To connect to your remote computer

- 1. Open a browser and go to https://lt.encomputers.com
- 2. Enter your email address and password you were given.

Welcome to to • Universal Agent Uninstaller • Technician Login	the E-N Computers Web Portal

3. On the left hand side of the page, click on Computers.

Dashboard	Dashboard					
lickets	0		(1	1	
omputers)		
	D New Tickets		D My Active Ti	ckets	D Computers	
	Tickets					
	My Tickets			Page 1 af 1	New vs Closed Tickets for Past 30 Days	
	Turket# Subject	Batus	Submitted	Printly		

(1 minute)

4. In the center of your screen is the list of computers that you have remote access to.

Single click on the computer you want to remotely access.

ENCOMPU							Sourch	Compolers, Tickets, Cle
Dashboard	Cor	nputers						
Tickets	Computers						0	Page 1 of 1
Computers	Rame	User	Cherri	05	Local IP	Calumat IP	Location	User
	0.15	Gnike	valeyvtaicare	Microsoft Windows Server 2008 R2 Standard +64			Main	WCencadmin.0

(1 minute)

5. On the right hand side of the screen, single click on Remote Access.

Status Online Domain vvc.local User name VVC\er	cadmin,(Last Contact: 4/15/2016 1:52 PM In Fa	nTafk: False			
Command Statuses)	Toggle FasTalk
					(Remote Access
						Reboot
						Refresh Data
Computer Summary						Next Checkin:NaNs
CPU Usagé: (0%	100%	Memory Usage: 12	100%	System Drive Usage: 68	100%	
Of Microsoft Mindows Samar 2008 83 Standard v64		/15 Vanian & 1 76/11 Canica Back 1		Arrest Tao No. Arrest Tao		

Core Assets/Documentation/Knowledge Base (External)/Helpdesk Resources (e.g. User Help)

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6. For Windows 7 users this will download the screen connect client.

If it asks you to allow pop up, say yes.

For Windows 10 clients you may see one of the following windows pop up, dependent upon your version of Windows 10,

One may state "Windows protected your PC". Please click on More Info

	Windows protected your PC	
100%	Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk. More info	
		-25 3f d
	Don't run	

7. Click on Run anyway

screen	, click on Remote Access.
	Windows protected your PC
	Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.
nloa	App: ScreenConnect.Client (4).exe Publisher: Unknown Publisher Run anyway Don't run

8. The other may have a single button to push that states "Open ScreenConnect client"

At this point the ScreenConnect client will either open (giving you access to your PC), or download a small file that you will need to click on to install ScreenConnect



9. The remote connect screen will pop up.



Logging in

Core Assets/Documentation/Knowledge Base (External)/Helpdesk Resources (e.g. User Help) E-N Computers, Inc. | E-N Computers, Inc | Mar 11, 2020 - 05:31pm 10.Click the "lightning bolt" icon at the top of the connection window.



11.Click on Ctrl-Alt-Del



12.Log in using your Windows credentials you use at the office.



Total Duration: 2 minutes