

Scope Logic Remote Support

If you require remote assistance from Scope Logic, please call one of our support technicians on 1300 732 823

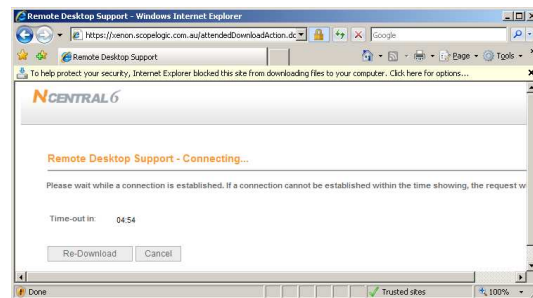
If they can't connect to your PC directly they might need you to open: <http://www.helpdesksupport.com.au>

Name:	<input type="text" value="James"/>
Access Code:	<input type="text" value="000"/>
<input type="button" value="Get Support"/>	

- At the prompt, enter your name and ask the technician for the access code.
- Click on “Get support”
- Click Download

In Firefox select save file, when the file has finished downloading select open. Click Okay if you get a security warning. Wait for the software to finish installing.

In Internet Explorer, if you get a security warning at the top of the browser window: “Internet Explorer has blocked this site from downloading software...”, Right click the bar and select download software. When it starts downloading select run twice. Wait for the software to finish installing.



- Please wait for the technician to connect to your PC.

Trouble shooting remote desktop connections

If the connection cannot be established please check the following:

Step 1. Internet connection

Do you have an internet connection?

Open up www.google.com and do a search.

If you do have an internet connection, go to step 2.

If you do not have an internet connection, go to step 3.

Step 2. Alternative Form

Can you open <http://www.helpdesksupport.com.au>?

No. -> Please troubleshoot further with your technician.

Yes. -> Can you enter your credentials?

No. -> Click on alternative form at the bottom.

Remote Desktop Support

Please enter your name and contact Scope Logic Service Desk at 1300 732 823 to obtain an access code and start a remote session.

Name:
Access Code:

[more options >>>](#)

This feature is supported on Microsoft Windows 2000, XP, Vista & Windows 7 operating systems

NOTES:

If you can't type in this box, follow this link to an [alternative form](#)

If you are experiencing trouble connecting to Remote Desktop Support please download this [guide](#).

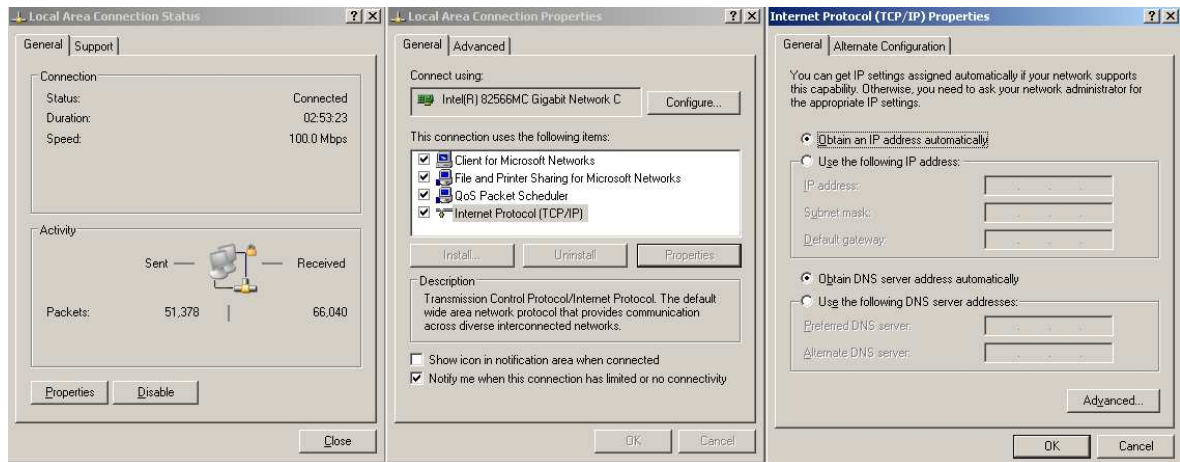
Step 3. TCP/IP Settings

Check if your cable is plugged in and the light on your network connector is green.

Check if your IP settings are set to automatic.

Start -> Control Panel -> Network Connections.

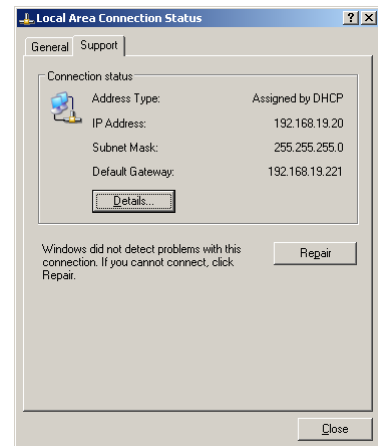
Double click Local Area Connection -> Click Properties -> Select TCP/IP -> Click properties



Make sure it is set to obtain IP information automatically.

Click okay and close the last two windows. In the Local Area connection Status window select Support tab.

Make sure you have an IP Address, Subnet and Gateway



Step 4. Internet connection

Your office is most likely connected to the internet through a DSL modem. Please locate the modem and see if it is switched on and if the DSL and Internet status lights are on.

If not, make sure the phone line is plugged in to the DSL modem and “power cycle” the modem, turn it off for 10 seconds and turn it back on.

If you are connected to the internet through a wireless Bigpond card, restart your computer and try to connect again. Make sure you are in reach of the Bigpond network (check the bars on the connection wizard).

If the internet connection does not come back on, please ask your support technician to troubleshoot the internet connection with the internet provider.