



RMM Remote Access Procedures

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1. Open your web browser and type rmm.new-miracles.com in the address bar
2. If your first time on using remote access on the computer Download the **Take Control Viewer** (if you have already installed the Take Control Viewer skip to Step 3)
 1. Select Remote Access on the menu bar
 2. Select **Download Take Control Viewer**

Once download is complete, install the Take Control viewer

1. Select **Workstations** (This setting covers laptops and PC's)
 2. Select the PC you are wanting to access remotely
 3. Select **Take Control**
 4. In the window Promp that appears on the bottom of your PC Screen Select **Open**
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1. A window will open ignore it, Do not close it
 2. A window will Open and you can use the PC or Laptop as if you were on it or watch to uses to assist them with what they are doing.

1. Once you are finished using remote access Close the previous windows by selecting the Red X

1. If you have any questions call the support line 803-350-0500
- 2.

See Attachment for Pictures

Help and Support

Help Desk

Homepage

Attachments

RMM_Remote...