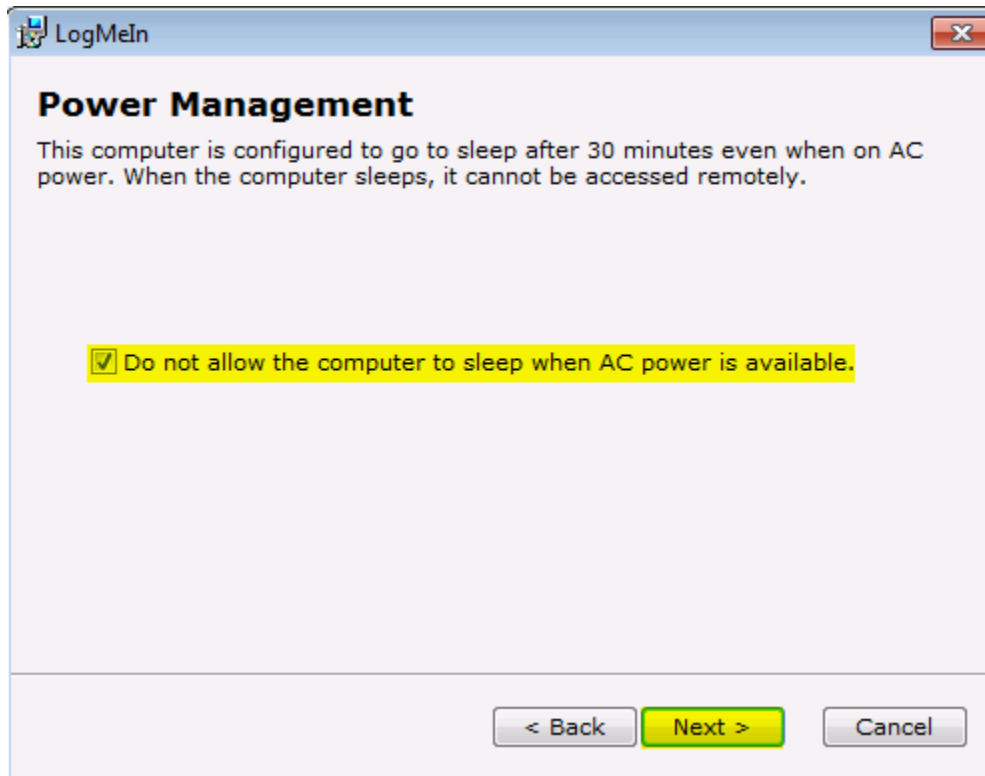
4. Save the file on your local computer or click on Run to run the software.



5. Follow the Setup wizard



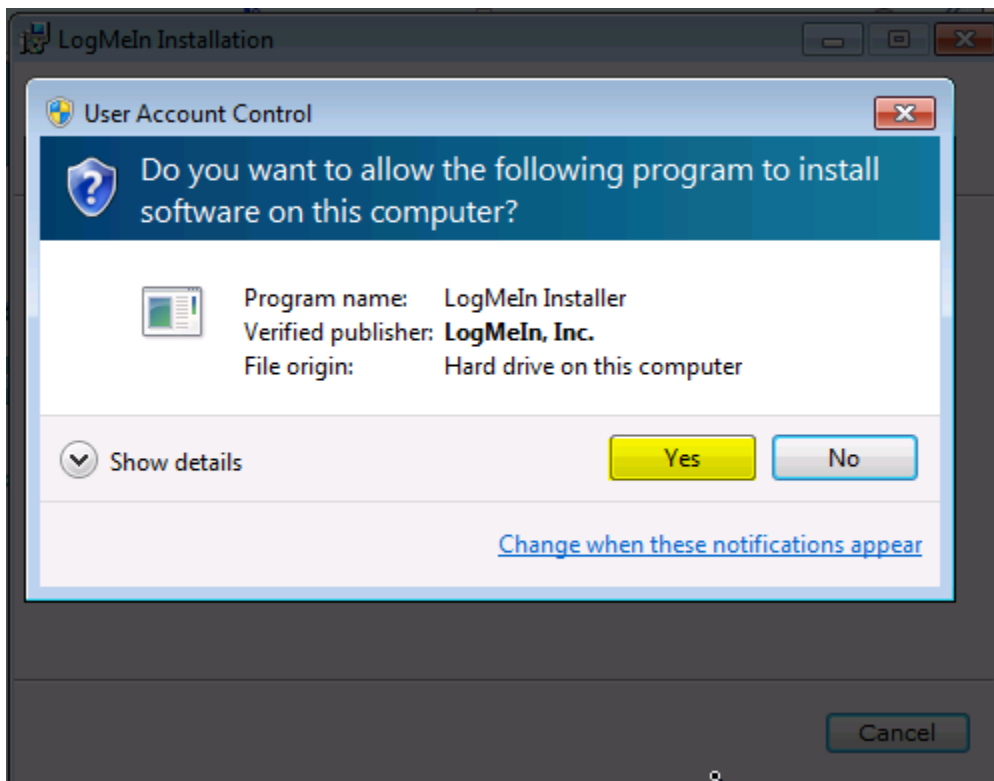
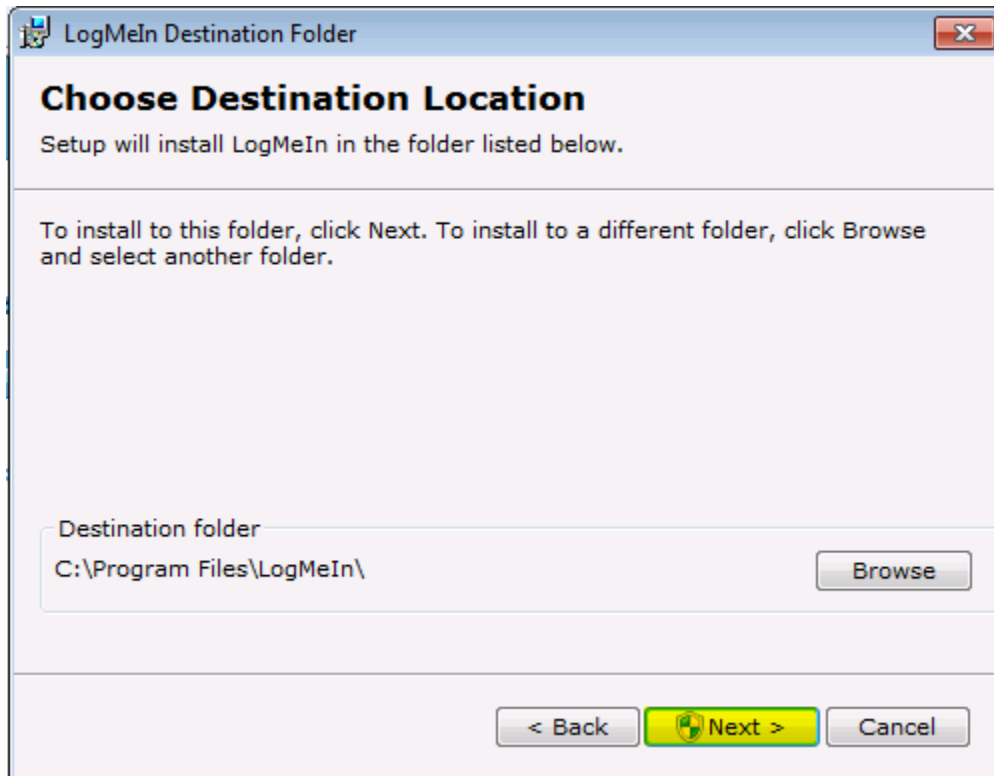


