



## Quick Start Guide

About I'm OnCall .....	2
Log In To I'm OnCall .....	2
Create a Customer Incident .....	2
Start a Remote Support Session.....	3

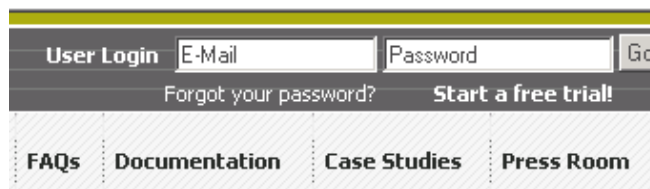
## About I'm OnCall

I'm OnCall is a secure web based online remote support solution that gives you instant, on demand remote control of your customer's PC or Mac across the Internet, without the need to pre-install software. Upon your customers call for help, you can be in full control of their computer within seconds.

You can start using I'm OnCall immediately. For a free trial account, simply go to [www.imoncall.com](http://www.imoncall.com) and sign up.

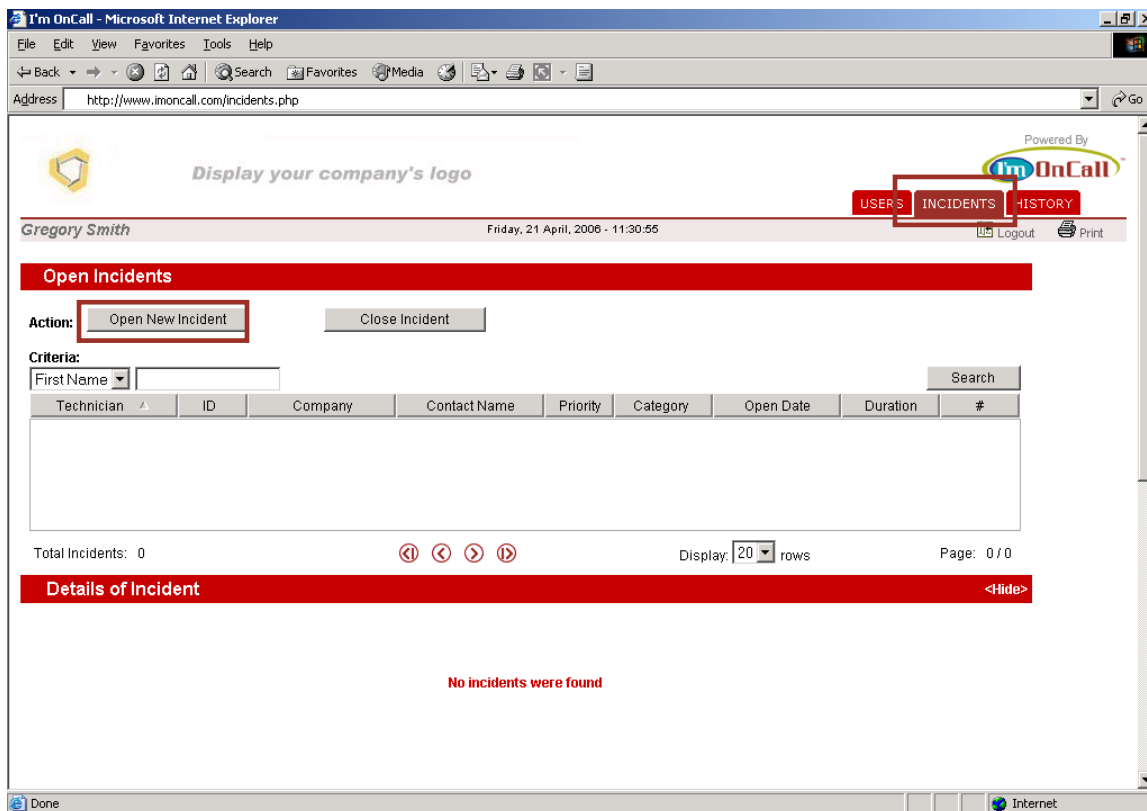
## Log In To I'm OnCall

Go to [www.imoncall.com](http://www.imoncall.com) and at the top of the screen enter the E-mail and Password that you used to register your I'm OnCall account.

