

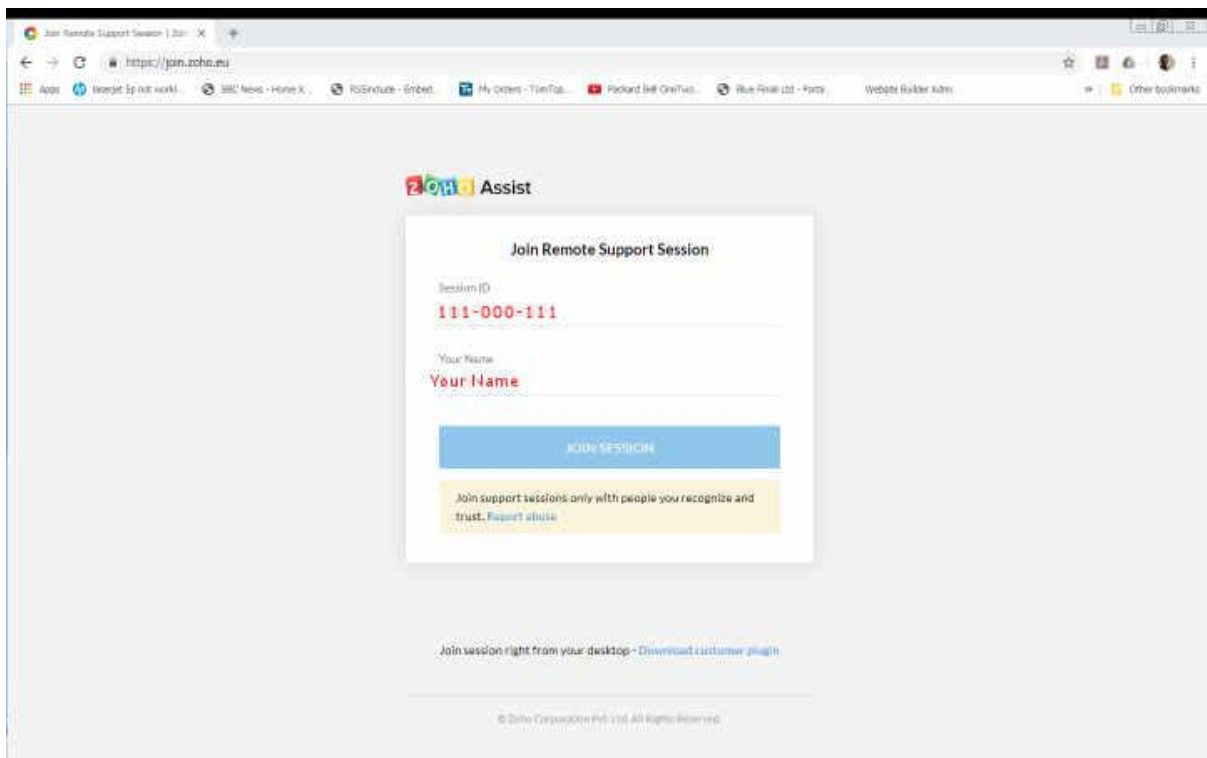
## Remote Support via - <https://join.zoho.eu/123456789> - Instructions (123456789 example)

### Client side computer or laptop

Telephone Steve on 01252 660343 and ask for remote support. Via phone he will also guide you through the instructions below. Support can only be done this way if your internet connection is working. Cost to the you (client) is £20 for the first half hour, then £10 per half hour onwards. Payments to be made by debit/credit card over the phone. Payment of £20 to be made before support continues, thank you.

1. Open your web browser (Google chrome, MS Edge or Internet Explore) and in the address bar (at top) type - <https://join.zoho.eu/>

