

**STEP 1 – GO TO MMANYC.COM HELP PAGE AND BEGIN DOWNLOAD**

- Start your browser (Internet Explorer, Firefox or Chrome)
- Navigate to [www.mmanyc.com/help](http://www.mmanyc.com/help)
- Click on the green Remote Support Button

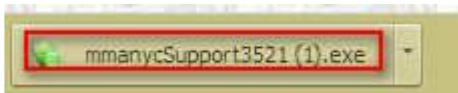


**STEP 2 – DOWNLOAD AND RUN FILE**

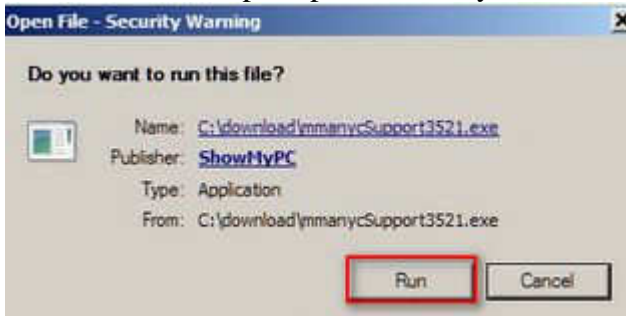
*Follow the instruction for the browser you are using (Chrome, Internet Explorer Firefox)*

 **Google Chrome**

- The Remote Support applet will download
- Click on the downloaded file in the lower left



Click [Run] when prompted for ‘Do you want to run this file’

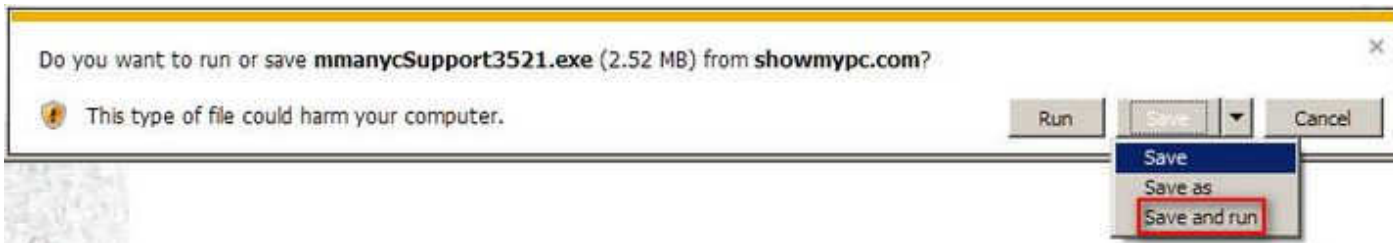


- Proceed to Step 3



## Internet Explorer

- Click the Down Arrow next to [Save] and click [Save and Run]

