



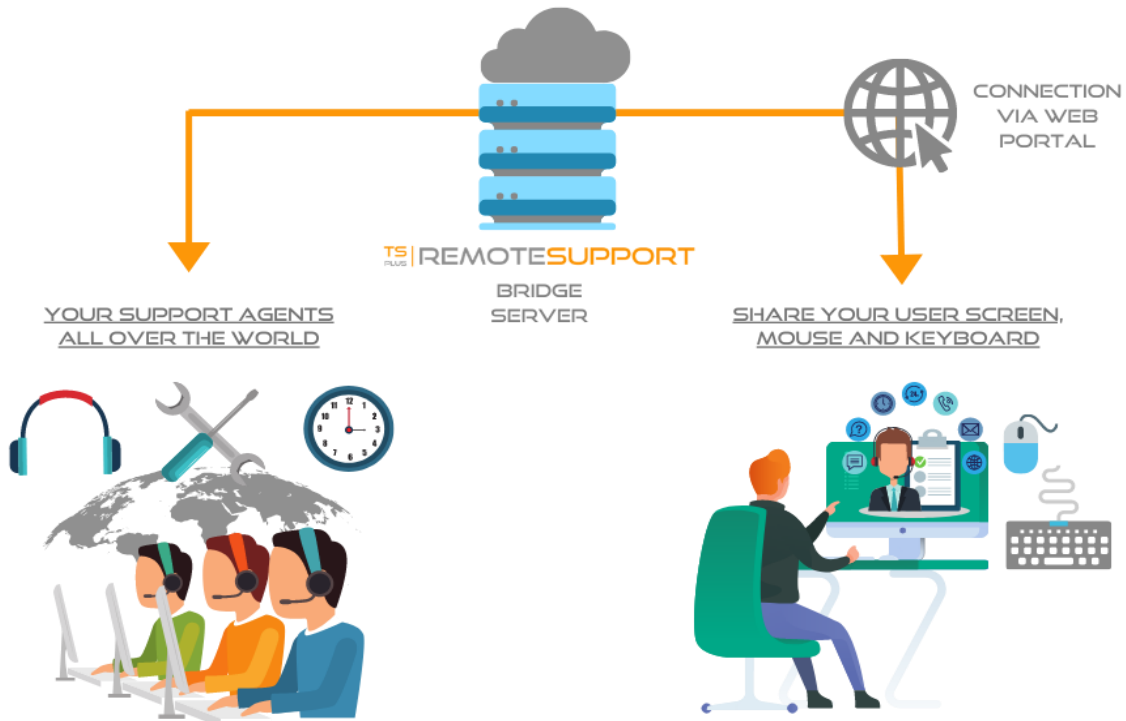
## HELP IS JUST A LINK AWAY!

Remotely Connect to Your Client's  
Devices and Provide Instant Help

| USER GUIDE

## I. INSTALLATION GUIDE

TSplus Remote Support enables easy Windows Desktop Session Sharing for Support Agents to provide fast, effective support to their End-Users, no matter where they are!



The TSplus Remote Support Server can be installed on any modern Windows PC or Server. The TSplus Remote Support Server is both your Web Console and Connection Relay.

It creates web-based Windows Desktop Session Sharing connections, with both Support Agents and End-Users participating via their preferred web browser, seamlessly using the Remote Support Client.

The Remote Support Server is usually installed near your ISP's Router. A NAT (Network Address Translation) rule redirects the HTTPS ports (default value is port 443) from the external IP to the LAN IP of your Remote Support Server. In this configuration, your Remote Support Server is the only system exposed to Internet.

Remote Support also supports Public DNS (Domain Name Services) and CA or Self-Signed SSL/TLS Certificates.

TSplus Remote Support requires .NET Framework to be installed on the computer. If the .NET Framework (minimum 4.5.2 version) is not installed on the computer, TSplus Remote Support setup program will try to download and install it.

The Remote Support trial is a fully featured version limited to 15 days with 5 Agents.

