

Using Chrome Remote Desktop

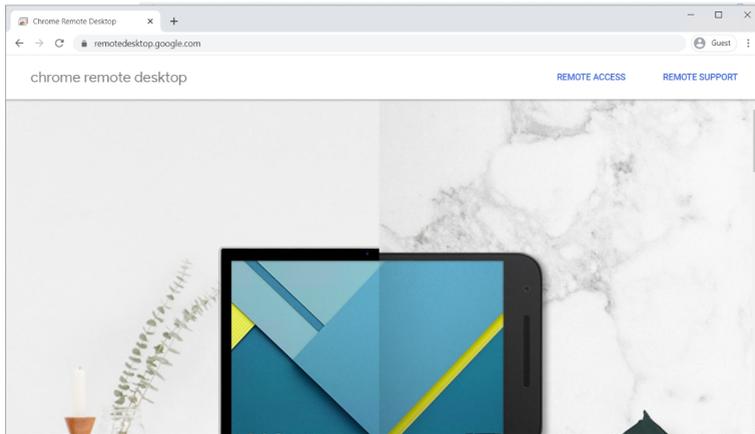
Introduction

If you need remote desktop support for a PC, you can use the free Chrome Remote Desktop utility that works from the Google Chrome browser.

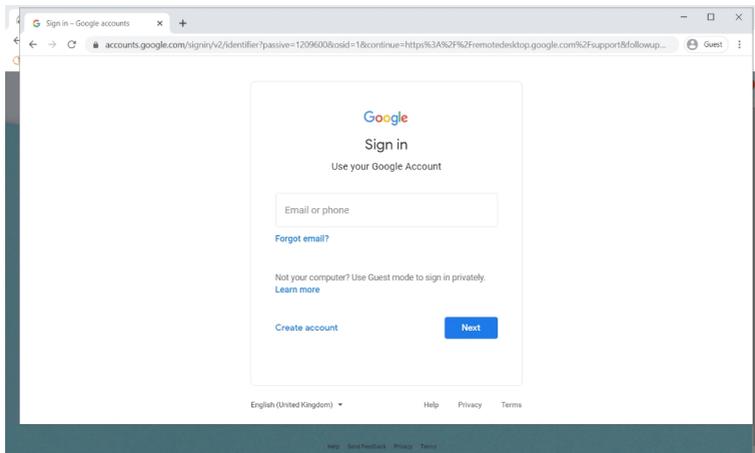
Note that the Chrome Remote Desktop program requires the user to sign in with their Google account. If the user has an Android phone, they can sign in using the same Google account as the one on their Android phone.

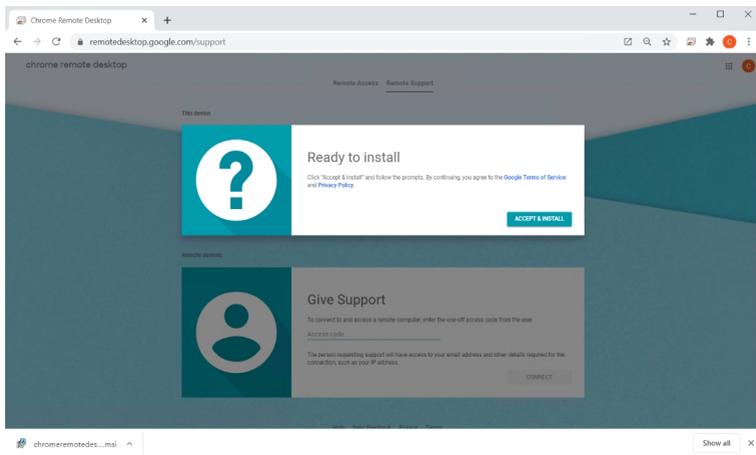
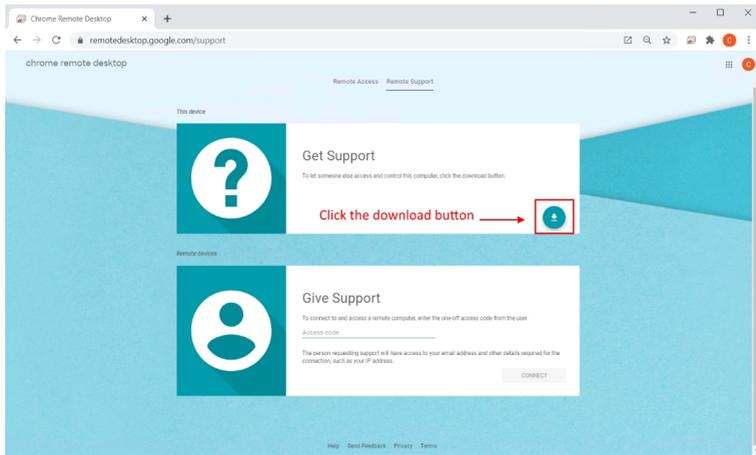
Instructions

