FLEETWOOD
WINDOWS & DOORS
### FleetwoodUSA.com

Dept: Information Technology
Subject: Log Me In Rescue
Date: March 15, 2007
Filename: 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 www.fleetwoodusa.com.
    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]** → **[Run]** and **[OK]** to a message asking if the customer would like to allow the Fleetwood representative to take control of their desktop.
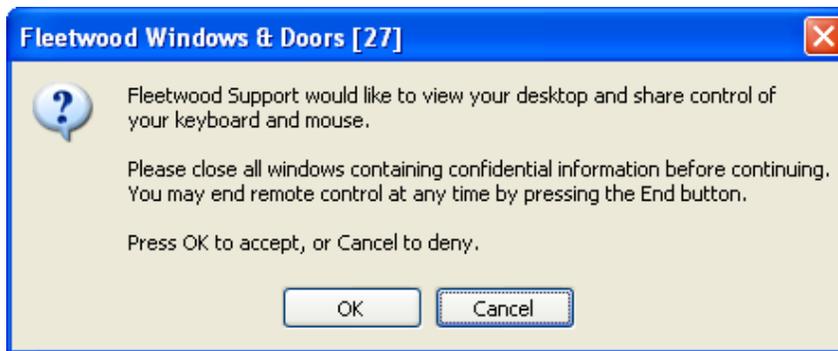
A **Fleetwood Windows & Doors** chat window will open on the customer's screen. Once remotely connected, the chat window can be used for instruction or conversation.
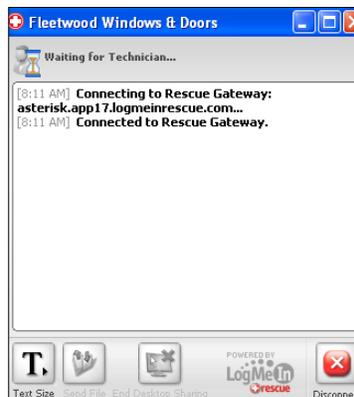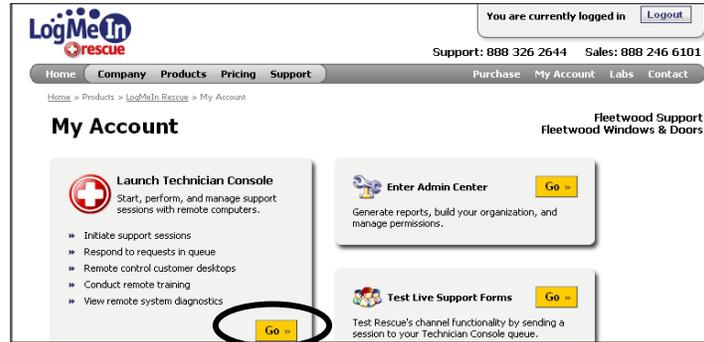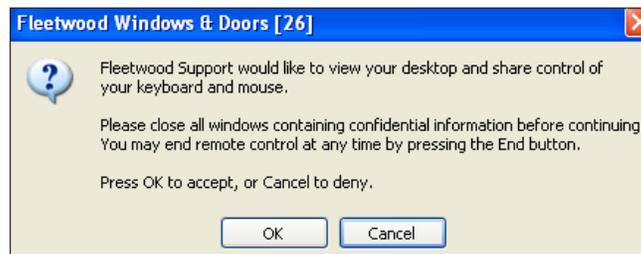
Technician

2. Log into LogMeIn Rescue at https://secure.logmeinrescue.com/HelpDesk/Home.aspx 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)