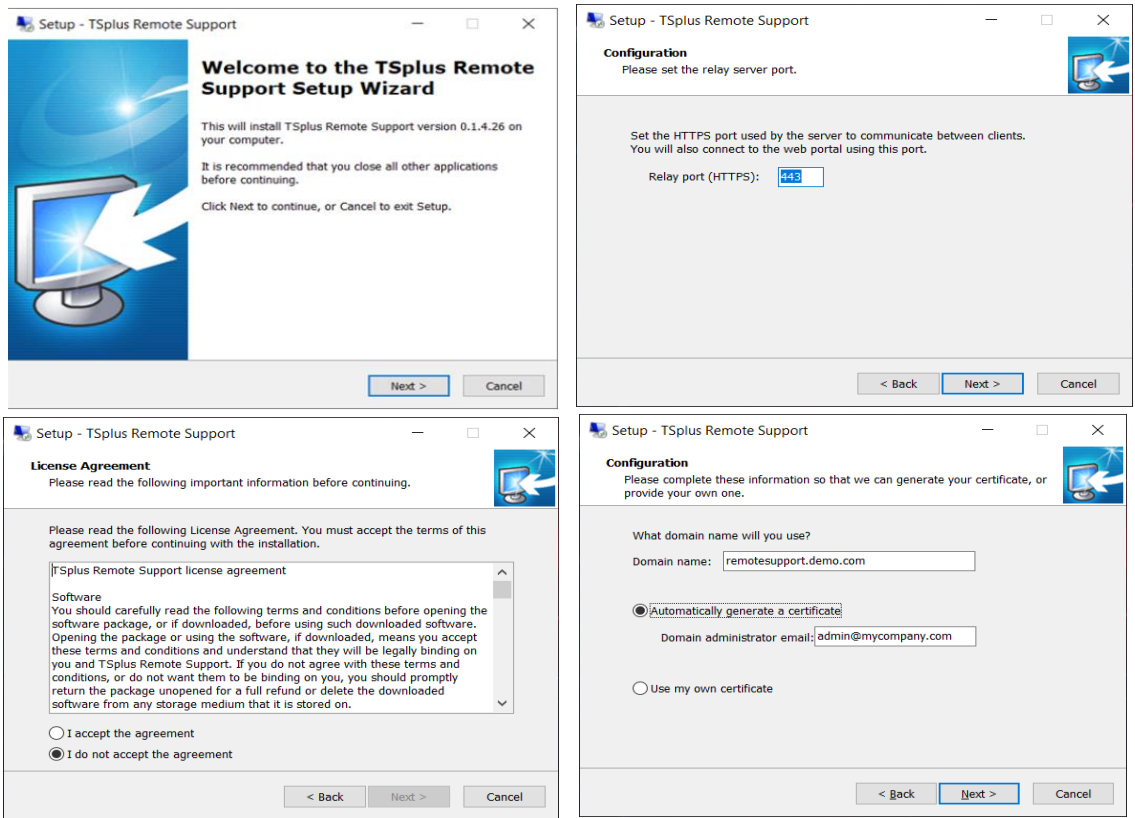
Download the TSplus Remote Support setup program here:

[Setup-TSplus-RemoteSupport.exe](#)

## II. INSTALLATION PROCESS

The installation process is easy, and the configuration is straight forward.

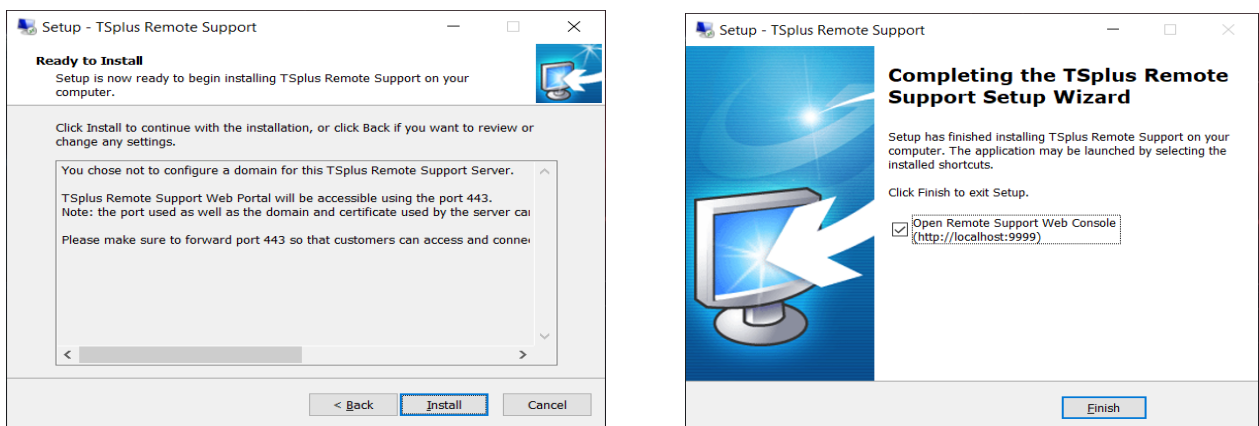
Just run Setup-TSplus-RemoteSupport.exe program on the Windows machine you've chosen to use as the Remote Support Server.



By default, the Remote Support web server is configured to use the standard HTTPS port number (443). However, if another web server is already active on this system (IIS for example) the TSplus built-in web server will experience a port number conflict.

The easy solution is to change these default values (4430 for example) during setup in this case.

To configure Remote Support for access using an internet domain name, enter the domain name here and choose which kind of Security Certificate you would like to use, a free certificate generated within Remote Support, or a paid Certificate purchased from a Certificate Authority. You may also configure your Domain after installation from the Remote Support Web Console.