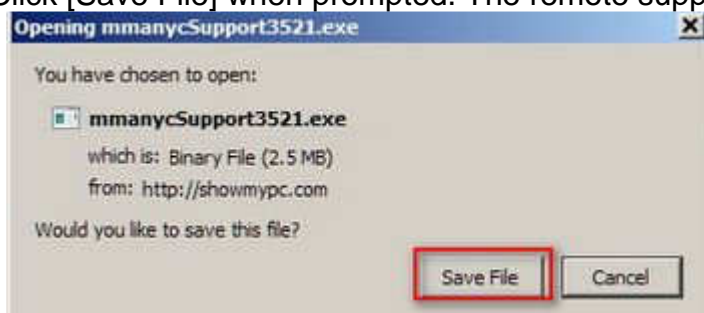


- Proceed to Step 3

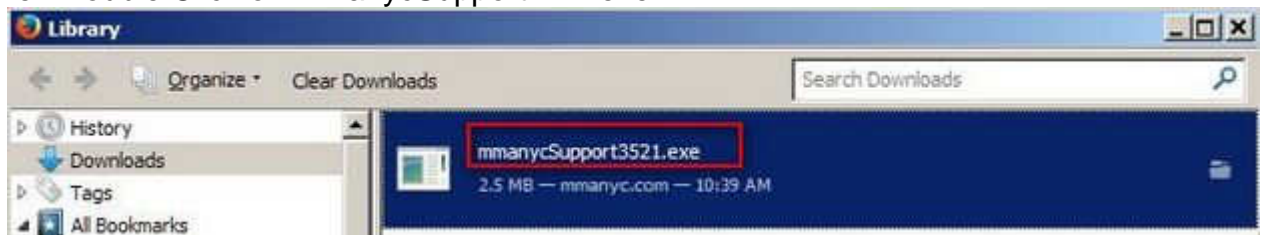


## Mozilla Firefox

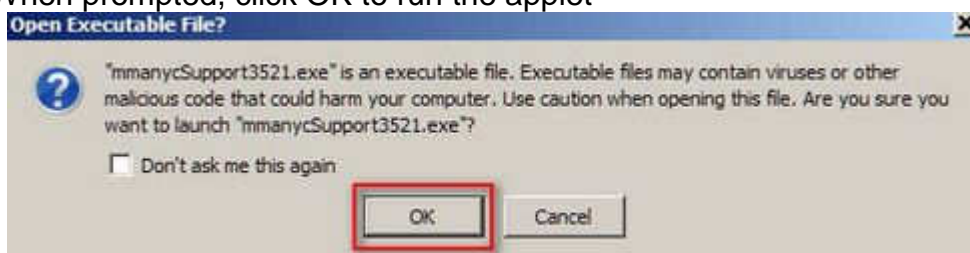
- Click [Save File] when prompted. The remote support applet will download



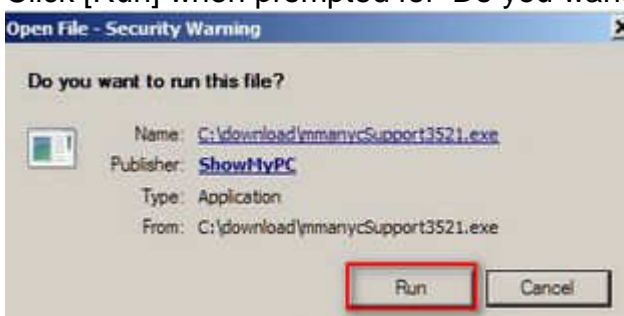
- After the remote support applet download completes, hold down the Ctrl key on your keyboard and press J (or Tools-Downloads) then Double Click on mmanycSupportxxx.exe



- When prompted, click OK to run the applet



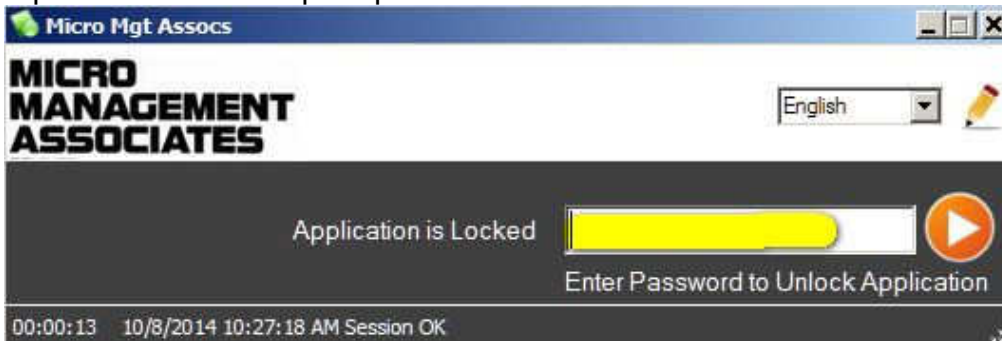
- Click [Run] when prompted for 'Do you want to run this file'



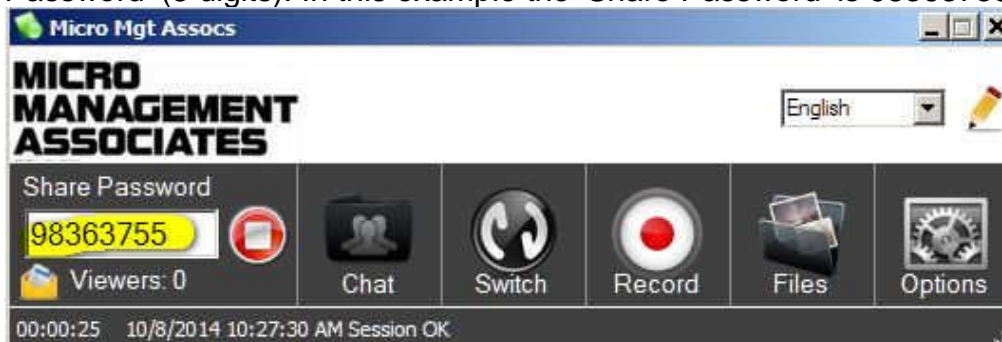
- Proceed to Step 3

## STEP 3 – START MMA REMOTE SUPPORT SESSION

- Type in the unlock password provided by your Micro Management Associates support representative when prompted



- Call your Micro Management Associates support representative and read them the 'Share Password' (8 digits). In this example the 'Share Password' is 98363755



- Your Micro Management Associates support representative will now have remote access to your desktop
- To end the session, exit the remote support applet or right click on the *Micro Mgt Assocs* icon on your Taskbar and choose CLOSE



If necessary, close the VNC Viewer 