



# SupportCenter

## Quick Start Guide



**For more information:**  
800.374.2441  
www.intercall.com  
info@intercall.com

You're set to support and manage unattended computers, POS systems, and other devices in real time—over the web using SupportCenter.

View and control remote systems to solve problems as if you were on site without leaving your desk.

You'll have happier customers, and you'll be more productive than ever.

### START YOUR SUPPORTCENTER SESSION

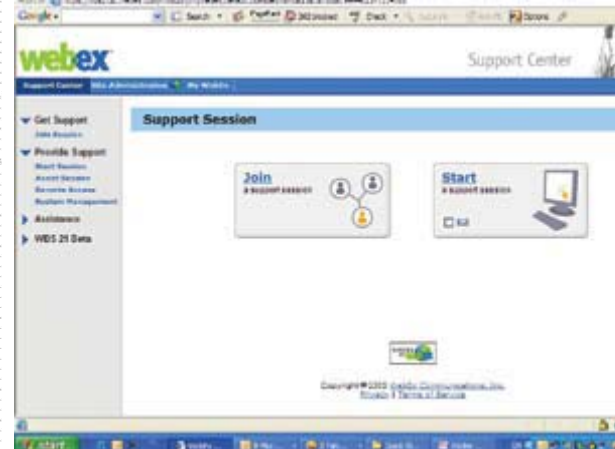
#### Basic Steps

Click on the login button on the upper right hand corner of the Support Center site.

Enter your User Name and Password and click **Log In**.

On Support Center home page click on **Remote Access** on the left hand navigation bar.

#### Optional Steps



### ADD ACCESS TO A CUSTOMER'S COMPUTER

#### Basic Steps

Under the Action column, click on the envelope icon to send an email invitation to your customers to add a Remote Access agent on their computers.

Type in the email address of the customer whose computer you will be accessing. Click **Send**.

Your customer simply clicks on the link in the email invitation and follows the steps to install the Remote Access agent on his or her computer.

#### Optional Steps

- + Site Administrators can add groups of computers, manage user access and set multiple levels of security. For administrator functions, please contact your meeting consultant to set up training.
- + You can also deploy Remote Access agents to remote computers using the software distribution capabilities in InterCall WebEx System Management.
- + The person installing the Remote Access agent must have administrator rights on that computer.

 InterCall is a subsidiary of West Corporation

AAP/EOE

*WebEx™ and EventCenter™ are either registered trademarks or trademarks of WebEx Communications Inc. in the United States and other countries.*



## ACCESS THE REMOTE COMPUTER

### Basic Steps

Once the Remote Access agent is installed on the remote computer, you can see the remote computer on your Remote Access dashboard.

Click on **Connect** to access the remote computer.

For faster diagnosis and resolution, take advantage of the available features such as File Transfer, Reboot & Reconnect, remotely sending Ctrl-Alt-Delete and more.

### Optional Steps

+ Site Administrators can set up multiple levels of security to ensure only the authorized individual can access the specified computers by setting password, limiting access by IP Address or user accounts and requiring phone authentication.

+ Learn how to use these advanced features by clicking on [www.intercallcenters.com](http://www.intercallcenters.com) then SupportCenter and Resources.

## LEARN TO USE SUPPORTCENTER LIKE A PRO

Visit our resources site at [www.intercallcenters.com](http://www.intercallcenters.com). Click Support Center and then Resources. You can then access the InterCall WebEx knowledge base, review FAQs, find downloads, submit a support ticket, access billing information, and find international support phone numbers.

Take advantage of these resources to get the most out of your WebEx solution.

And, be sure to ask us about private training.

## NEED HELP?

Don't worry. World class technical support is included with your WebEx solution.

Get fast resolution to technical issues at 800.721.3919 or 706.634.8375 or email us at [entappsupport@intercall.com](mailto:entappsupport@intercall.com).