Confirm your settings and click Install to continue. That's it for the installation. Click Finish to open the Remote Support Web Console and start creating Agent accounts!

### III. GETTING STARTED

#### 1) Start by Setting-up the Administrator Account:

The next step is to configure your Remote Support Administrator account. Enter the following information and click next:

Finalizing installation..  
We need to set up your first administrator account

Please fill in the required information below.

Username  
Rodney

First name  
Rodney

Last name  
McKay

Title  
Director of IT

Email  
rodneymckayIV@gmail.com

Password  
.....

Confirm password

Select Picture  
Choose File No file chosen

Register

TSplus Remote Support

Enter your Administrator information and click 'Register'. You're now ready to confirm or adjust your server configuration, then jump in and start setting up agent accounts and sharing Windows sessions.

#### 2) Admin Settings:

Home Page - TSplus Remote Su

localhost:9999

Admin Settings Agent Accounts Remote Computers Hello Rodney!

Welcome to TSplus Remote Support

You can create accounts for Support Agents using the 'Agent Accounts' button.

To begin a Remote Support session, click on the 'Remote Computers' button.

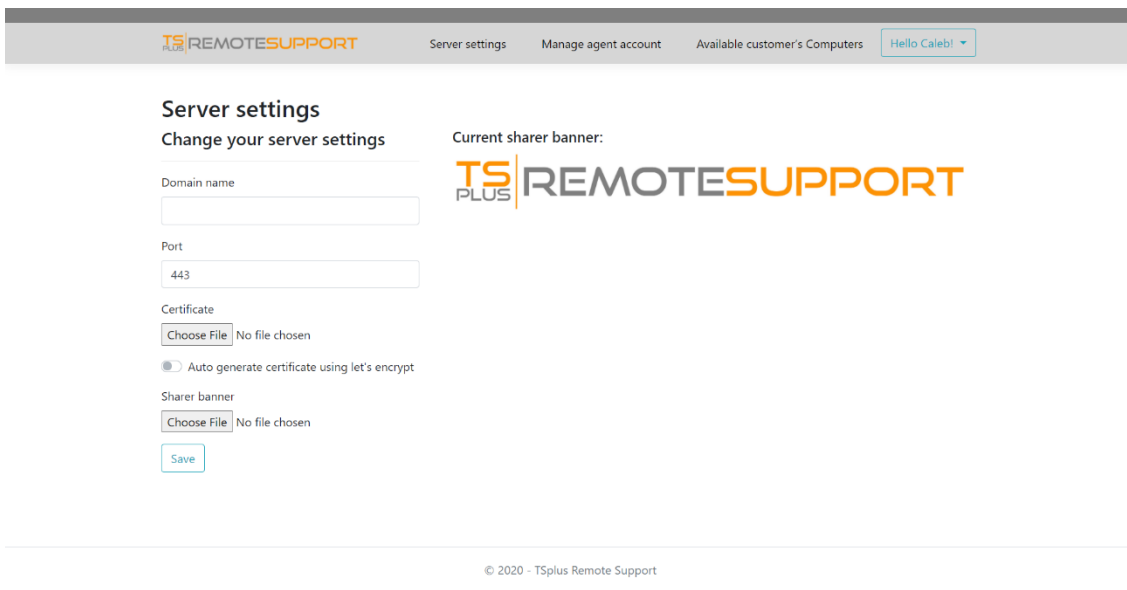
TSplus Remote Support

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment. The first menu item is Admin Settings.

Here, Administrators will find 3 sections – Server, Customization and Advanced.