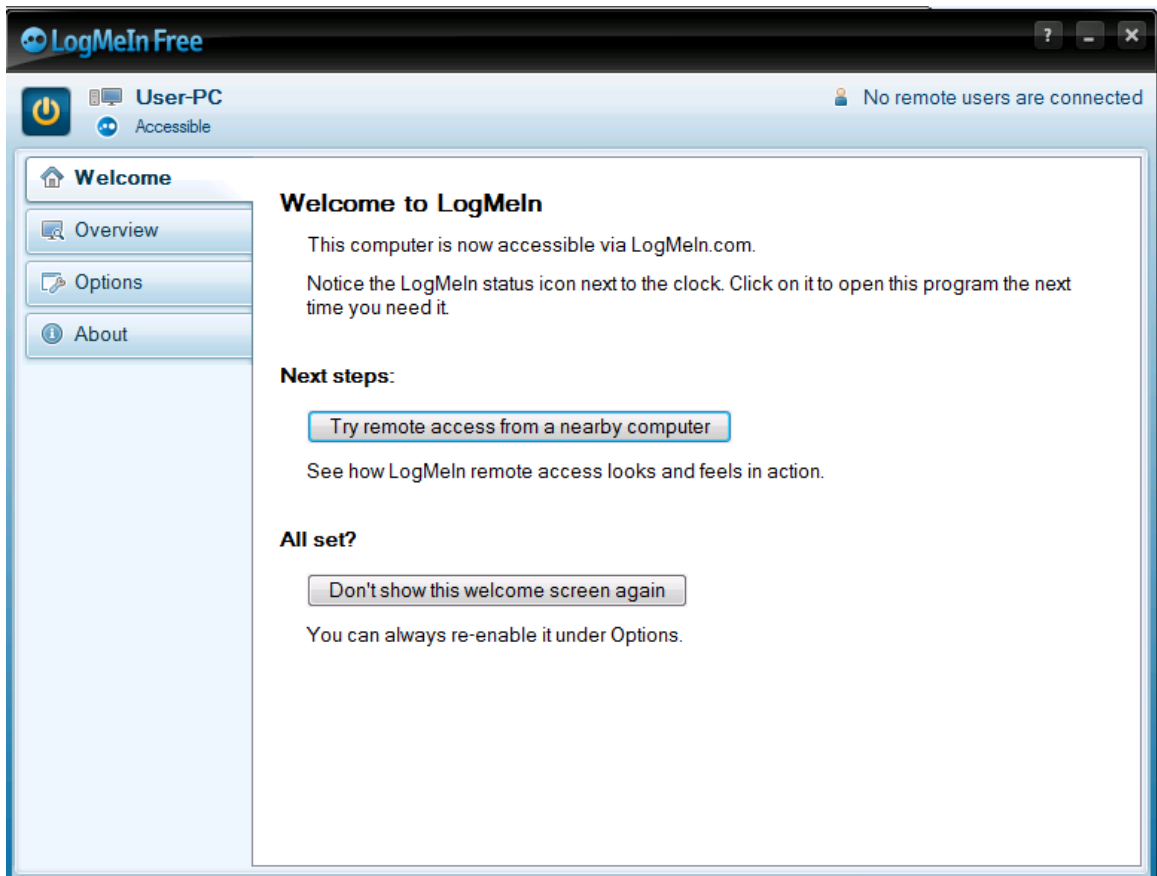


6. Computer Access Code. Please type the following computer access code

Computer Access Code: **4036687799**









## **VISIONPRO APPLICATION SUPPORT**

Please contact us if you have any question/concern. We will make every effort to reply to your message within 24-48 hours.

We are regularly in our office between 8:30 AM and 5:00 PM, Monday to Friday, except holidays. If you would like to call us to discuss your problem, please do so.

**Direct: 1.403.668.7799**

**Toll Free: 1.866.600.5656**