

## Remote Assistance Instructions for Clients

Follow the procedure below to allow remote access to your computer by an ARES technician.


1. Go to <http://www.rapidassist.com/?context=b-alert> to access the ARES remote assistance site.

You are connecting to...

**RapidAssist**

You do not yet have the ActiveX control that allows your connection to be established automatically.

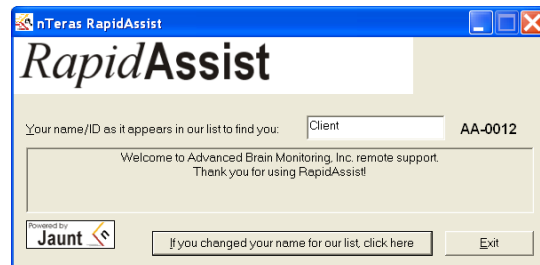
To Install, click on the information bar (near the top of your browser), then select "Install ActiveX Control" as shown below



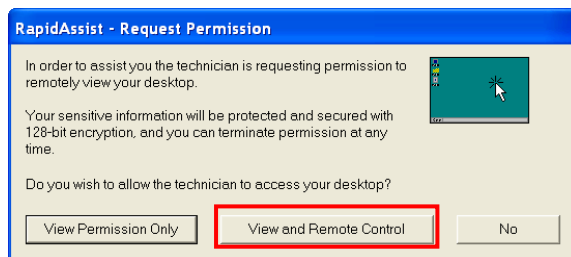
[If you don't see the information bar, click here.](#)

Your connection should start automatically.  
Please note that sometimes the connection window will display **behind** the browser window.  
[If your connection doesn't start, click here.](#)

2. If your computer does not already contain the ActiveX control recommended for remote assistance, the screen above will appear explaining how to install the ActiveX control. If you don't want to install ActiveX and want to use an alternative method, click on the link that says *If your connection doesn't start, click here.*



3. The screen above indicates you have logged onto the system. Wait for the ABM technician to join the session.



4. After the ARES technician joined the session, click *View and Remote Control* on the screen above.
5. The ARES technician will operate your computer to demonstrate or change the configuration of your software. After the software demonstration or configuration is over, the ARES technician will log out of your computer and will not have rights to log into your computer until another session is started and you grant permission for remote assistance.