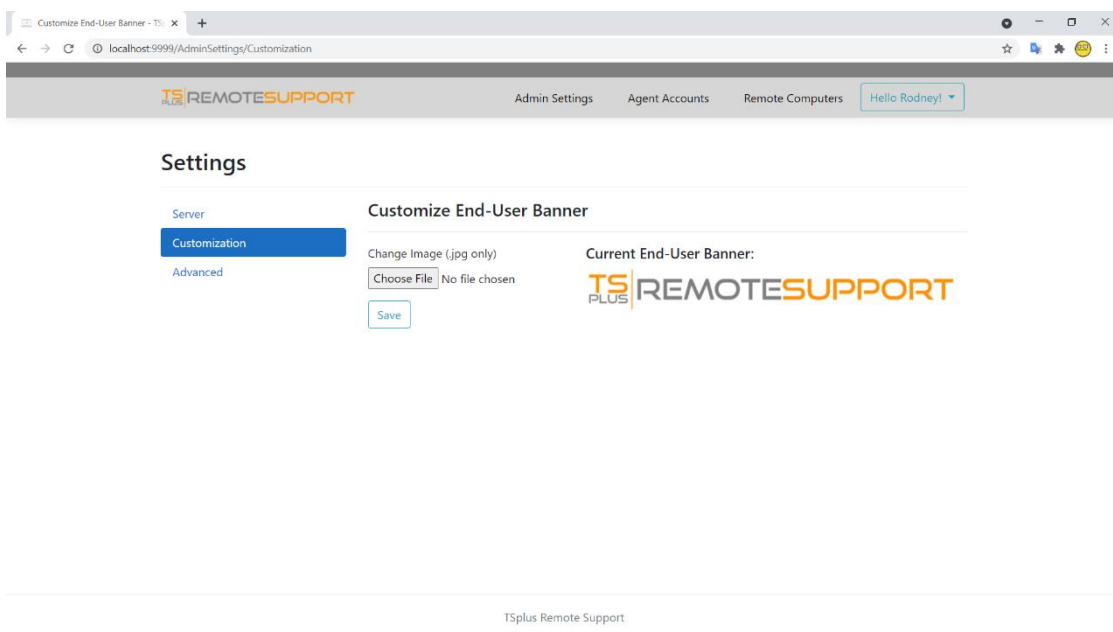
### Server:

If you did not configure a Domain when installing Remote Support, you can do so now, using an SSL/TLS Certificate from a Certificate Authority, or using the TSplus SSL Generator.



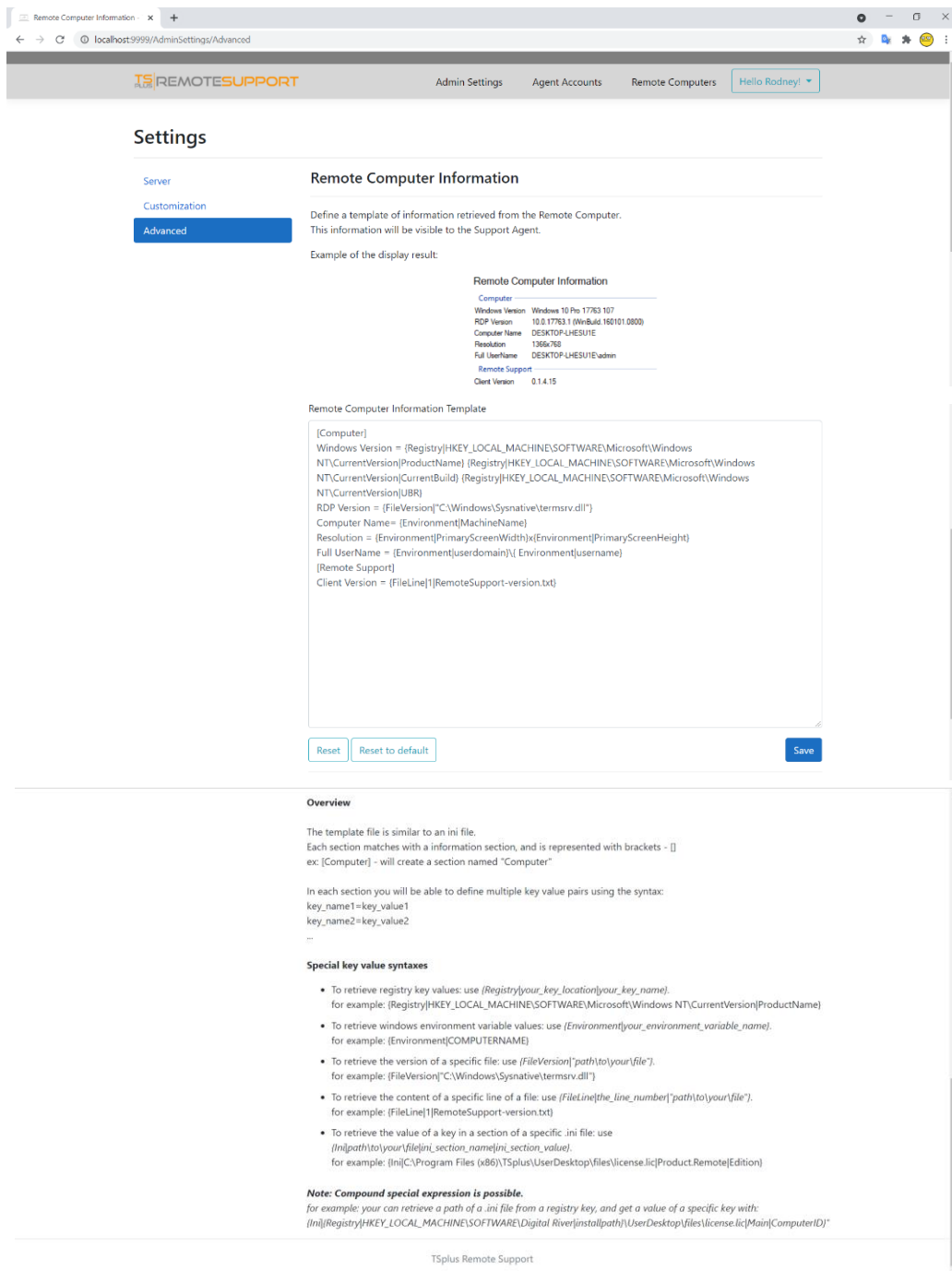
### Customization:

Customize the logo or banner displayed to the end-user during support sessions.



