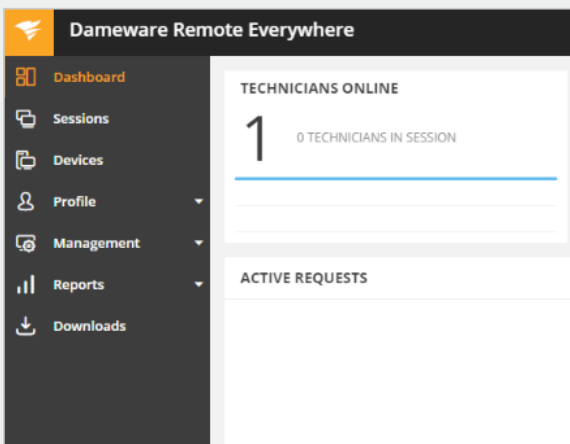
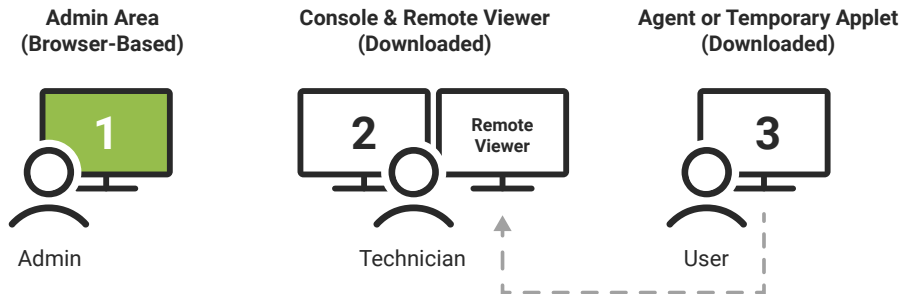


Getting Started with Dameware Remote Everywhere

When you sign in, you'll be in the Admin Area.

The Admin Area is where you can start sessions, set up technicians, add devices, review reports, and run many configurations.

Dameware Remote Everywhere has three main components.



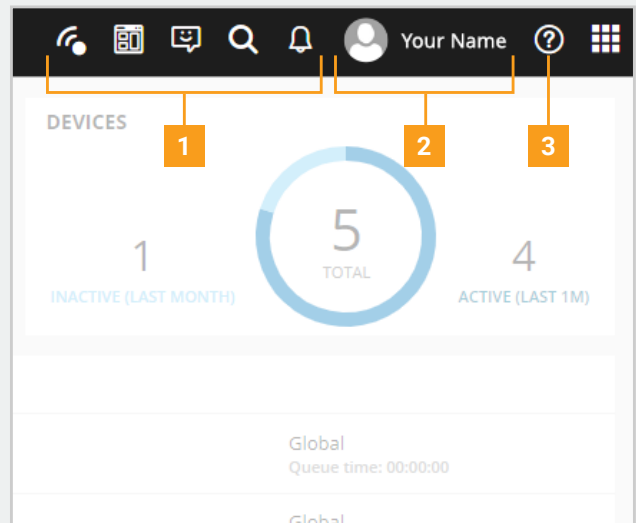
DOWNLOADING THE TECH CONSOLE

After logging into the Admin Area, you will be prompted to download the Technician Console/Remote Viewer and Agent version you require for your OS.

The Tech Console/Remote Viewer provides the ability to create and manage remote sessions, chat with technicians or customers, and remote into the end device. The Agent adds the computer to the Devices List in the Admin Area and allows for unattended or attended remote control of the device.


