

# Focalpoint Remote Support Instructions

## Step 1 – Initiate remote support session:

Click on the “Click here to launch remote support” link on the Remote Support page. Once you do this, a new browser window will open.



full computer support for all your home or business needs

The screenshot shows the Focalpoint website's remote support page. At the top is a green navigation bar with links for home, about us, services, remote support, promotions, testimonials, and contact us. The main content area has a heading "remote support" and a paragraph explaining the service. To the right is a photo of three people working at a computer. Below the text are two links: "Directions for remote support" and "Click here to launch remote support", with the latter circled in red. A disclaimer at the bottom states that remote support is only for Windows-based platforms. The footer contains three sections: "What's New" with a welcome message, "Home User?" with a comparison link, and "Keep Up With Focalpoint" with social media links for Facebook and Twitter.

home about us services remote support promotions testimonials contact us

## remote support

Having problems with your computer and need us there? Now we can be in a matter of seconds! Focalpoint can connect directly to your computer through a rapid, secure and reliable connection and fix many minor issues while talking with you over the phone. As long as your Internet connection is working and you can open a web browser, we can help!

Interested in getting started? Please take a moment to read over the documentation listed below. When you're ready, click the "Click here to launch remote support" link.

[Directions for remote support](#)

[Click here to launch remote support](#)

\*Remote support is currently only supported on Windows-based platforms.

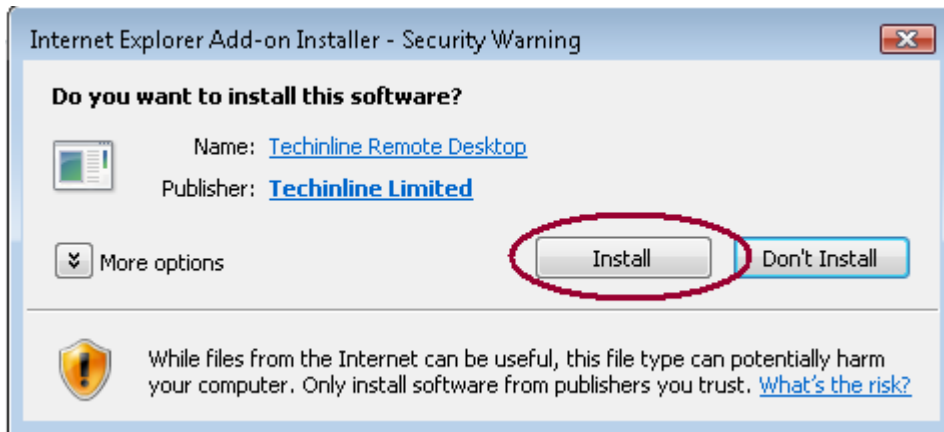
**What's New**  
Welcome to the new home of Focalpoint Technology Consulting!

**Home User?**  
Check out how we beat the competition!  
[Click here to compare!](#)

**Keep Up With Focalpoint**  
[Facebook](#)  
[Twitter](#)

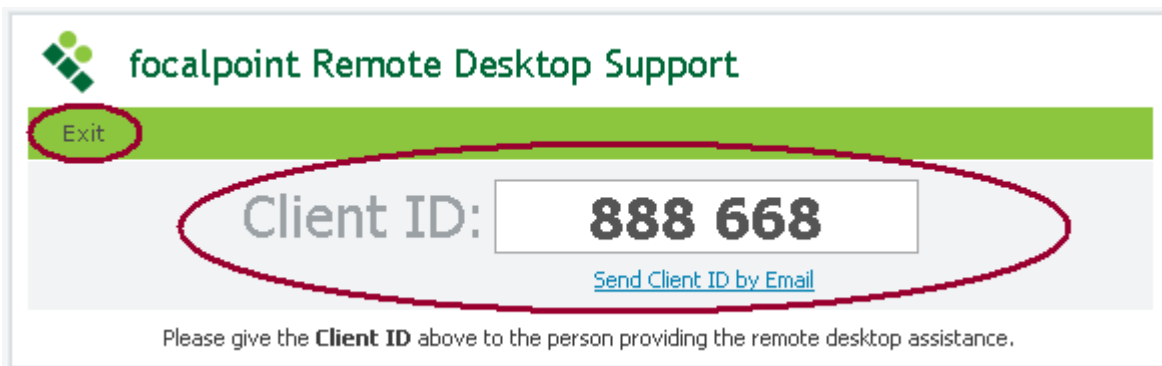
## Step 2 – Install Remote Desktop Application:

Allow the web browser to install the add-on by clicking the “Install” button. **Please note:** You may also be prompted by your computer’s anti-virus/spyware software as well. Make sure to allow the add-on to run with those applications as well.



## Step 3 – Obtain Client ID:

Once the add-on has been installed successfully, you will be given a client ID. This 6 digit number will allow Focalpoint to connect to your system. Please provide this number to Focalpoint either over the phone or by emailing it to [support@findyourfocalpoint.com](mailto:support@findyourfocalpoint.com) using the link listed below the Client ID. If for any reason you need to exit the remote support application, click the “Exit” link on the left side of the screen and close the browser window.



**Having problems getting remote support working? Just give us a call at (215) 853-0298!**