**Advanced:**

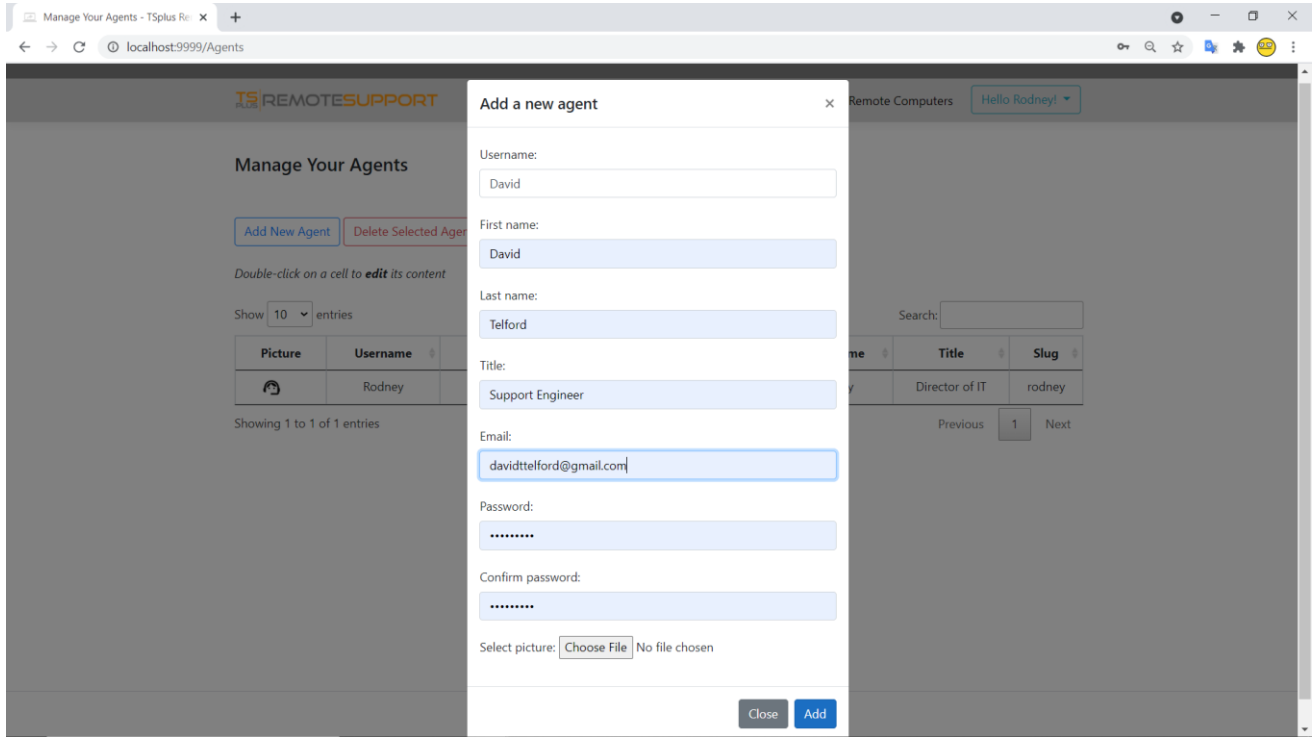
The Advanced section provides a customizable template for Remote Support to gather critical Hardware, OS and Software data from the Remote Computer. For experienced users only. If you are unsure of how to customize the template, please use the comprehensive default template provided.