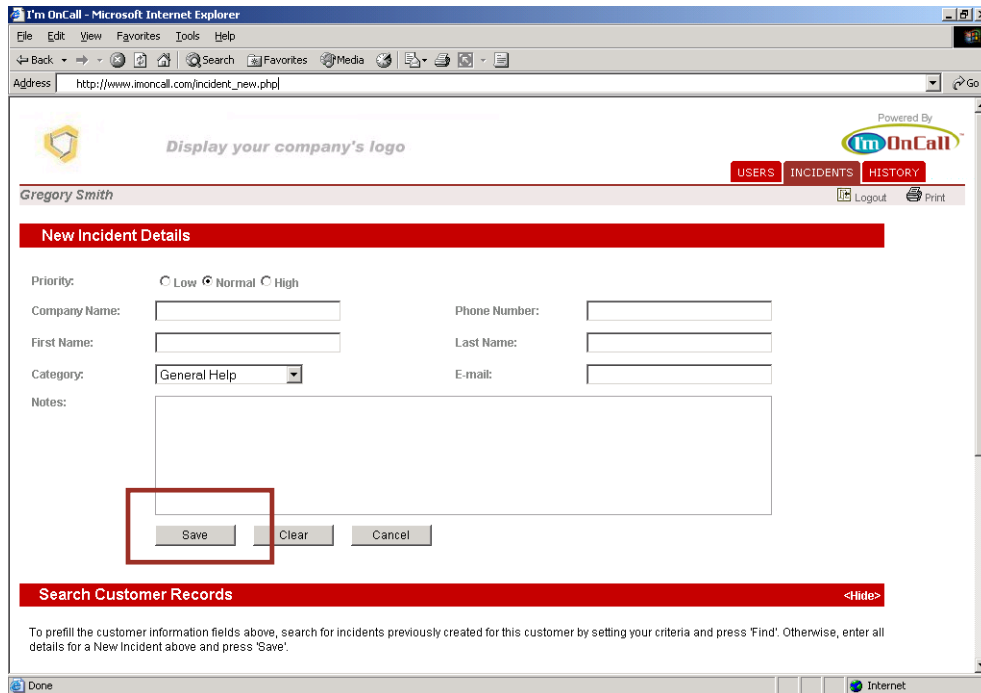


## Create a Customer Incident

Click the Incidents tab and under Open Incidents click Open New Incident.



The New Incident Details screen will appear for you to populate your customer's information. Enter the information and click Save to save and close the screen.



## Start a Remote Support Session

- From the Incidents tab, select the customer that you wish to start a remote support session with and scroll to the Remote Support Activity section at the bottom of the screen.
- To make a remote connection to your customer's computer, it is necessary to request and receive their authorization. This is accomplished by sending them an e-mail with a remote session authorization link embedded within it, or directing them to <https://www.imoncall.com/go> and asking them to input the Session Code showing on your screen. After choosing your delivery method, clicking OK, and your Remote Desktop Viewer will begin to load.