This will open a remote session that will allow the technician to see and access, or take control of, the customer's computer.
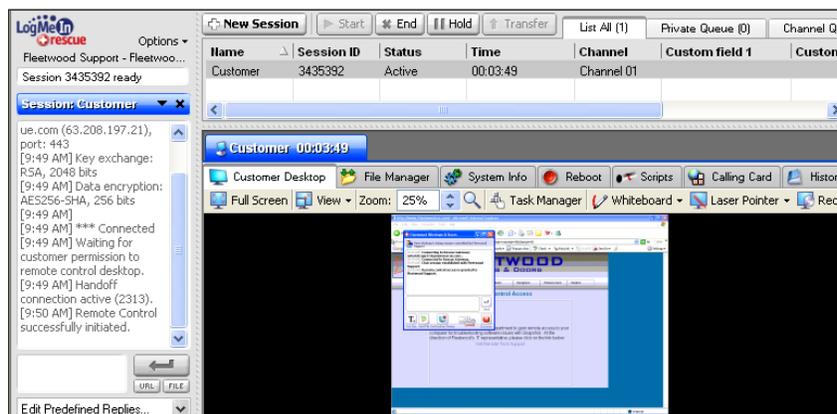
6. Once remotely connected, there are several tools on the toolbar across the top of the remote window available for the technician's use.

- Full Screen*
- View
- Zoom

- 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
  i. To drag and drop files from one computer to another, click the **File Manager** tab in the 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]**.
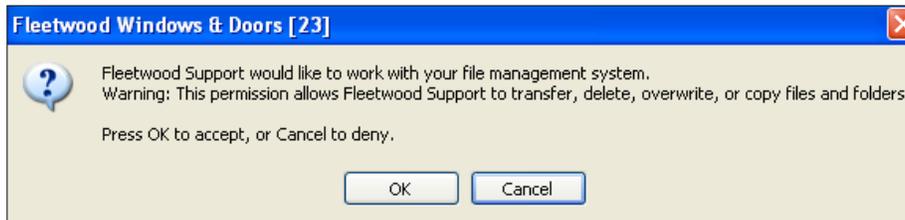
  iii. This will open a new **Fleetwood Windows & Doors** chat window on the remote computer. Additionally, what looks like a split Windows Explorer screen will open on the local computer, revealing computer directories for both the local computer (technician – left) and remote computer (customer – right).
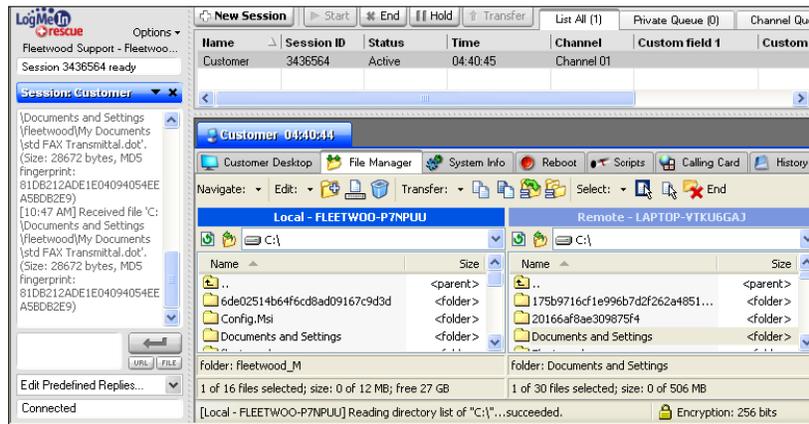
  iv. To copy or move files from one computer to another, select and right-click the file from the appropriate directory, drag and drop into the desired location on the opposite computer. Select **Copy**.
  v. A confirmation question will appear on the local computer. Select **[Yes]**.
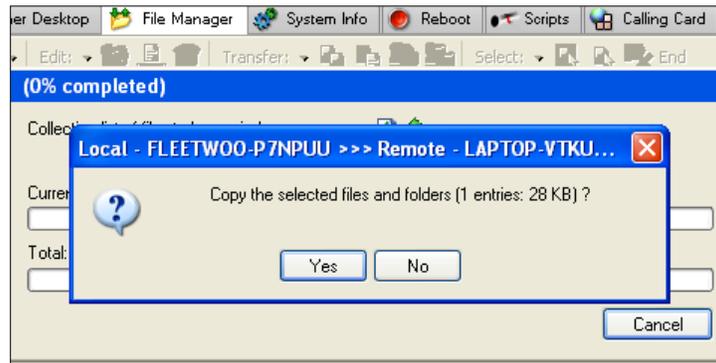
7. When the technical support has come to a conclusion, either the technician or the customer can instigate the termination of the session.

> *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**.