

Accessing Your PC Remotely with ConnectWise Control

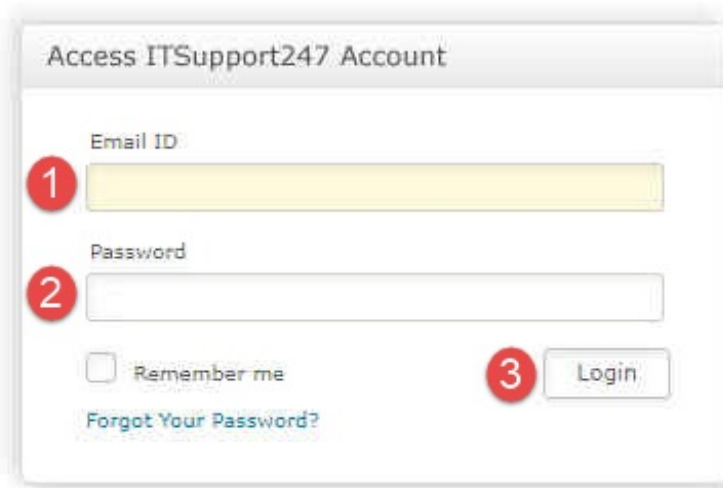
If you have not been given a username and password to gain access, please contact us by email at Support@SouthernIT.com as this has to be set up by us for you.

1. Click on the link below, bookmark it for future references.

[Remote Access my PC](#)

(1 minute)

2. You will be taken to the following web page:



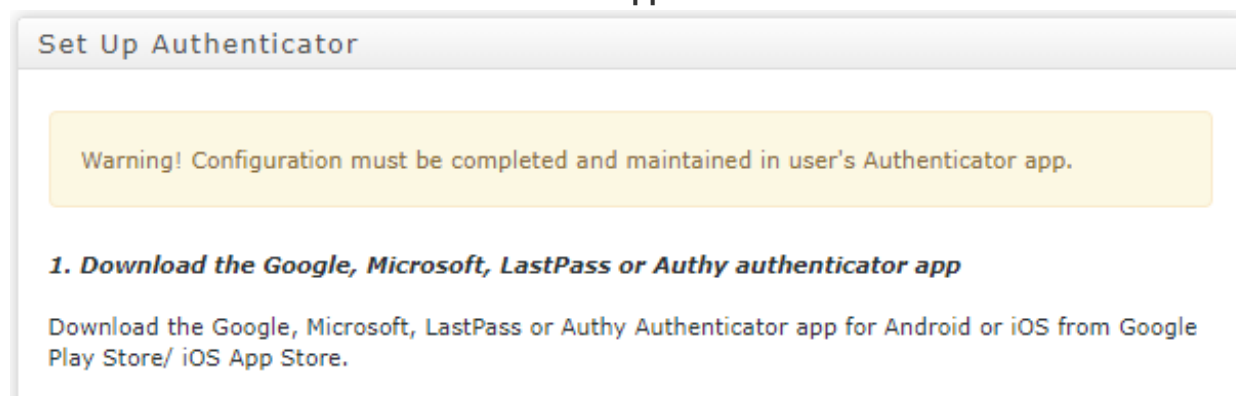
Enter your Email address and password that we have provided specifically for your remote connection. You can click the 'Remember Me' box to keep your email address saved for future use.

Click "Login".

(1 minute)

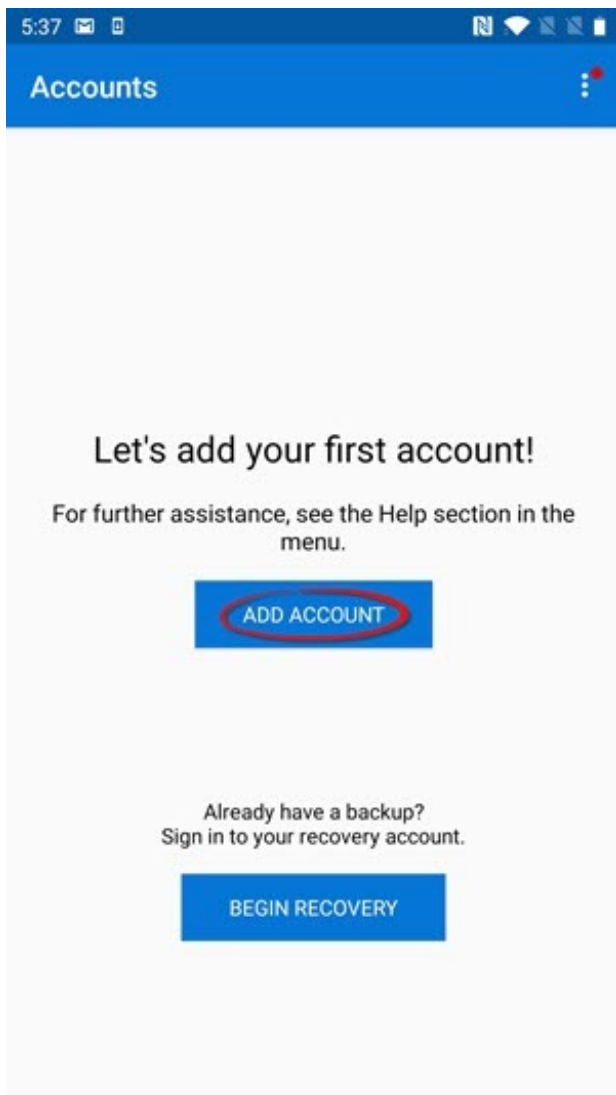
3. You will be prompted to download an authenticator app from your mobile devices app store.

