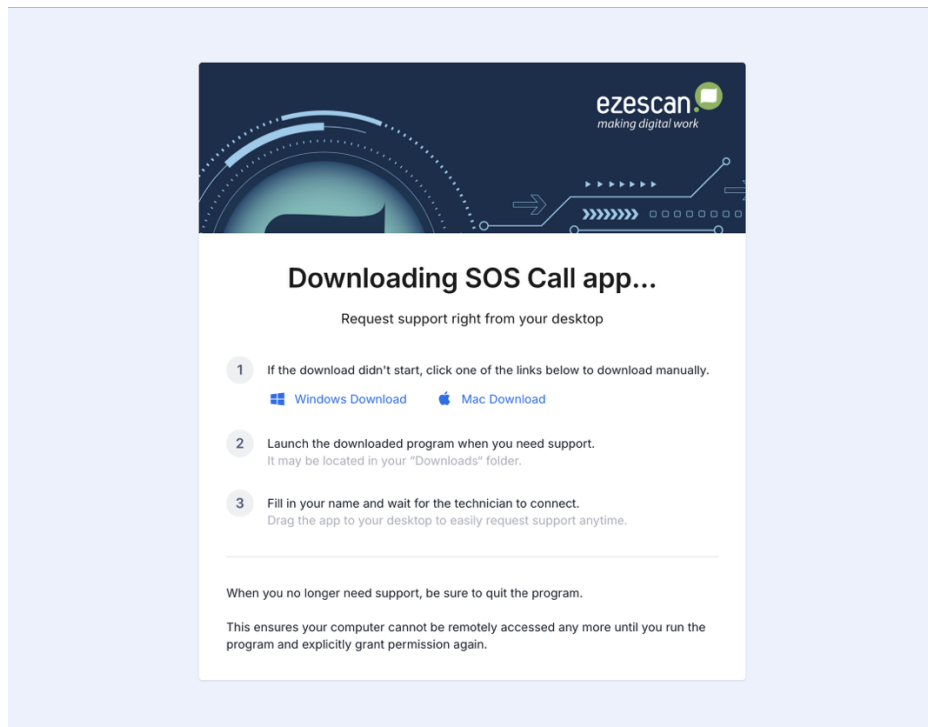


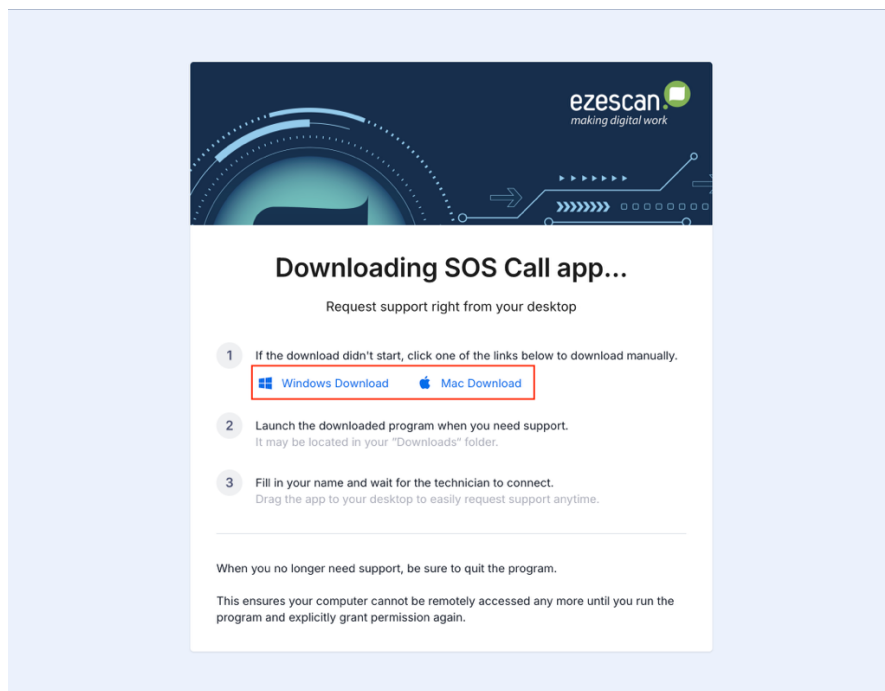


To allow an EzeScan engineer to access your system remotely, please follow these steps:

1. Go to [https://my.splashtop.com/service\\_desk/call/lux7ypfcs16oz8q](https://my.splashtop.com/service_desk/call/lux7ypfcs16oz8q) to begin the remote support session.

