

Ratsupport Remote Support

This presentation was created to help in creating a Ratsupport Remote Support Session

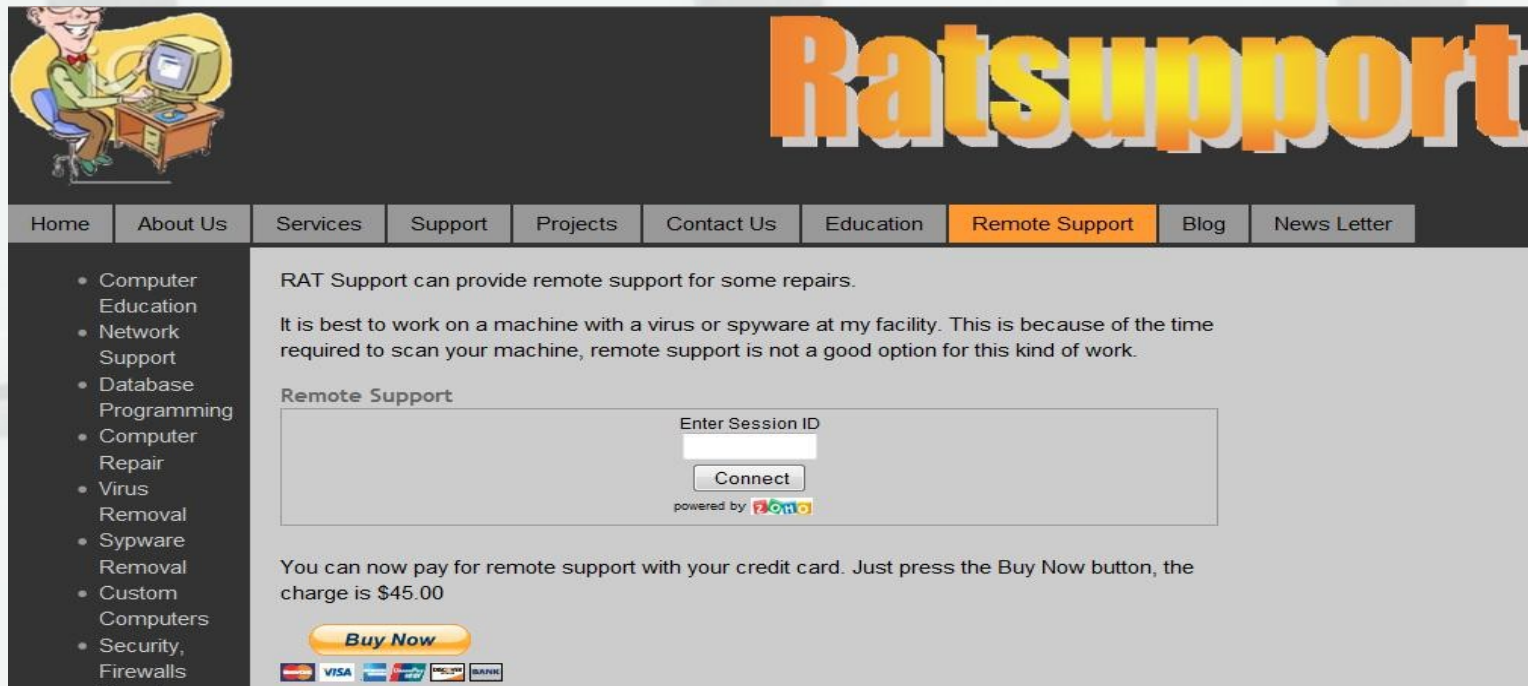
This presentation was designed using the Firefox Browser, if you use another Browser then some steps will not be exactly the same but will be the same steps

Members Only Area

- The Remote Support is reachable from the Members Only Area on your Members Page.
- If you are not a member then please register.
<https://www.ratsupport.com/members/register/>
- After registration you will get an email with your login information. Please login and Edit Profile. You will be able to change your password there.