NAVIGATION BAR

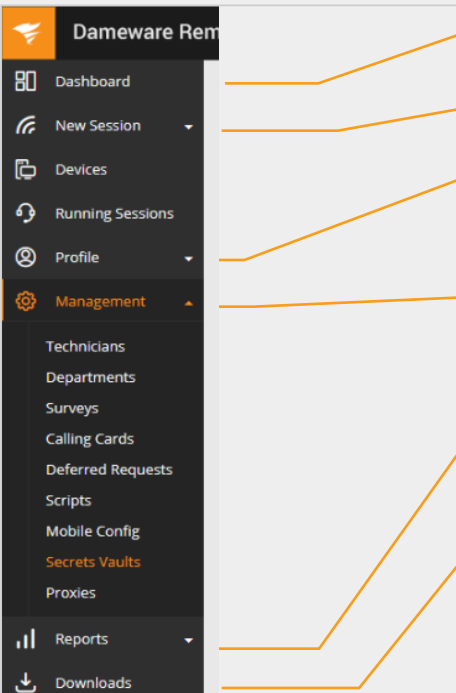
- 1 The links at the top of the page let you enable remote control mode, open the desktop console, provide feedback or request features, search the Admin Area, and view alerts.
- 2 Click **your name** to access settings, like changing your password, activating two-factor authentication, or changing language.
- 3 The **Help** section lets you chat live with Support, visit our Resource Center, or view a handy Remote Viewer Shortcuts guide.



START EXPLORING!

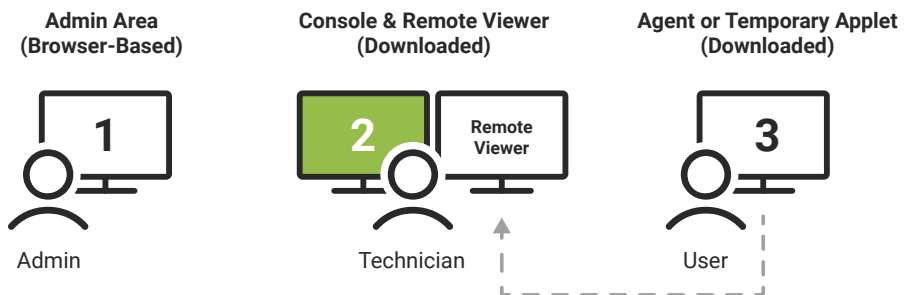
After you're set up, you'll be greeted with an invitation to tour key bits of functionality, such as setting up technicians, devices, and of course, starting remote sessions. Roll your cursor over or click just about anything in the Admin Console navigation areas to reveal what the button does.

Feel free to explore on your own; you can always get back to the guided tours by selecting the  in the lower right-hand corner of the screen.



- 1 Dashboard** offers a real-time view of sessions and requests
- 2 Sessions** lets you create and see the status of all sessions
- 3 Profile** is where you can configure and customize connection and communication elements, Applets and Agents, and more
- 4 Management** is the place to set up technicians and devices, see license status, and, with Take Control Plus, set up surveys, and calling cards
- 5 Reports** offers a variety of reports on sessions, tech performance, script jobs run, and more
- 6 Downloads** is where you download the Tech Console/Remote Viewer, Agent, Applet, and SolarWinds Proxy

Next, we're going to cover the Tech Console.



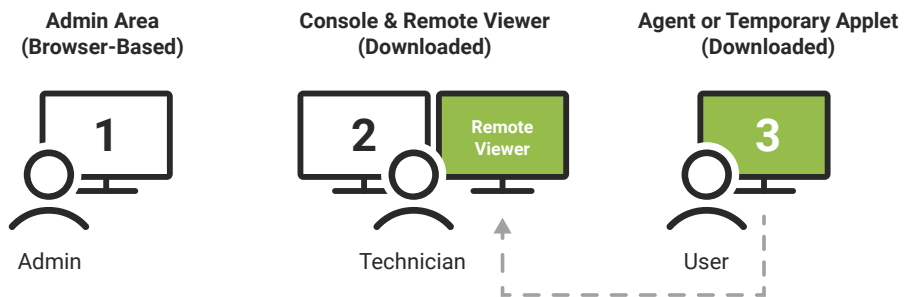
GET TO WORK WITH THE TECH CONSOLE

- 1 View incoming Support Requests
- 2 Configure your Account Settings
- 3 List of Devices with the Agent installed
- 4 Remote Device details
- 5 Start an unattended Support Session
- 6 Install the Agent on a customer's computer

