End-User Interface

Overview

An End-User will receive a custom link from a Support Agent.

Receive a link

After clicking on the link, the End-User will be prompted to install the TSplus Remote Support Client.

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← → C ▲ Not secure 192.168.100.166:9999/share/w	vith/rodney/name/David	\$	0 <u>×</u>	9 1	• 😐) :
	Open RemoteSupport? http://192.168.100.166.9999 wants to open this application.					
Share	your scient with modney					
Rodney Director of 17	Rodney would like to begin a Remote Support session to assist you. Share your screen Launching Remote Support If nothing happens, download Remote Supp again.	port and try				

End-User connection screen

Once the End-User has installed the TSplus Remote Support Client and agreed to allow the connection, they will see the Support Agent chat box appear on their screen.

The chat box enables text communication and file sharing between the Agent and End-User.

Please note that closing the chat box will end the Remote Support Session.

