

## TRBOnet Quick Support

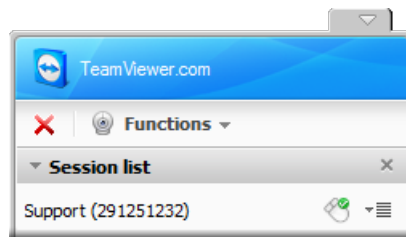
TRBOnet provides a special tool for quick and efficient remote support. To get quick support, run the **TRBOnet\_QuickSupport.exe** file and provide your unique ID to your TRBOnet support staff. After that the support staff will have access to your PC.

### Using TRBOnet Quick Support

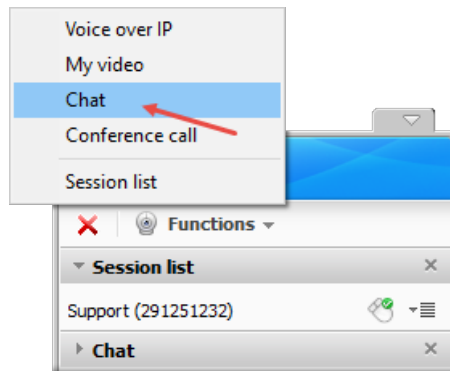
1. Navigate to **C:\Program Files (x86)\Neocom Software\TRBOnet Enterprise\Utility** or, download the utility at [http://s3.trbonet.com/download/common/tools/TRBOnet\\_QuickSupport.exe](http://s3.trbonet.com/download/common/tools/TRBOnet_QuickSupport.exe) and launch **TRBOnet\_QuickSupport.exe**.



2. Contact your TRBOnet support staff and provide your unique ID. Now the support staff can get remote access to your PC.
3. When the support staff start a remote session, you will see the remote session window in the lower-right corner of your screen.



4. Now the support staff have access to your PC. You can use the **Chat** function in the remote session window to communicate with the support staff. For this purpose, click **Functions** and then click **Chat** in the context menu.



5. Tell the support staff what kind of help you need and let them make the required changes in your configuration.
6. To close the remote session, click the **Close** button in the upper-left corner of the remote session window.

