

TECHNICAL BULLETIN

GTI PC Support Remote Access Procedure

November 2017

GTI-TB-056-1117-GB



Distribution Regions: All Regions


Product Relevance: PC

For use by: Consultants, Distributors, Contractors and End Users.

Bailoy currently use LogMeIn Rescue service to provide remote access support.

If a Bailoy technician needs to establish a remote session, then the connection is initiated by the GTI User ASR (Authorised Site Representative) using one of the following methods:

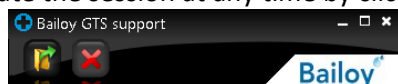
- Click the  button located in the **System Status** window of the GTI software
- Click the  **GTS – Support** icon on the Windows desktop
- Use your Internet browser to open the Bailoy website (www.bailoy.com) and select <Support><Remote support> from the menu

All 3 methods open the same webpage on the Bailoy website. Click the  link on this page to continue the procedure as follows:

1. The Bailoy technician issues a **6-digit code** that the user will need to enter. The **Start Download** button must be clicked once the code has been entered.
2. In response, the **Internet Explorer** requires the user to select from various options. Click the **Run** button to execute the downloaded **Support-LogMeInRescue.exe** program. The Windows **User Account Control** window opens, you need to confirm that the program is allowed to execute. Note that other Internet browsers may use a slightly different approach.
3. The connection is established and the GTI User must confirm an acceptance message before the session commences.

At all times the GTI User can follow the technician's work on the display. Also, during the remote session, a window remains open that is used to:

- Show all steps carried out by the Bailoy technician
- Exchange typed messages between the GTI User and the Bailoy technician
- Terminate the session at any time by clicking on the **X** button:



Please note:

- A terminated session cannot be re-established for security purposes. Follow the above procedure again to request a new session
- A detailed log of the connection remains on the GTI User's screen
- Details about the Rescue service can be found on the www.LogMeIn.com website