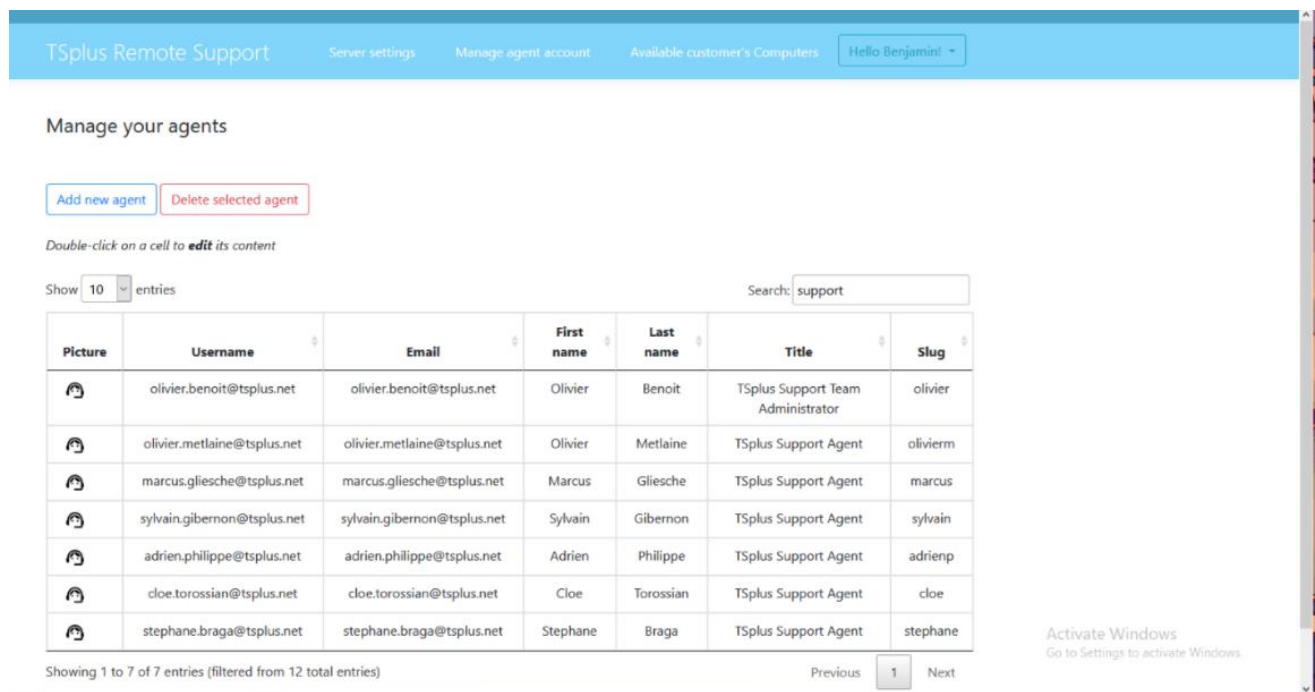
**3) Agents Accounts:**

From this screen, the administrator can add, delete or edit agent accounts. Let's click on Add New Agent to set the first one up.

Simply fill in the agent information and click 'Add'.



**View and Manage Agents:**



Your new agent is now ready to go.

## IV. STARTING A SUPPORT SESSION WITH AN END-USER

### Send a link:

Each Support agent has a custom link that is sent to the end user. Information such as support ticket numbers and end-user name can be quickly embedded in the link.

### Available Connections:

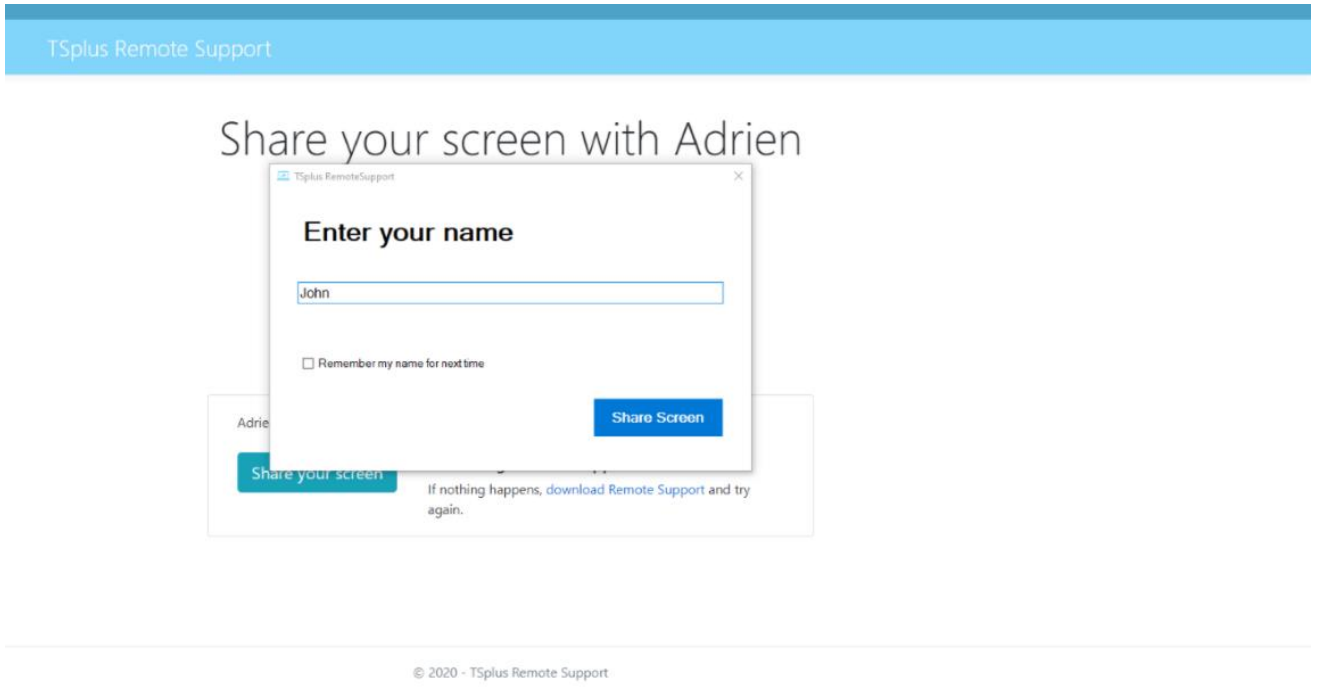
The support agent can now see the available session; When the End User has clicked on the link and is ready for connection, their information will appear in the support Agent's interface. Simply click 'Connect' to begin the Remote Support session.