Please download the **Microsoft Authenticator app**.



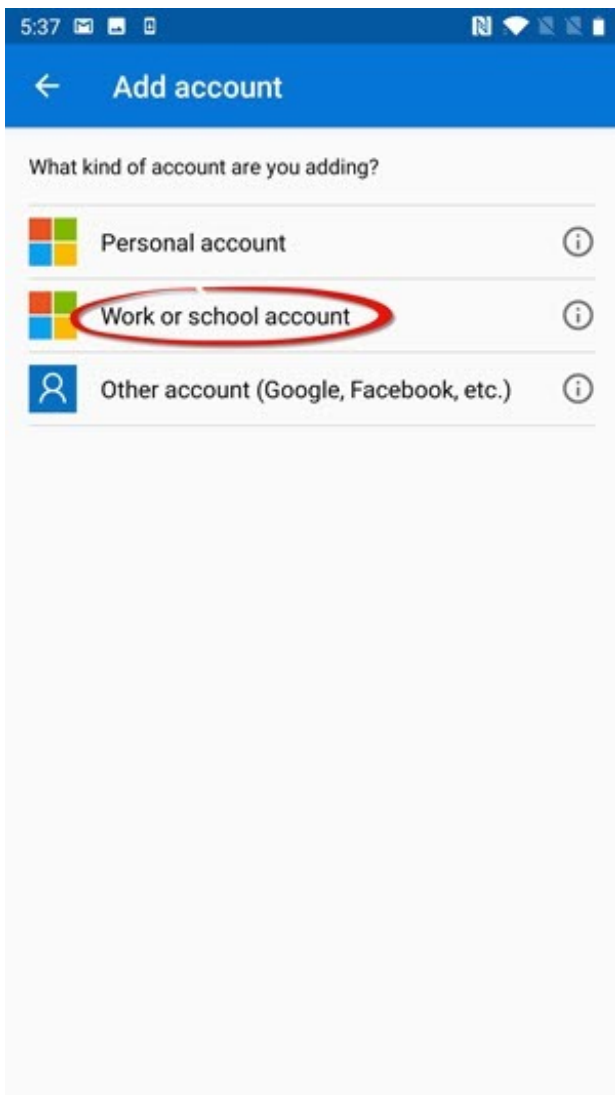
(3 minutes)

4. Once the app has been downloaded, open the app to which it will prompt you to add an account, Click "Add Account"

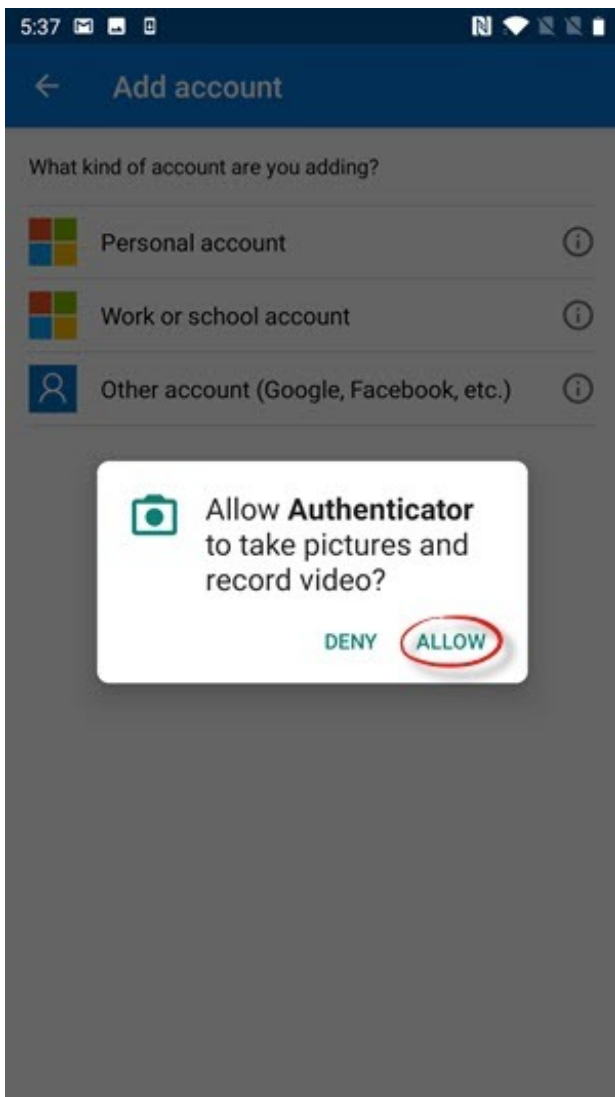


(1 minute)