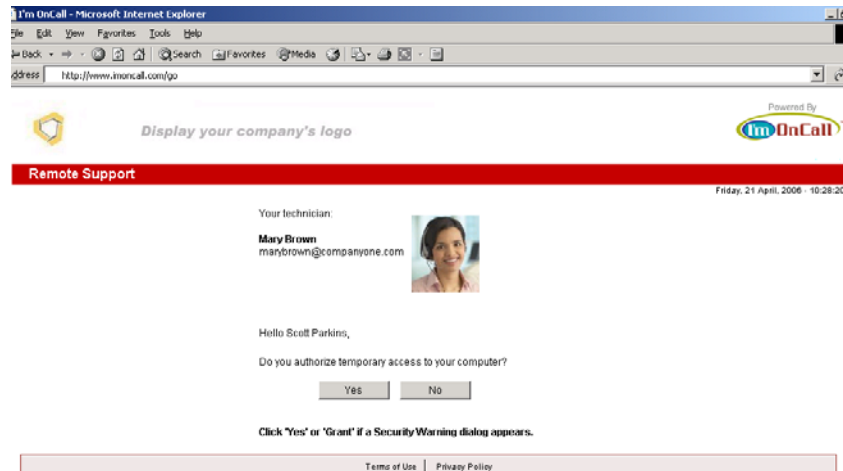
### Notes

1. When using the Session Code method of delivery, click the OK button before your customer starts inputting the remote Session Code.
2. If your PC is running windows XP with Service Pack 2 or Windows Vista, the browser may return a message that the .exe file for the Remote Desktop viewer cannot be downloaded. Click the Start button beside the Session Code to start the download.

Remote Support Activity				Details <Hide>									
<b>Action:</b> <input type="button" value="Create New Session"/> <input type="button" value="End Remote Session"/>		<b>Connection Method:</b> <input type="radio"/> Session Code: 1145610469 <input checked="" type="radio"/> E-mail to: <input type="text"/>											
<table border="1"> <thead> <tr> <th>Technician</th> <th>Starting Time</th> <th>Status</th> <th>Duration</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="height: 40px;"></td> </tr> </tbody> </table>		Technician	Starting Time	Status	Duration					<b>Delivery Method:</b> <input type="radio"/> Your local e-mail client <input checked="" type="radio"/> I'm OnCall server			
Technician	Starting Time	Status	Duration										
Total sessions: 0		<input type="button" value="OK"/> <input type="button" value="Cancel"/>											

Note: You can choose to deliver the email requesting authorization to the customer via your local email client or the I'm OnCall server.

- Upon opening your email or inputting the session code you supplied, the customer will receive the following screen requesting their authorization for your access. Their acceptance will prompt them to download and run a small temporary file onto their PC or Mac that will allow you remote access to their computer.



Note: The display of the technician's photo is dependent on the Administrator loading the picture within the technician's profile. See [Administration Overview](#) for more information.

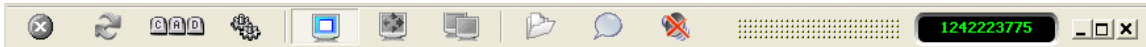
- After sending the email or session code to the customer, you will be requested to download and run the file that will present your Remote Desktop Viewer. This viewer will open and display your customer's desktop once the temporary remote access files have been installed on their computer.




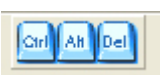

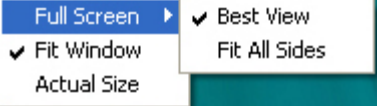
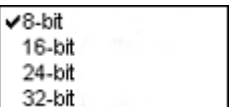




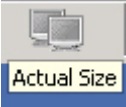
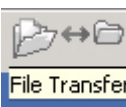
- To end your remote session, click the "Close Session" button on the Remote Activity screen, update your customer incident notes and then Close the Incident. Note: You or your customer can end the remote session at anytime by clicking the "Terminate Session button" on the Remote Support Session window.