Date	Name	Ticket	Action
2021/03/08 13:59	John Smith	453165	Connect



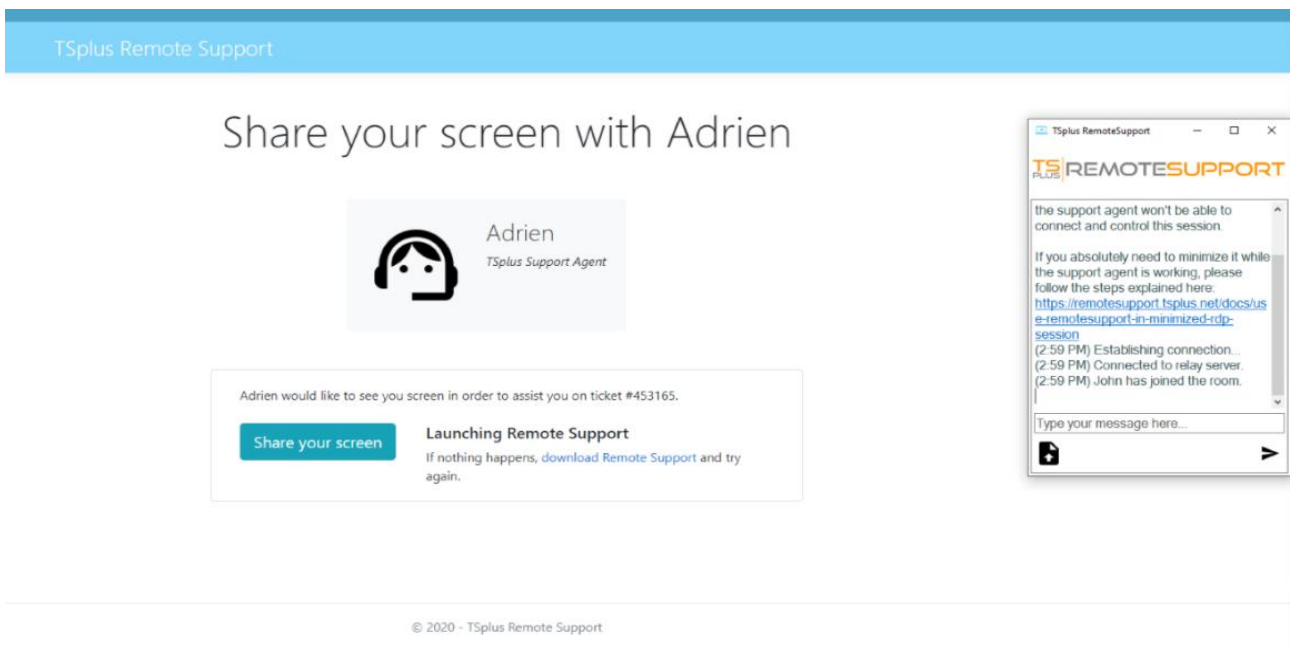
**Receive a link:**

After clicking on the link, the End-User will be prompted to install the Remote Support browser plugin. Once the End-User has installed the plugin and agreed to allow the connection, the last step before starting the Remote Support session is to enter the name.