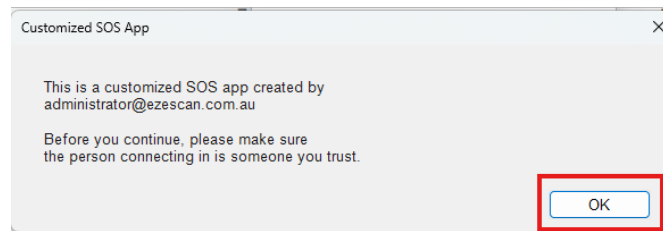


2. The download should start automatically; if it doesn't, please select the appropriate download type for your operating system.



3. Locate the downloaded installer file in your Downloads folder. It will be named EzeScanSupport.exe.

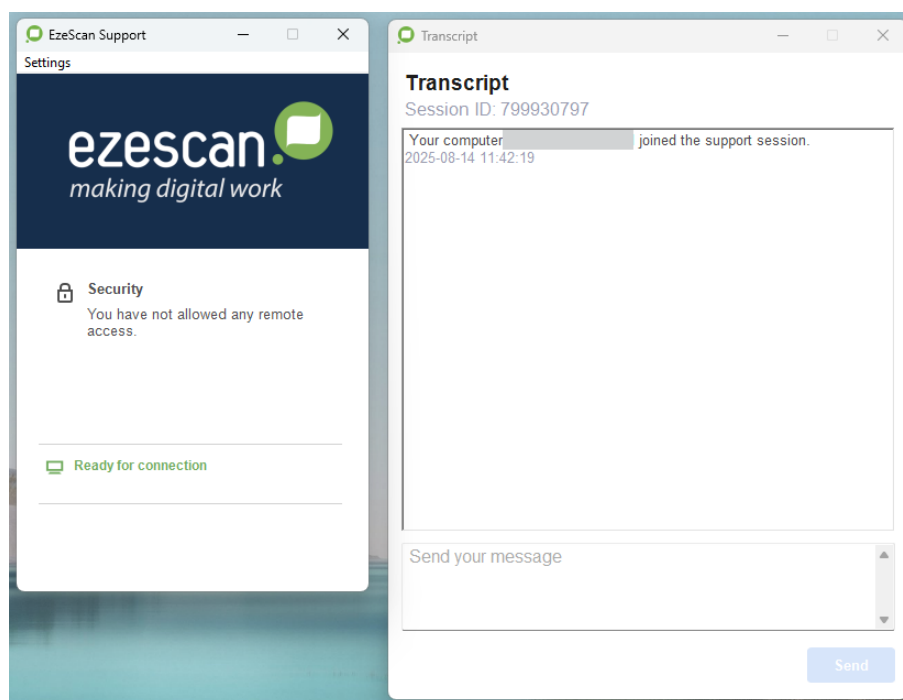
- Before the session starts, a warning message will appear. Click OK to proceed.



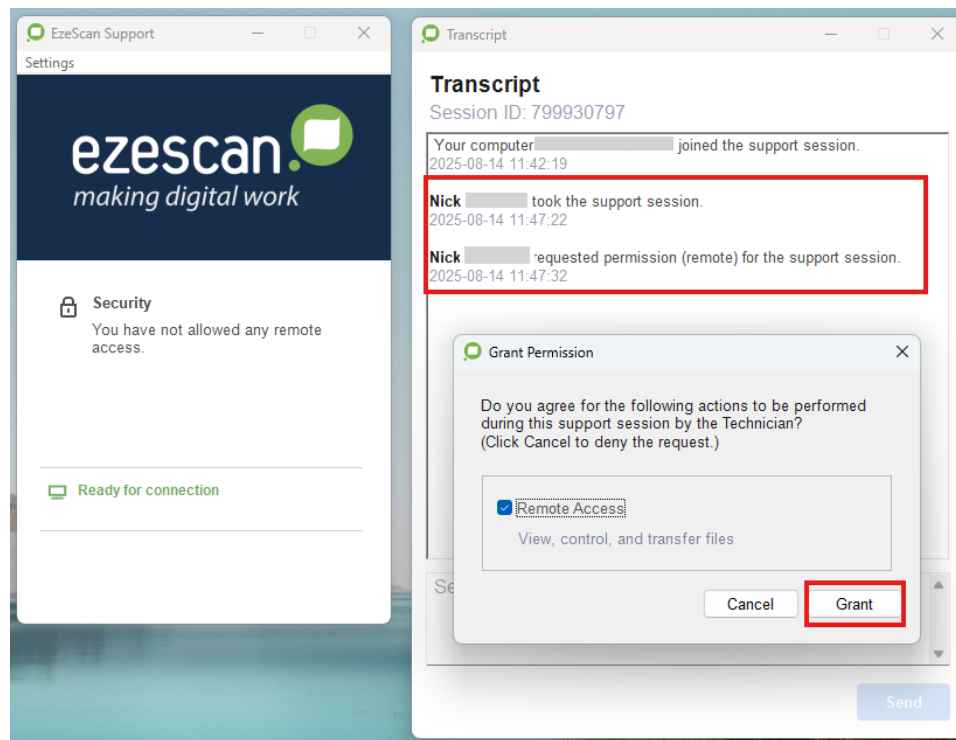
- Enter your name and a brief description of the issue when prompted.