5. Click on "Work or school account"



6. Click on "Allow" to allow the app to access your camera to scan the QR code for the next step.



(1 minute)

7. Hold your phone up to the QR code on screen to scan it with your camera on your phone.

Set Up Authenticator

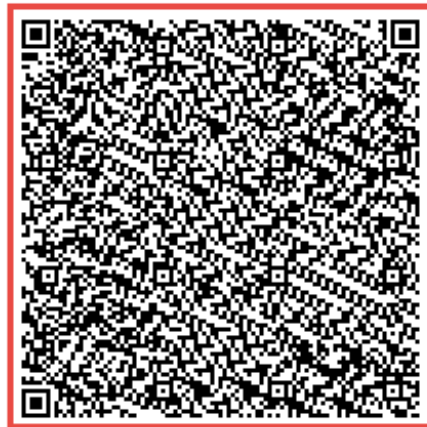
Warning! Configuration must be completed and maintained in user's Authenticator app.

1. Download the Google, Microsoft, LastPass or Authy authenticator app

Download the Google, Microsoft, LastPass or Authy Authenticator app for Android or iOS from Google Play Store/ iOS App Store.

2. Scan the QR code

Add new account in the Authenticator app. Then, use your mobile device to scan the QR code in this window.



Or

[Click here if you can't scan the QR code](#)

3. Enter your code

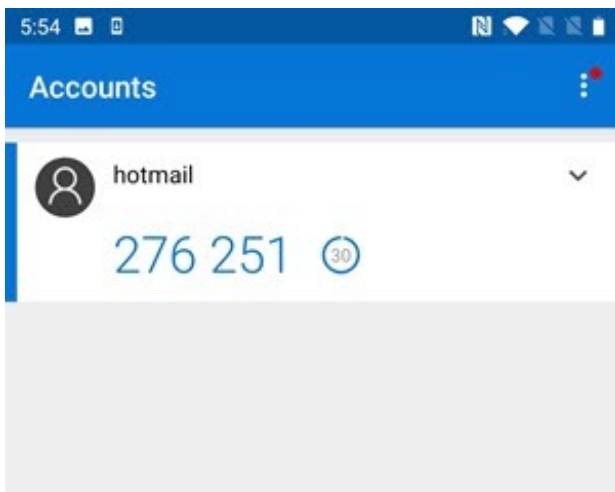
In the box below, enter the 6-digit code generated by the app.

Skip

Submit

(1 minute)

8. This will create your two-factor code you will need to be able to log in and for the next step.



(1 minute)

9. Enter the new two-factor code in the box below.

NOTE - A new code is generated every 30 seconds so make sure you give yourself enough time to type out the code.

3. Enter your code

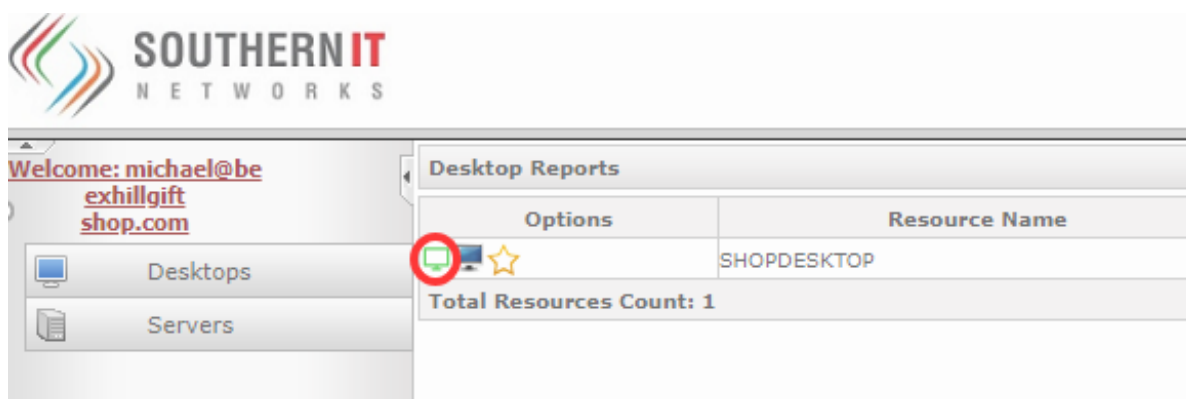
In the box below, enter the 6-digit code generated by the app.

SkipSubmit

(1 minute)

10. Once login in you will see a screen with the devices you have access to remotely.

Click on the 1st PC icon next to the PC you want to connect to



(1 minute)

11. Once the icon is clicked, the Control Client application will attempt to download and the following will be shown: (This will only happen for the first time you use the tool)

[External Image](#)

12. Once the application installs, you will quickly be connected to the remote device.



Total Duration: 11 minutes