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CONNECT WISE CONTROL INSTRUCTIONS FOR WINDOWS

How to remote into your computer using Connect Wise Control:

- 1. Visit https://trueitpros.com/access
- 2. Enter your username (typically your email address)
- 3. Enter your password (assigned by truelTpros when you set up your account)
- 4. Click the icon next to the name of the unit you want to access. Check below.

rue@prc) <u></u>		
Welcome: Amr 2	sktop Reports		
	Options	Resource Name	Friendly Name
Desktops	¢⊊≣☆		
Servers	Total Resources Count: 1		

5. After that you will have the below notification that the internet browser started to download the installation file for Connect Wise Control.

Your browser should download the app. Click on the file in the bottom left corner of your browser to start launching the app.	
You may receive a prompt for your consent. Click the "Run" button to launch the app.	

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6. Run the installation file Connectwisecontrol.exe



7. After finishing the installation click the Icon again next to the Computer name the same as in point (4)

8. After that on the top of your browser you will have pop-up permission to allow connect wise to control your Computer, mark (Allow), and Click (open ScreenConnect Client). Check the below.

Open ScreenConnect Client?
https://cmd-trueitpros.screenconnect.com wants to open this application.
Always allow cmd-trueitpros.screenconnect.com to open links of this type in the associated app
2 Open ScreenConnect Client Cancel

9. ScreenConnect Client Ready now for use, click on the icon of the View on the left side for the application toolbar to select view of your Monitor. Check the below.

- 10. Enter your username (the username to your computer).
- 11. Enter your password (the password to your computer).
- 12. You can now use your computer as if you were in front of it!

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