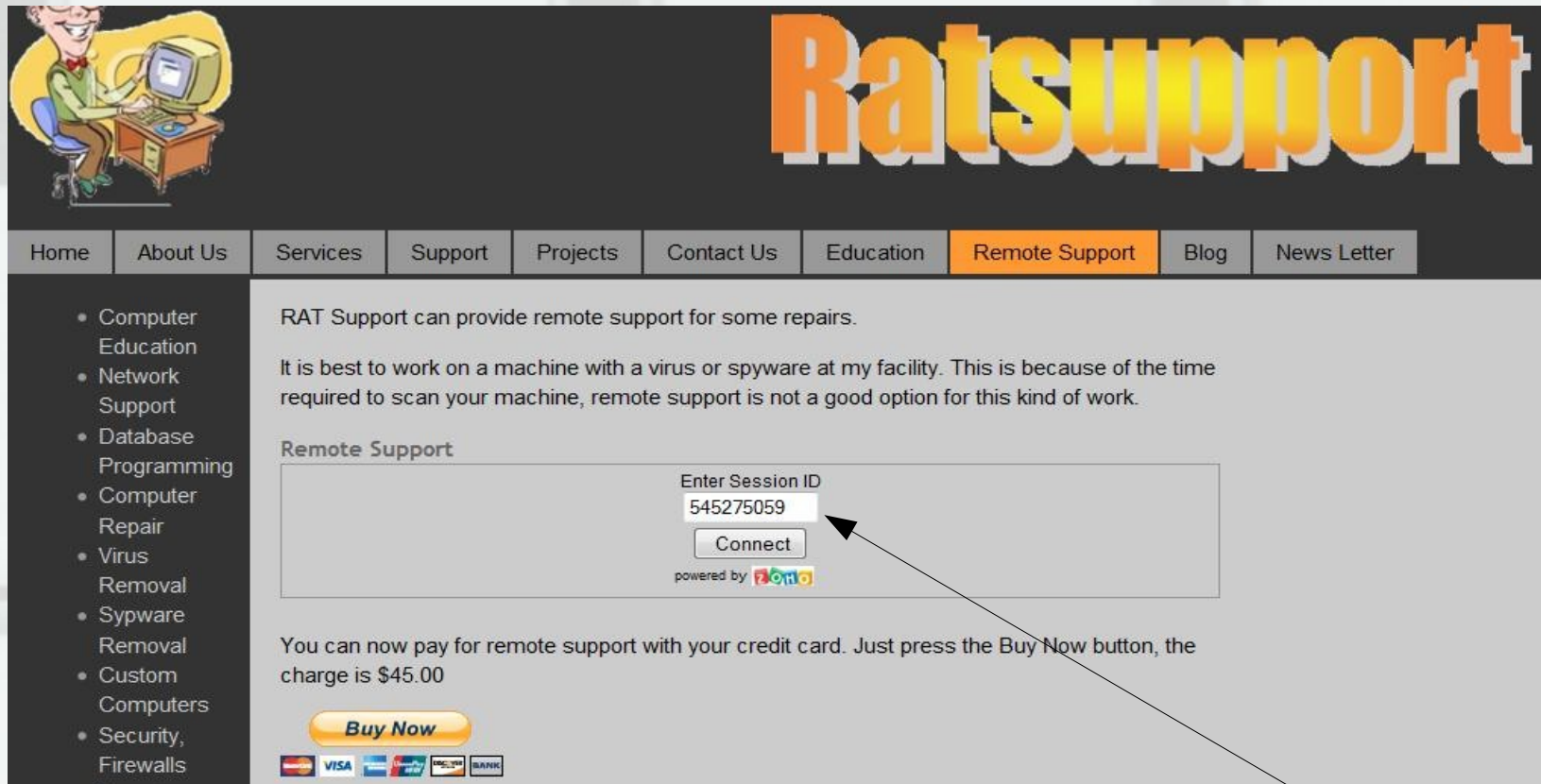
Find the Remote Support Web Page

- You can go to the Members Only Area Members Page or to <https://www.ratsupport.com/remotesupport/>



The screenshot shows the Ratsupport website interface. At the top left is a cartoon illustration of a man with glasses and a red bowtie sitting at a desk with a computer. To the right is the 'Ratsupport' logo in large, bold, orange and yellow letters. Below the logo is a navigation menu with the following items: Home, About Us, Services, Support, Projects, Contact Us, Education, Remote Support (highlighted in orange), Blog, and News Letter. On the left side, there is a vertical list of services: Computer Education, Network Support, Database Programming, Computer Repair, Virus Removal, Spyware Removal, Custom Computers, and Security, Firewalls. The main content area features the heading 'Remote Support' and a text box that reads: 'RAT Support can provide remote support for some repairs. It is best to work on a machine with a virus or spyware at my facility. This is because of the time required to scan your machine, remote support is not a good option for this kind of work.' Below this text is a form with a label 'Enter Session ID', a text input field, and a 'Connect' button. Underneath the button is the text 'powered by' followed by the 'P.Onto' logo. At the bottom of the page, there is a yellow 'Buy Now' button and a row of logos for payment methods: Mastercard, VISA, American Express, Discover, and BANK.

Insert Session ID

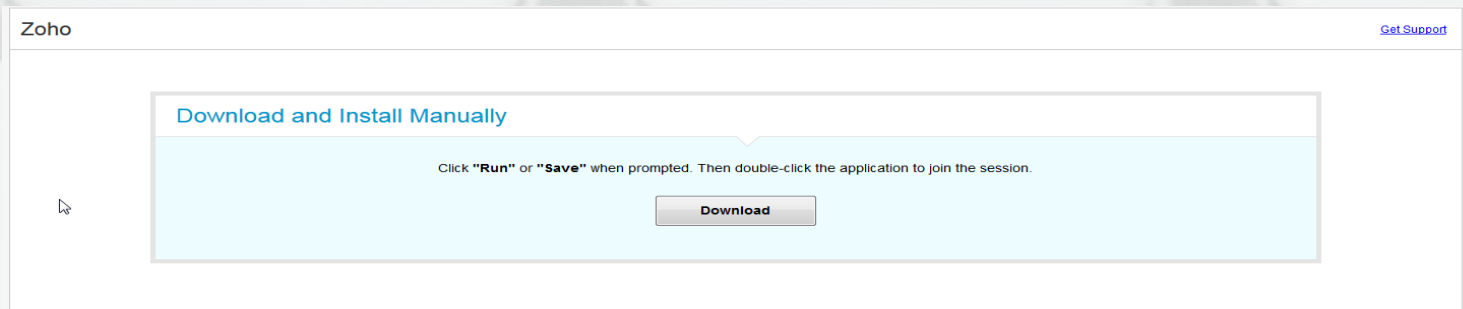


The screenshot shows the Ratsupport website. At the top left is a cartoon illustration of a man sitting at a computer. To the right is the 'Ratsupport' logo in large, orange, 3D-style letters. Below the logo is a navigation menu with items: Home, About Us, Services, Support, Projects, Contact Us, Education, Remote Support (highlighted in orange), Blog, and News Letter. On the left side, there is a vertical list of services: Computer Education, Network Support, Database Programming, Computer Repair, Virus Removal, Spyware Removal, Custom Computers, Security, and Firewalls. The main content area has the following text: 'RAT Support can provide remote support for some repairs. It is best to work on a machine with a virus or spyware at my facility. This is because of the time required to scan your machine, remote support is not a good option for this kind of work.' Below this is a section titled 'Remote Support' containing a form with the label 'Enter Session ID', a text input field containing '545275059', and a 'Connect' button. Below the form is the text 'powered by FORTO'. Further down, there is a 'Buy Now' button and logos for MasterCard, VISA, American Express, Discover, and BANK. An arrow from the text below points to the 'Connect' button.

Session ID Here and click Connect

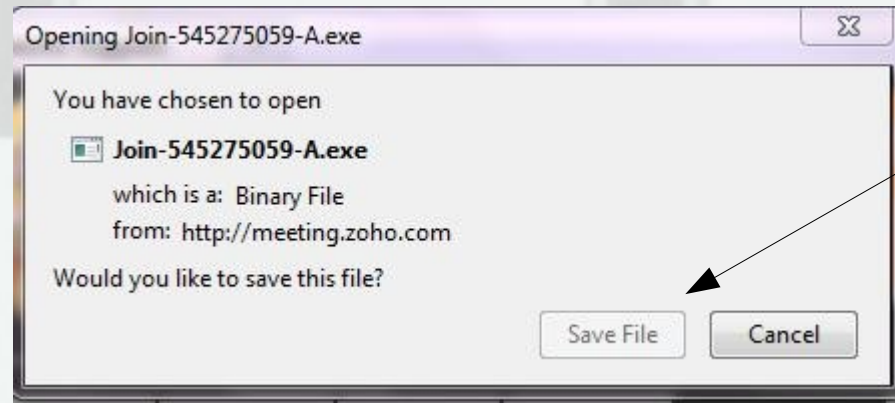
This ID will be give to the user by the tech at RAT Support

What you should see



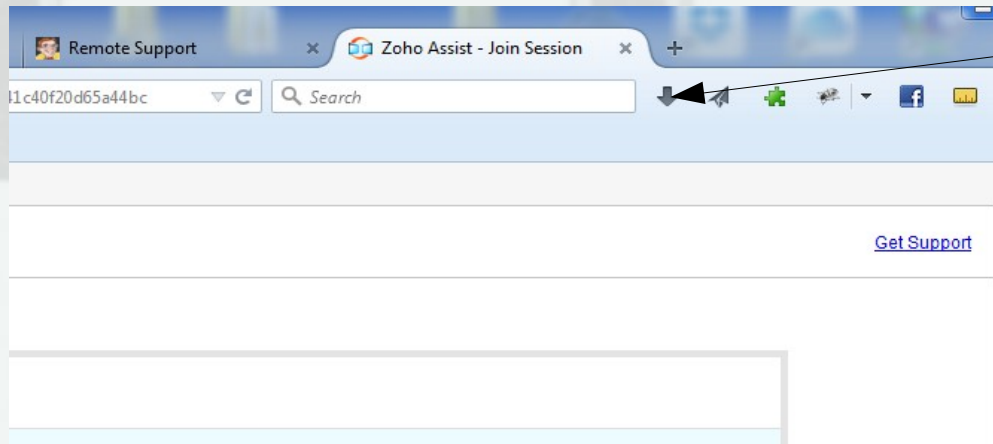
You should see a run, save or Download after clicking the 'Connect' button. Left Click the Download, run or save button on a screen like this.

Save the file

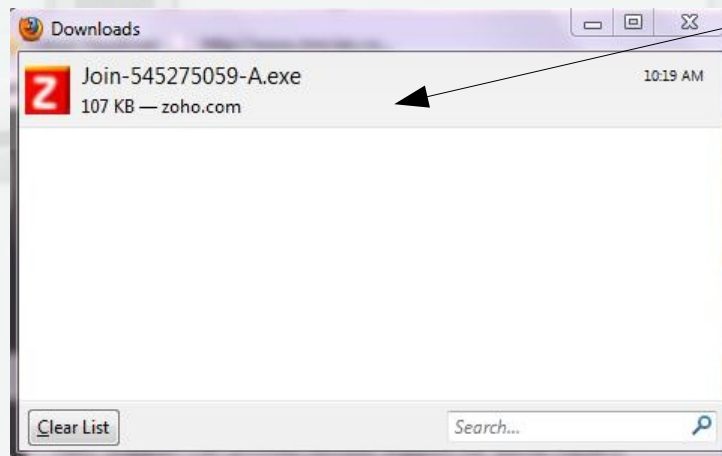


You may be requested to
Save File, Do this

Connect will download a file



The Download arrow in Firefox should turn blue. You need to Left Click the downarrow and you will see the Download Window.

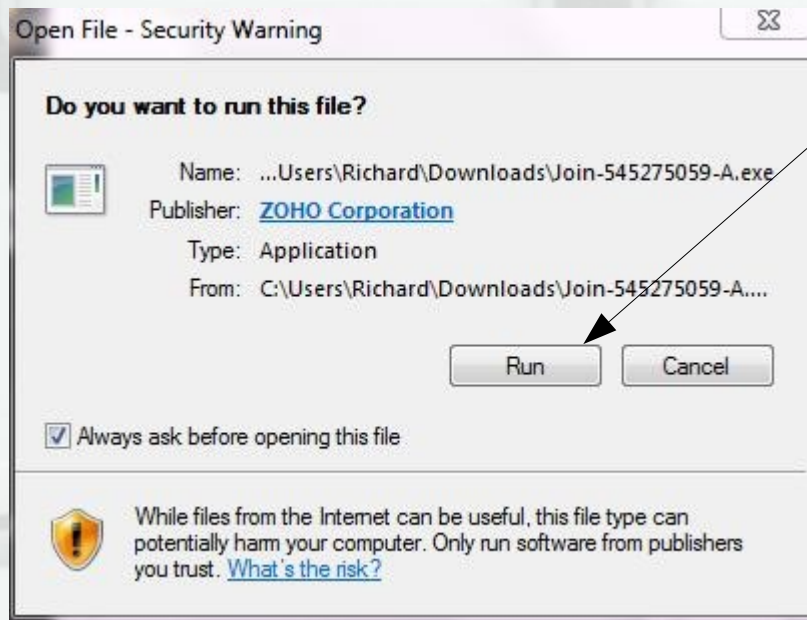


From the Download window you can Double Left Click the Join.exe application to install the app.

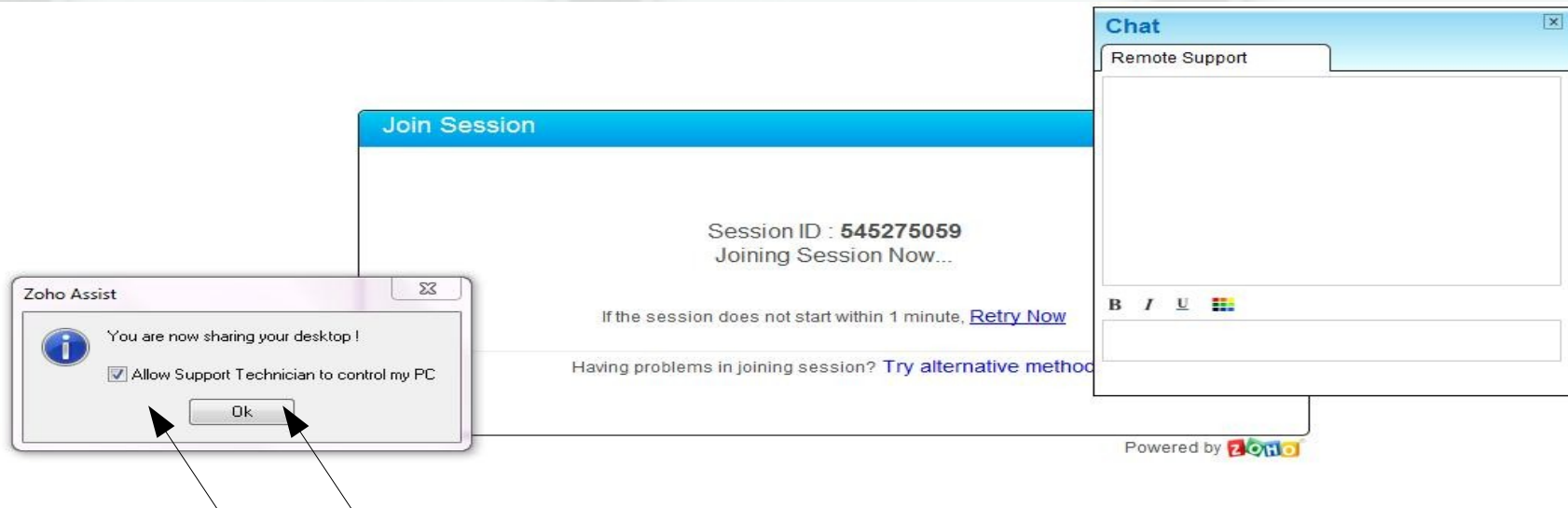
If you can not find the Zoho join.exe, go to your my computer and select Downloads.

Run the Download Program

You should select Run and let the program install. Win 7 and Vista will require this and XP may or may not depending on your settings



Allow Connection



Be sure the Allow Support Tech to control my PC has a check mark in box and press the OK button

Connection Complete



Remote Tech can see your machine and you can communicate via Chat