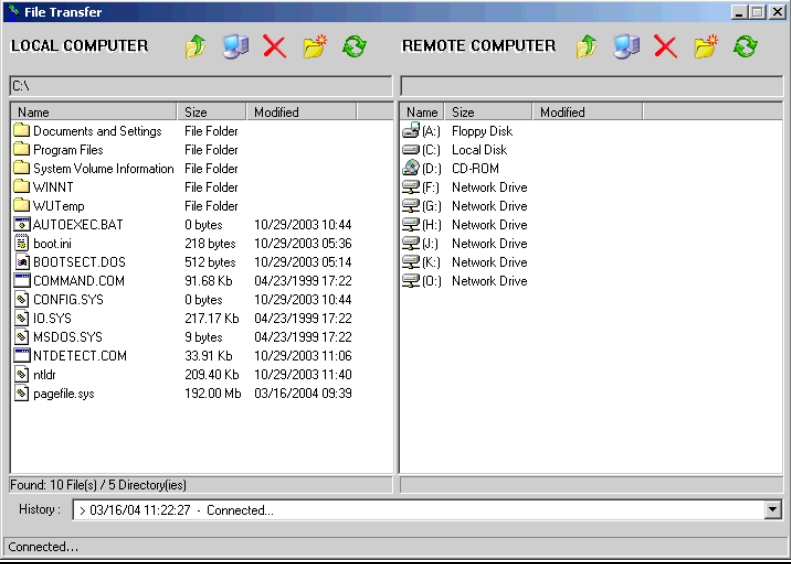

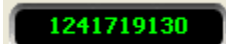
### USING THE REMOTE DESKTOP VIEWER

The Remote Desktop Viewer includes an advanced toolbar. To display the toolbar, hover the mouse over the words I'm OnCall at the top of the screen. Functions available are described below.



	<p>In the Full Screen mode, the "pin" is used to display or release the I'm OnCall toolbar</p>
	<p>Disconnects your Remote Support session</p>
	<p>Provides a Refresh view of the customer's remote computer screen</p>
	<p>You can select this function to pass the Ctrl-Alt-Del key combination and reboot the remote computer (<i>Not available when supporting a MAC computer</i>).</p>
	<p><b>Options toolbar</b></p> <p><b>Viewing Modes</b> - allows you to select your preferred desktop viewer screen view during the session</p>  <p><b>Color Modes</b> - allows you to select the viewers color settings during the session. 8-bit provides the fastest performance but lowest color resolution.</p>  <p><b>Local Input</b> - manages your local keyboard input. By default, local keyboard input is allowed. Deselecting "Local Input" will disable local keyboard input.</p> <p><b>Whiteboard</b> - selecting Whiteboard allows the user to draw on screen by holding down the left mouse button and moving the mouse pointer around. Deselect Whiteboard to return to normal mouse use (<i>Not available when supporting a MAC computer</i>).</p>

	<p><b>Erase Whiteboard</b> - select Erase Whiteboard to clear the screen of all marking made while using the Whiteboard (<i>Not available when supporting a MAC computer</i>).</p> <p><b>File Transfer</b> - Provides the interface to transfer files and folders between your computer and your customer's computer (<i>Not available when supporting a MAC computer</i>). <a href="#">See File Transfer</a></p> <p><b>Chat</b> - Opens up a Chat window on both the host and remote screen allowing for text messages to be sent between computers (<i>Not available when supporting a MAC computer</i>).</p> <p><b>Ctrl-Alt-Del</b> - You can select this function to pass the Ctrl-Alt-Del key combination and reboot the remote computer (<i>Not available when supporting a MAC computer</i>).</p> <p><b>Refresh</b> - Provides a Refresh view of the customer's remote computer screen</p> <p><b>Disconnect</b> - Disconnects your Remote Control session</p>
	<p><b>Fit to Window Viewer Mode</b> - Displays a complete image of your customers remote desktop, scaled to fit within the Viewer. This selection also allows you to size the Viewer to your preference. You do this by clicking the border of the Viewer and dragging till you have achieved the sizing you require.</p>
	<p>The Viewer will size to fill your screen. In this mode you will only see your customers remote desktop. Your Local PC's desktop will be hidden as well as the I'm OnCall toolbar. To view the toolbar again, scroll to the top of the screen. Once your cursor has reached the top of the screen, select the "I'm OnCall" toolbar button, the toolbar will present itself.</p>
	<p>The Viewer will display the actual image of customer's remote desktop and may require you to scroll to navigate your desktop.</p>
	<p>Provides the interface to transfer files and folders between your local and remote computers. Remote computer is the one with I'm InTouch installed. Select the file(s) or folder(s) you wish to transfer from either the Local or Remote Computer window pane by selecting the file(s) or folder(s) icon, and then drag and drop to the appropriate folder of either the Local or Remote Computer. You can select one or more files in the same folder. - You can delete file(s) or create new folders on either of the two computers (<i>Not available when supporting a MAC computer</i>).</p>