A screenshot of a "Request Support" form window. The title bar says "Request Support". The main heading is "Request Support" followed by the instruction "Please fill in your name and issue description." There are two input fields: "Name" with a single character "|" and "Issue" with the placeholder text "Describe your issue here". A "Submit" button is located at the bottom right.

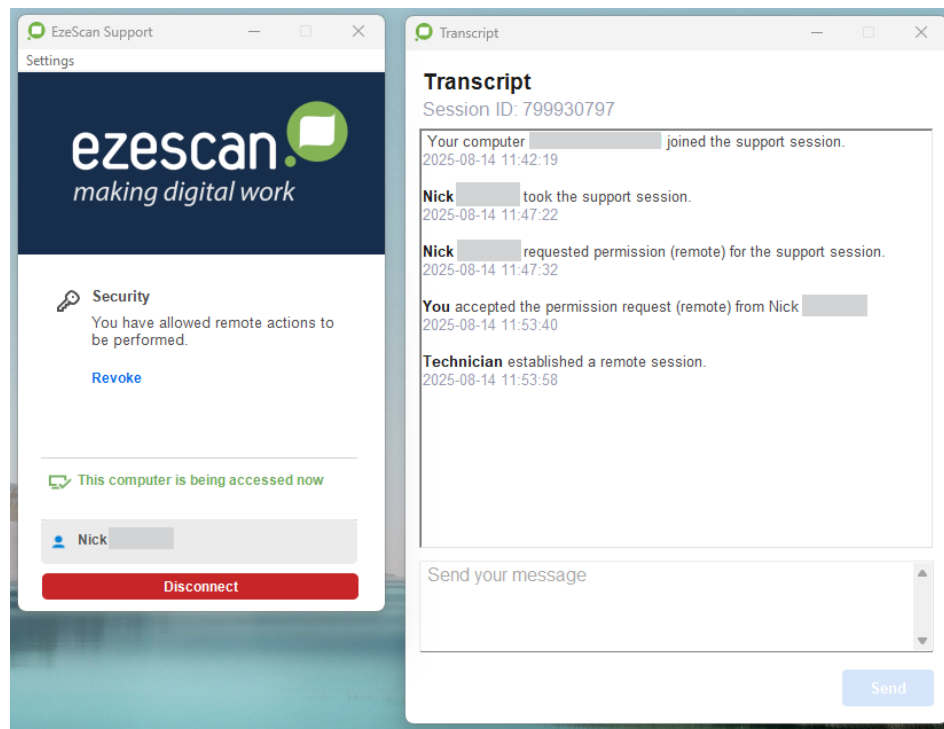
- Two windows will appear: one showing the status of your connection, and another transcript window that displays session messages and allows you to communicate with the engineer.






- Wait for an engineer to join your session; you will be notified in the transcript window once they connect. When prompted to allow remote access, click Grant to give the engineer control of your screen.



- Once connected, the Settings screen will display the green message “This computer is being accessed now” along with the engineer’s name, indicating they have full control of your screen.



- 
- EzeScan Support
- Settings
- ezescan.**  
making digital work
-  **Security**
- You have allowed remote actions to be performed.
- Revoke**
-  This computer is being accessed now
-  Nick
- Disconnect**

- 
- The image displays two side-by-side screenshots of the EzeScan Support application interface. Both windows have a title bar that reads "EzeScan Support" and a standard Windows window control bar with minimize, maximize, and close buttons. The close button in the right window is highlighted with a red square.
- The main content area of both windows features the EzeScan logo, which consists of the text "ezeScan." in white on a dark blue background, followed by a green circle containing a white document icon. Below the logo, the tagline "making digital work" is written in a smaller, italicized font.
- Underneath the logo, there is a section titled "Security" with a key icon. The text below the title reads: "You have allowed remote actions to be performed." Below this text is a blue link labeled "Revoke".
- At the bottom of the interface, there is a status bar. In the left screenshot, the status bar is highlighted with a red rectangle and contains a green monitor icon followed by the text "Ready for connection". In the right screenshot, the status bar is also highlighted with a red rectangle and contains the same green monitor icon and text "Ready for connection".