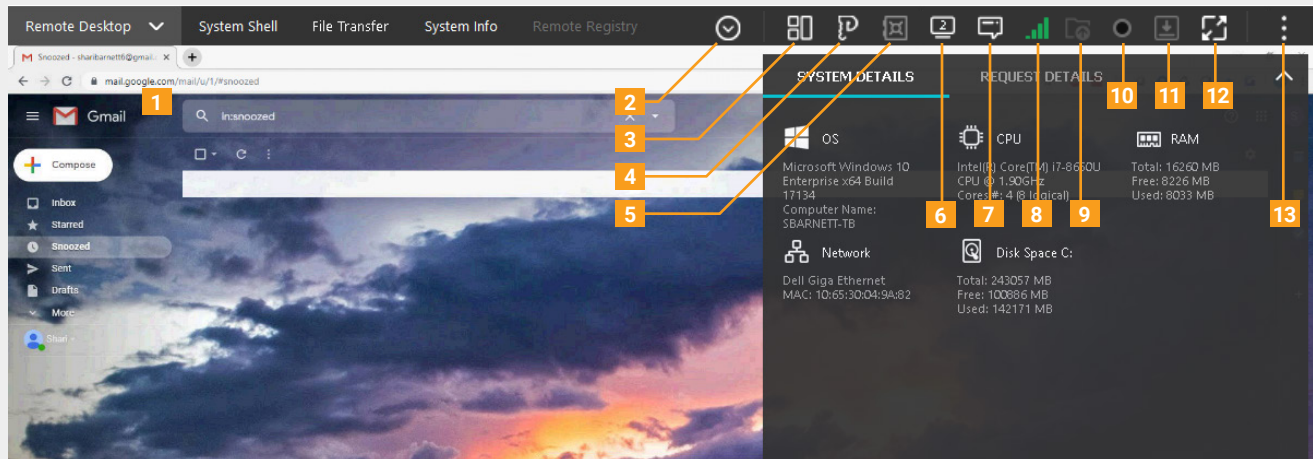
The Tech Console provides a number of account configuration options, in addition to displaying incoming Support Requests and starting Support Sessions. Use the Console to chat with other technicians in your company, customize colors for remote sessions, or view your Session History.

You can start an Attended Session by clicking the **Connect** button. Ask the user of the destination machine to go to startcontrol.com, download the applet .exe, then input the six-digit code generated by the Console. Some details about the end user's device are shown once connected.

The Remote Viewer communicates with the user's permanent Agent or downloaded Applet.



USE THE REMOTE VIEWER TO ACCESS YOUR CUSTOMERS' COMPUTERS



1 Access the View, Commands, and Interactions Menus

2 Emergency Reboot

Restart/Shutdown

Start VoIP Call

Use RDP

Port Forward

Open Secure Notes

Access Computer Session Menus

3 View the System and Request Details

4 Access Passportal password manager

5 Access Secrets Vaults

6 Choose user monitor to view

7 Open/Close Chat Window

8 View Connection strength & details

9 File Upload

10 Session Record button

11 Scroll lock off

12 Go to full screen view

13 Miscellaneous settings


The Remote Viewer is the remote access tool launched by the technician to access the end-user's desktop.

During a Support Session, click the Remote Desktop tab to access and control the remote computer. Use the options in the Viewer to send commands to, and interact with, the remote computer.

WE'RE HERE TO HELP

If you get stuck or want more information, we have several resources available to assist:

 **Online Help Guide:** Learn more about each feature and the overall functionality of the product.

 **Knowledge Base Articles:** If you're stuck or you need to figure out how to complete a task, search for the answers in our Knowledge Base.

 **Questions and Answers from the Community:** Get answers from your peers to help you troubleshoot thorny issues.



For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com.

To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx

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