	
	<p>Opens up a Chat window on both the host and remote screen allowing for text messages to be sent between computers (<i>Not available when supporting a MAC computer</i>).</p>
	<p>Session Code Display - Identifies the computer that you are supporting.</p>

### CUT/COPY AND PASTE TEXT BETWEEN COMPUTERS

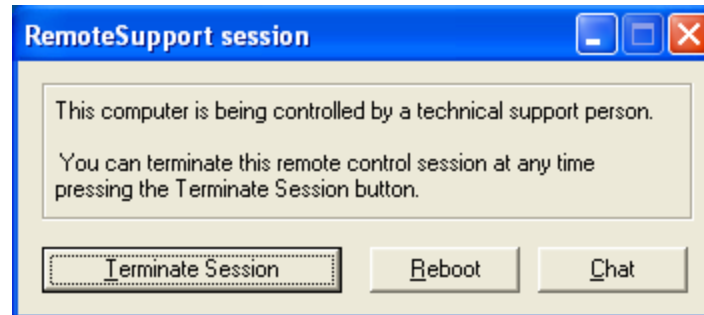
You can also cut/copy and paste text between your customers remote PC and your local PC. This capability exists both ways: remote customer text can be copied to your local PC or your local text copied to the customer's remote PC (*Not available when supporting a MAC computer*).

To copy and paste between PCs:

- Select the text you want to cut or copy by left-clicking your mouse and dragging the cursor over the text.
- Right-click your mouse on the selected text and choose Cut or Copy.
- Place your mouse in the location where you want to paste the text and left-click your mouse.
- Right-click your mouse and select Paste.

### Reboot

It is possible to reboot your customer's PC or Mac. To do this, click the Reboot button, available from within the Remote Support Session window that displays on the customer's desktop, after they have authorized your remote access.



After clicking Reboot, your customer's computer will shutdown and re-start. It is necessary for the customer to be present at their computer to enter any required Windows or Mac login credentials.

On your end, the Remote Desktop Viewer will disconnect, indicating that the customer's computer has been shutdown and that the remote connection has been dismantled. Click the Start button beside the Session Code to download the Remote Desktop Viewer again. You will automatically re-connect with your customer's computer, once it is back online.