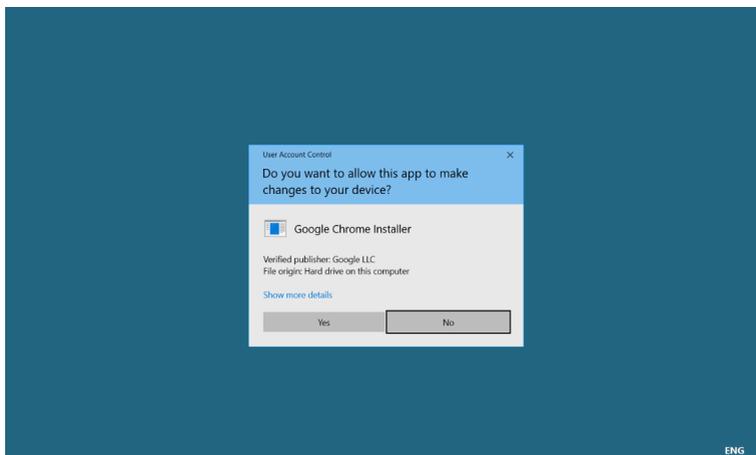
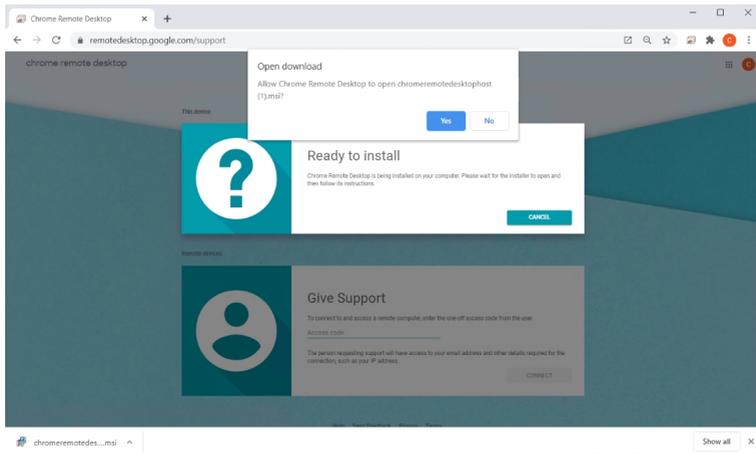
1. First, install the Google Chrome browser if the PC does not have this installed.
2. From the browser, visit this URL:
<https://remotedesktop.google.com>