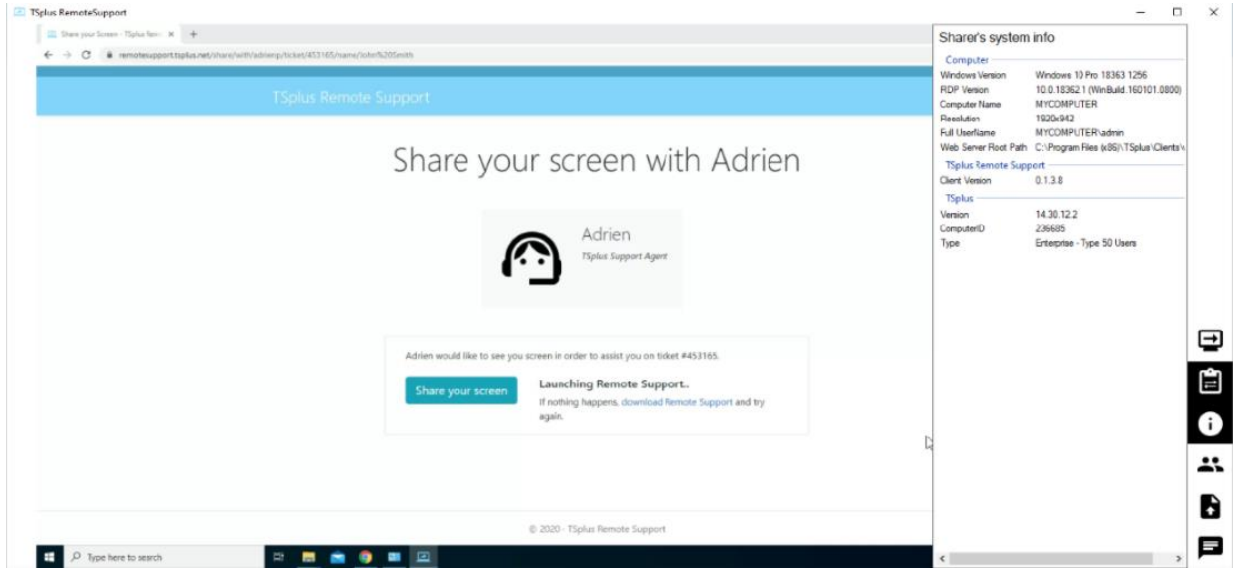
**End-User connection screen:**

Then, 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 User. NOTE: Closing the chat box will end the Remote Support Session.



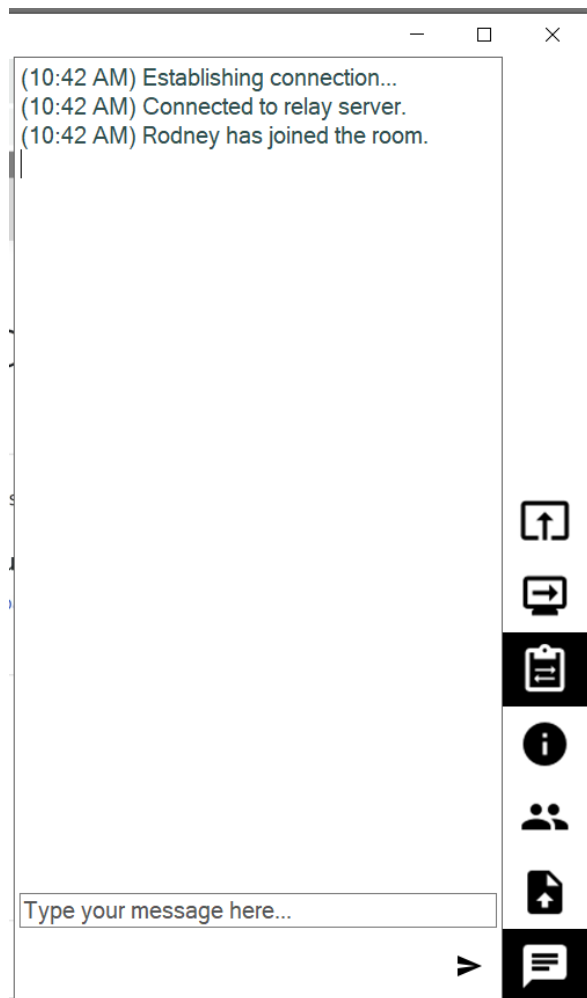
### Agent Connection Screen:

The Support Agent is now connected to the End-User's desktop session. The Agent can take control and troubleshoot collaboratively or independently.



### Agent Chat Box:

The Agent Chat Box is more than just a way to communicate with the End-User. It contains vital information and functionality the Support Agent needs.



From top to bottom:

- Send Command: Enables the Support Agent to send the ctrl+alt+del keyboard command or start Task Manager on the Remote Computer.
- Change Monitor Displayed: Scrolls through available displays if the Remote Computer uses a multi-monitor configuration.
- Enable/Disable Clipboard Synchronization: Controls the Remote Agent's ability enable or disable clipboard functionality between the Agent and End-User PCs.
- Remote Computer Information: Displays OS, Hardware and User Account data from the Remote PC.
- Upload File: Allows the Support Agent to move files from his support environment to the Remote PC for troubleshooting or repairs.
- Show Chat: Brings the Chat Box back to the main chat window.