

Dept:Information TechnologySubject:Log Me In RescueDate:March 15, 2007Filename:U:_public\IS_Procedures\Job Descriptions\Information Technology\Procedures\Log_Me_In_Rescue.doc

[Procedure]

Notes: Detailed description of how to launch a remote access session to an external workstation requesting or requiring technical support.

Customer

- 1. Direct the person requesting/requiring technical support to the Fleetwood website at <u>www.fleetwoodusa.com</u>.
 - i. Hover over the **Dealer** tab until the dropdown list appears
 - ii. From the drop down, select [E-Dealer Page Log In]
 - iii. Click the [Snapshot Technical Support] link
 - iv. Click the [Get Remote Tech Support] link
 - v. Select $[Run] \rightarrow [Run]$ and [OK] to a message asking if the customer would like to allow the Fleetwood representative to take control of their desktop.

Fleetwood Windows & Doors [27]						
2	Fleetwood Support would like to view your desktop and share control of your keyboard and mouse.					
	Please close all windows containing confidential information before continuing. You may end remote control at any time by pressing the End button.					
	Press OK to accept, or Cancel to deny.					
	OK Cancel					

A Fleetwood Windows & Doors chat window will open on the customer's screen. Once remotely connected, the chat window can be used for instruction or conversation.

🕒 Fleetwood Windows & Doors 📃 🗖 🗙								
waiting for Technician								
[8:11 AM] Connecting to Rescue Gateway: asterisk.app17.logmeinrescue.com [8:11 AM] Connected to Rescue Gateway.								
Text Size Send File End Decktop Sharing	Disconnect							

Technician

2. Log into LogMeIn Rescue at <u>https://secure.logmeinrescue.com/HelpDesk/Home.aspx</u> using the following information:

Email: logmein@fleetwoodusa.com Password: windows

3. In the Launch Technician Console module, click [Go >>].



- 4. All customers waiting for technical support will appear in the queue in the List All tab. To connect with a customer, select them from the queue list and click [→ Start]
- 5. In the **Customer Desktop** tab, click **[Launch Remote Control Session]** The customer will see this: (direct them to select **[OK]** to accept)

Fleetwo	od Windows & Doors [26]								
2	Fleetwood Support would like to view your desktop and share control of your keyboard and mouse.								
	Please close all windows containing confidential information before continuing. You may end remote control at any time by pressing the End button.								
	Press OK to accept, or Cancel to deny.								
	OK Cancel								

This will open a remote session that will allow the technician to see and access, or take control of, the customer's computer.

	(0				
LogMet	O New Se	ssion Notart	# End	Hold Transfer	List All (1)	Private Queue (0)	Channel Qu
Electwood Support - Electwood	Name	$ \Delta $ Session ID	Status	Time	Channel	Custom field 1	Custom
Session 3435392 ready	Customer	3435392	Active	00:03:49	Channel 01		
Session: cuatomer 🔹 \star	<						>
ue.com (63.208.197.21), port: 443 [9:49 AM] Key exchange:	Custo	mer 00:03:19					
R5A, 2048 bits	Custom	ner Desktop 📂 F	ile Manager	🧬 System Info 🌘	Reboot 🖝 S	cripts 🙀 Calling Car	d 🗾 History
(9:49 AM) Data encryption: AES256-SHA, 256 bits	🕎 Full Scr	een 🛒 View 🕶 Zo	om: 25%	🗢 🔍 🕂 Task Mar	nager 🕼 Whiteb	oard 🕶 📉 Laser Poin	ter 🕶 💽 Reco
(9:49 AM) *** Connected (9:49 AM) Waiting for customer permission to remote control desktop. (9:49 AM) Handoff connection active (2313). (9:50 AM) Remote Control successfully initiated.					S X X X X X X X X X X X X X X X X X X X		
Edit Predefined Replies V			0		• 10cm		

- 6. Once remotely connected, there are several tools on the toolbar across the top of the remote window available for the technician's use.
 - Full Screen* View

Zoom

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- Task Manager
- Whiteboard
 - Laser Pointer •
 - Record

*If the Full Screen option is selected, to retrieve the toolbar on the customer's computer, hover over the gray tab at the top of the monitor until the toolbar drops down. Click Full Screen to return to the Rescue Technician Console.

- File Manager
- To drag and drop files from one computer to another, click the File Manager tab in the i. Rescue Technician Console screen.
- ii. This will prompt the customer with a question to allow or deny the technician access to their computer files. Direct them to select **[OK]**.

Fleetwood Windows & Doors [23]							
2	Fleetwood Support would like to work with your file management system. Warning: This permission allows Fleetwood Support to transfer, delete, overwrite, or copy files and fold						
	Press OK to accept, or Cancel to deny.						
	OK Cancel						

This will open a new Fleetwood Windows & Doors chat window on the remote iii. computer. Additionally, what looks like a split Windows Explorer screen will open on the local computer, revealing computer directories for both the local computer (technician - left) and remote computer (customer - right).

LogMe	New Session Start # End II Hold 🕆 Transfer				ansfer	List All (1)	Private Queue (0)	Channel	Que
Electwood Support - Electwood	Name	Δ Session ID	Status	Time		Channel	Custom field 1	Custo	m
Session 3436564 ready	Customer	3436564	Active	04:40:45		Channel 01			٩
Session: Customer 🔍 🗙	<								>
\Documents and Settings \fleetwood\My Documents \std FAX Transmittal.dot'.	Customer 0440x4								
(Size: 28672 bytes, MD5	📜 Customer Desktop 📂 File Manager 🛷 System Info 👩 Reboot 🕡 Soripts 🙀 Calling Card 🖉 History &								
81DB212ADE1E04094054EE A5BDB2E9)	Navigate: 🔹 Edit: 🔹 🔯 🛄 🌍 Transfer: 🔹 📭 🖿 🏠 🏠 Select: 🔹 🔩 🖓 🙀 End								
[10:47 AM] Received file 'C:	Local - FLEETWOO-P7NPUU					Remote - LAPTOP-¥TKU6GAJ			
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(Size: 28672 bytes, MD5	Name 🔺			Size 🔼	Name	*		Size	^
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×	Config.I	Msi		<folder></folder>	201	66af8ae309875	5F4	<folder></folder>	
	Documents and Settings			<folder></folder>	Doc	uments and Set	tings	<folder></folder>	×
URL FILE	folder: fleetwood_M				folder: Documents and Settings				
Edit Predefined Replies 👻	1 of 16 files selected; size: 0 of 12 MB; free 27 GB				1 of 30 files selected; size: 0 of 506 MB				
Connected	[Local - FLEETWOO-P7NPUU] Reading directory list of "C:\"s				succeeded.				

- To copy or move files from one computer to another, select and right-click the file from iv. the appropriate directory, drag and drop into the desired location on the opposite computer. Select Copy.
- A confirmation question will appear on the local computer. Select [Yes]. V.



7. When the technical support has come to a conclusion, either the technician or the customer can instigate the termination of the session.

Customer: In the chat window, click **[Disconnect]** and then **[Yes]** *Technician*: In the Rescue Technician Console, click **[x End]**

8. Close application.

Customer – Close the Fleetwood Windows & Doors chat window.

Technician – In the Rescue Technician Console, click **Options** until the drop down appears. From the drop down, select **Log Out**.