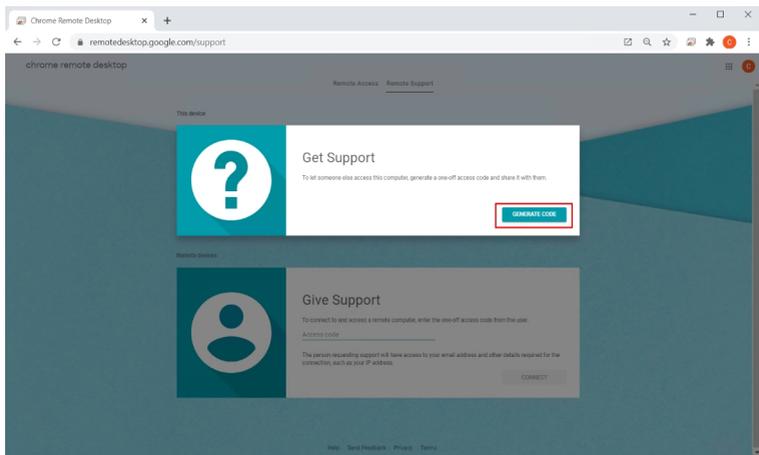
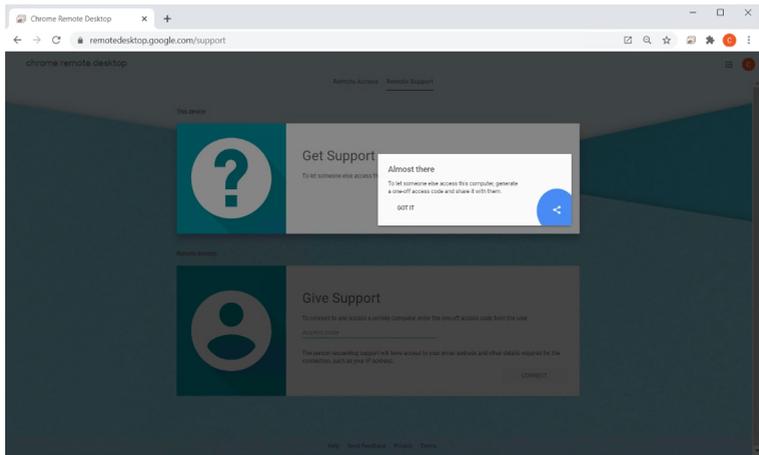


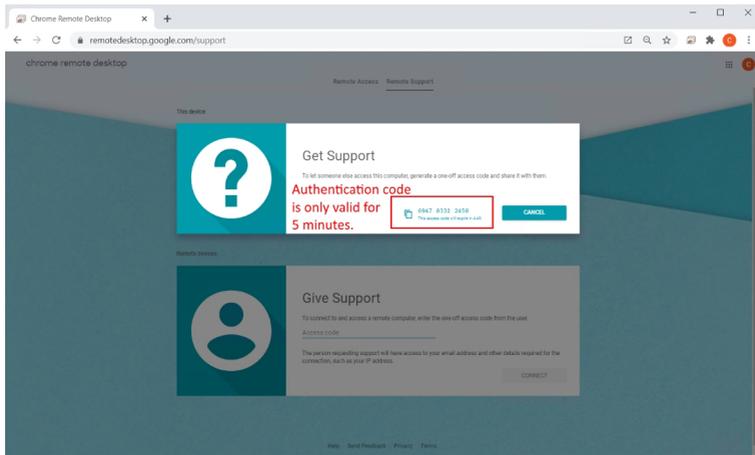
3. Select the “Remote Support” option. If you are not signed in to a Google account, you will be prompted to do so. You can sign in with the same Google account as the one on your Android phone. Otherwise, you will need to create a Google account and sign in with it before you can proceed.





