

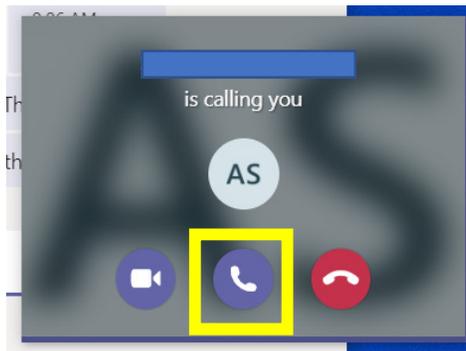
Remote Technical Support Instructions

In order to receive remote technical support, you need two things:

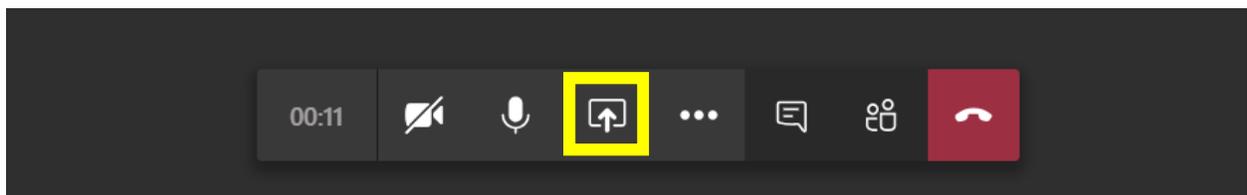
- The Microsoft Teams client (NOT the web version).
 - Download and install from here: <https://teams.microsoft.com/download>
- Your device needs to be connected to the Internet

When you download and install the Teams client, it will prompt you for a username and password. Your username will be your “ulinkid@louisville.edu” email address and your password will be your Ulink password.

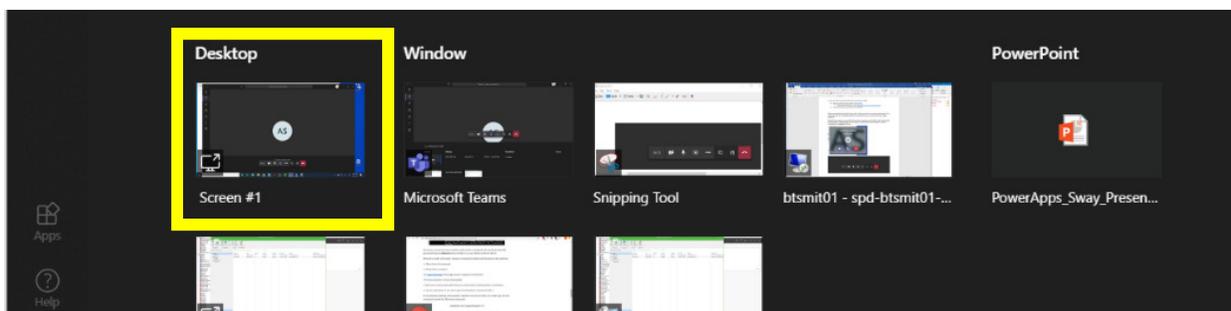
When the time comes for us to provide technical support remotely, we will initiate a call to you through the Teams client. Please note that once you answer, we will be able to hear through your system’s microphone if it is equipped with one. Click the answer call button when you are ready:



Once the call is answered, and when you are ready, you will need to share your screen with us. When you run your cursor over the large blank space that appears in the middle of Teams when taking a call, a control bar will pop up. It will look like the image below:



To share your screen, click the button highlighted in yellow in the picture above. A new box will pop up asking what you want to share. You want to share your desktop. If you have multiple monitors, it will ask which one you want to share. For now, unless we ask you otherwise, share Screen #1, as shown in the yellow highlighted box in the image below:



After sharing your screen with us, we will request control. The following prompt should show up at the top of your screen after we request it. Please click “Allow” as shown in the yellow highlighted box in the image below:



After this, we will now have remote control of your system. Once we are done, you can hang up the call by activating the control bar by moving your mouse over the blank space in Teams and clicking the hang-up button outlined in yellow below:

