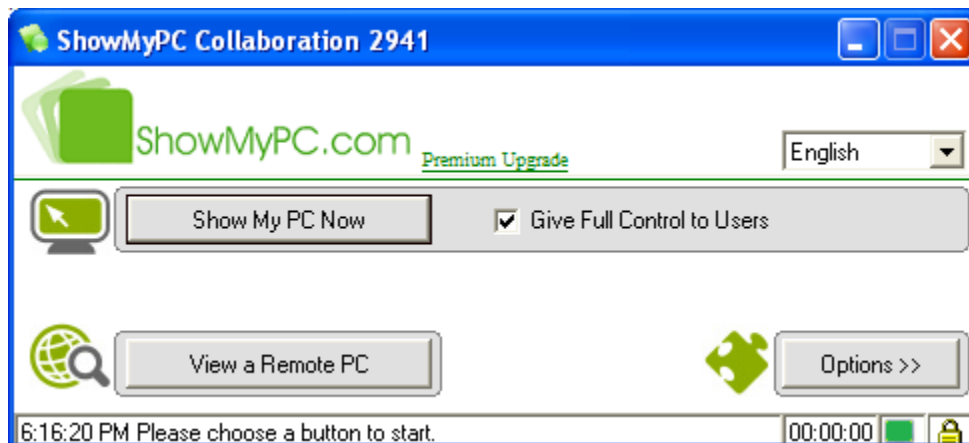
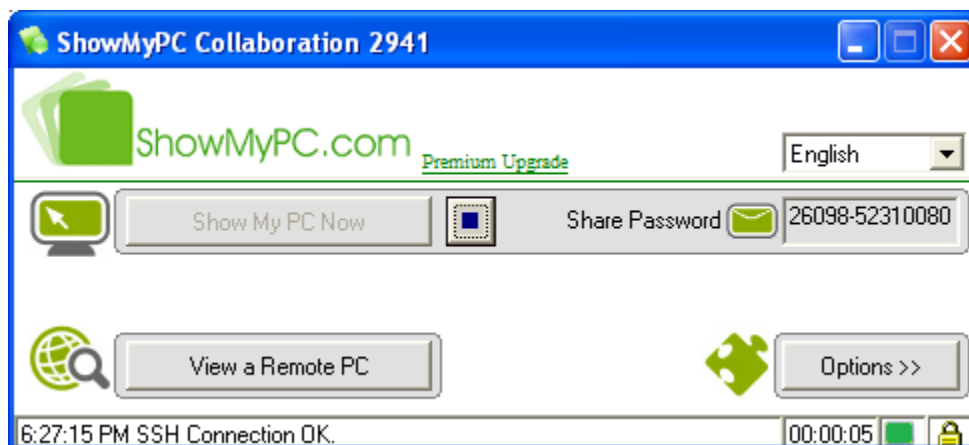


Remote Support Instructions

1. Open your web browser and go to <http://www.televor.com/helpdesk>
2. Scroll down to the **Live Support** section, and click on the green “ShowMyPC Now” button. When prompted, to save or run, choose “run”. This will run a small application that will allow us to remote control your PC with your permission. You will see a screen that looks like this:



Click on the “Show My PC Now” button. This will change the window to look like this:



Notice the long number in the “password” field to the right of the “Show My PC Now” button. This is the password that technical support needs to access your computer. Provide the number to technical support either through our Live Support system on our web site, by email, our online helpdesk, or via phone. A technician will connect to your computer and perform the necessary repairs.

When you are finished, you can simply close the application, or click on the “Stop Sharing” button (the button with the blue box on it).