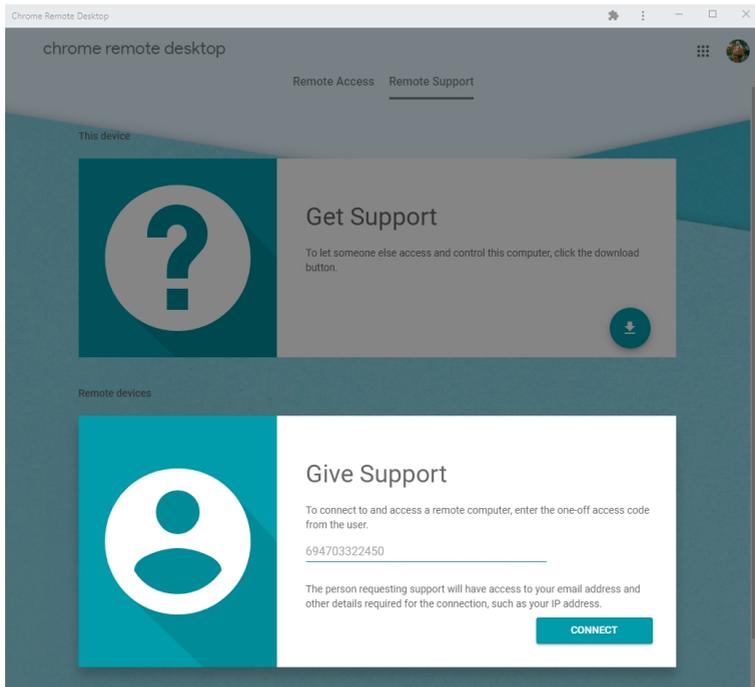




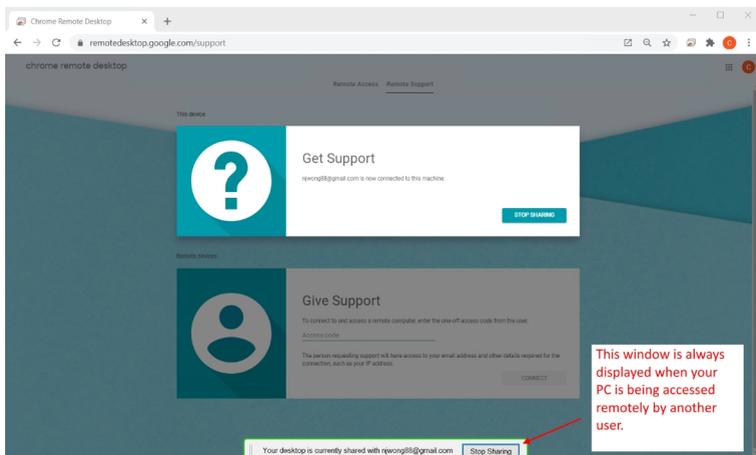
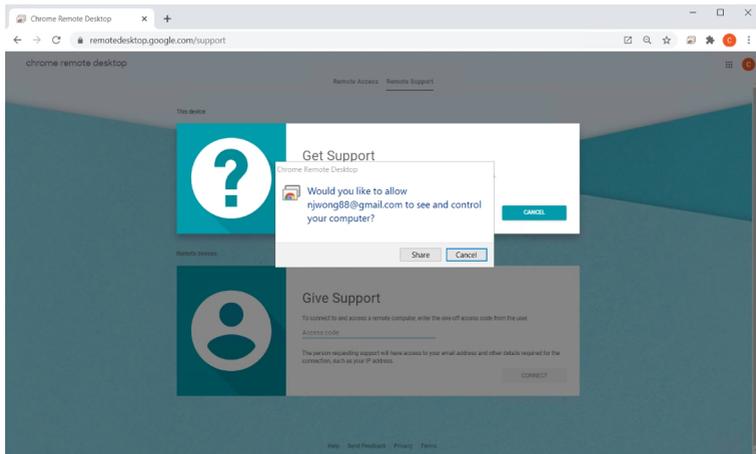


4. Once the authentication code has been generated, it must be given to the technical support personnel who is going to remote control this PC. The authentication code is only valid for 5 minutes. If the support personnel is unable to remote in within 5 minutes, a new authentication code must be generated.

The support personnel will run the “Give Support” option from their PC, entering the authentication code provided by the user.



5. Once the support personnel clicks the **[CONNECT]** button on their PC, a prompt will appear on the user's PC asking the user to grant the permission to allow remote access to the PC by the support personnel.



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2020-09-09