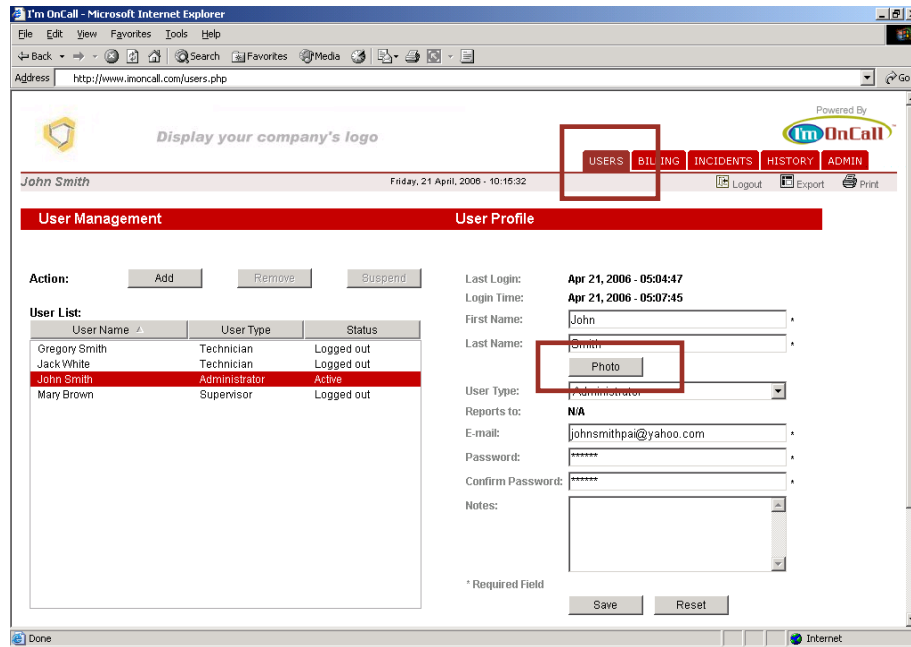
## ADMINISTRATION OVERVIEW

Only applicable to the system Administrator

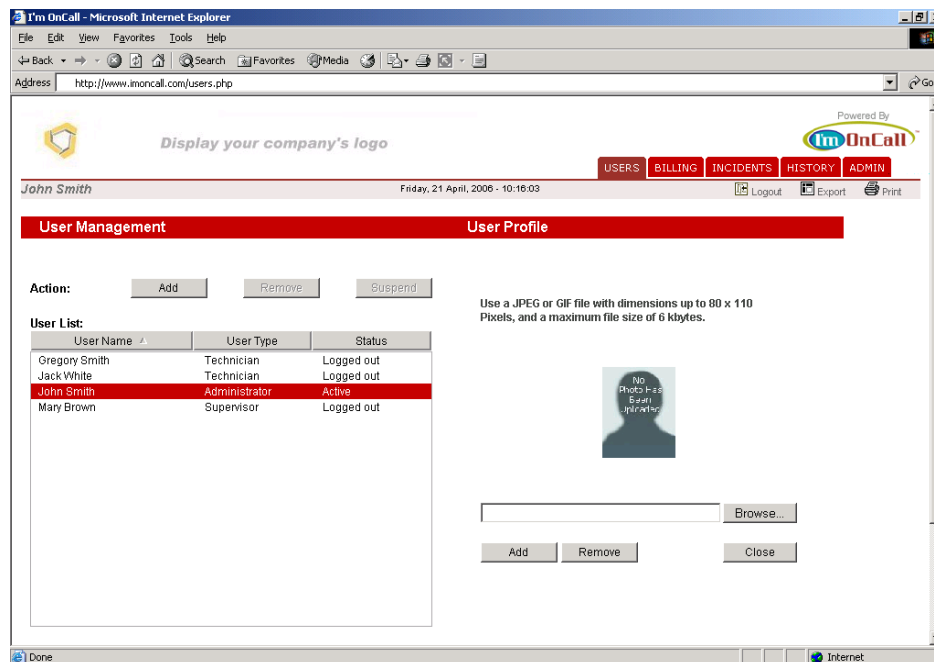
I'm OnCall allows you to configure Users of the system and tools to customize the system to your preferences.

### Activating Users

Select the Users tab to add new users on the system.



Once a user has been created, you have the option to load a photo of this user that will be presented to the customer during a remote session. Select the **Photo** button below the user's name.



## Configuring System Preferences

Select the Admin tab

- Corporate Branding Section

Upload your corporate logo for display on system interfaces.


**Corporate Branding** <Hide>

Use a JPEG file with dimensions up to 500 x 75 Pixels, and a maximum file size of 10 kbytes.

**Logo:**

**Theme Color:**

**Your Current Logo Image**



Display your company's logo

Stretch Image

- On Demand Session Invitation Section

Use the default e-mail message that will be delivered to your customer, or customize your own.

**On Demand Session Invitation E-mail** <Hide>

**Subject:**

**First paragraph:**

**Session URL:**

**Last paragraph:**

IMPORTANT: At the time of sending the Remote Session Invitation E-mail, all occurrences of the labels %CLIENT%, %TECHNICIAN% and %YOUR\_COMPANY\_NAME%, will be replaced by the customer's first name, current technician's full name and your company name respectively.

- Incident Categories Section

Categorize customer incidents by adding products that you support or descriptions of typical incident types for later incident searching.

**Incident Categories** <Hide>

**Categories:**

General Help  
 Email  
 MS Office  
 PC Cleanup  
 Spyware

**Enter a new Category:**

- On Demand Session Settings

Choose the system default values or update them to your preference.

**On Demand Session Settings** <Hide>

**Session Code validity period:**  minutes

**Session inactivity time-out:**  minutes