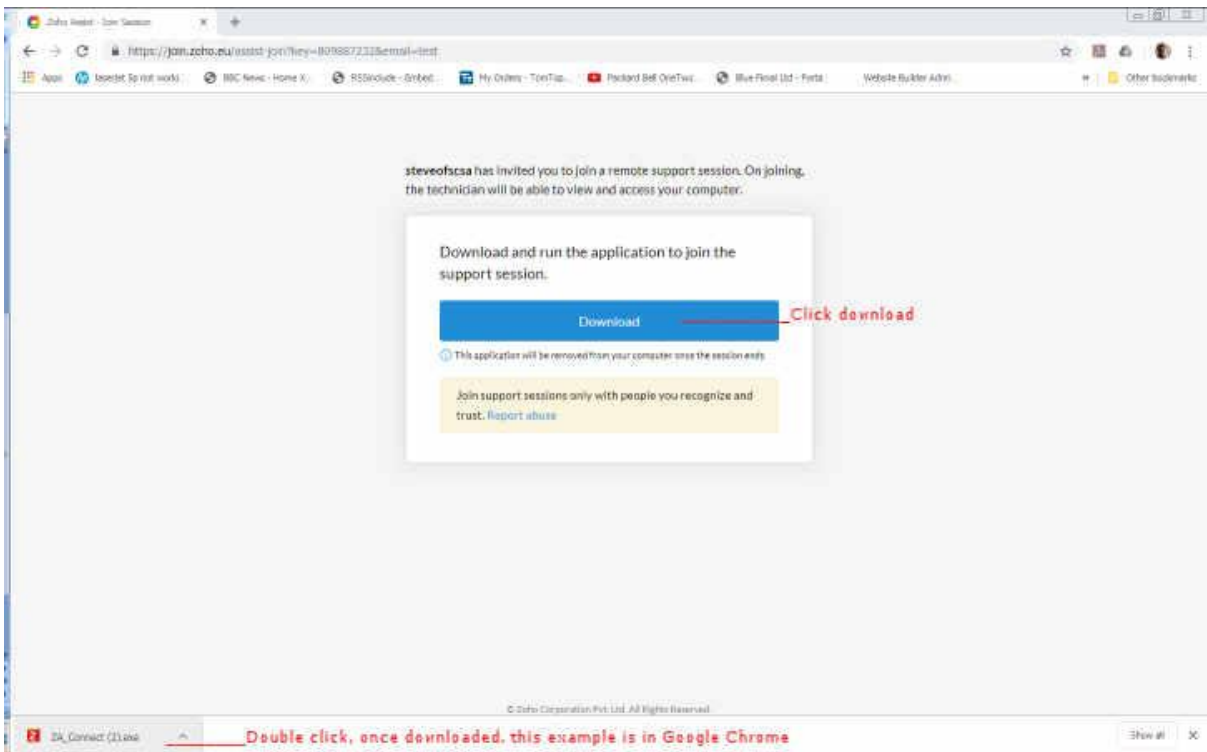
2. Type in the numbers that Steve gives you under [Session ID](#) and type in [Your Name](#)



3. Then [click on Join Session](#)

4. On the screen [click on download](#), [click save file](#)

5. Find the downloaded(saved) file [ZA\\_Connect.exe](#) and [double click it](#)

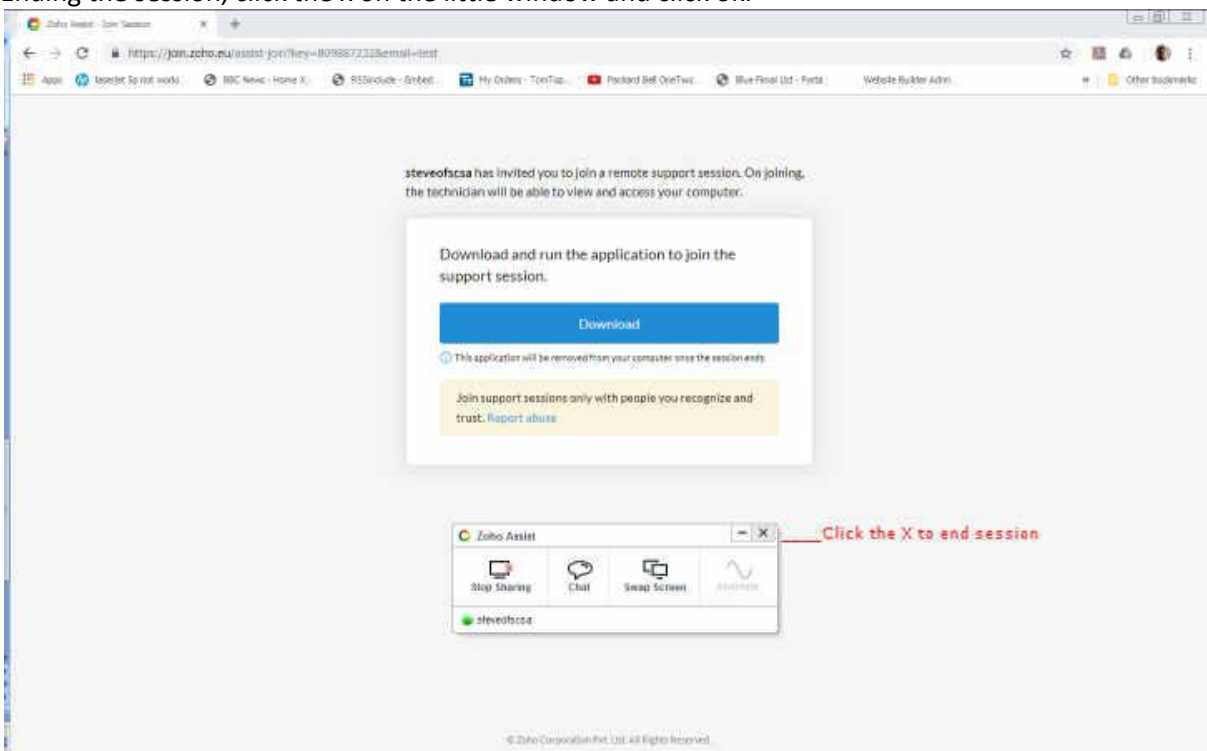


6. Answer/click run to the security prompt, then yes to the next one.

7. A small window then appears saying initializing connection, when done, click the join button.

Should now be connected to your support.

Ending the session, click the x on the little window and click ok.



A Prompt appears saying - "Do you want to leave session?", Click OK, a new browser window will open, this can just be closed, it does show you how long you were online.

Close this window to return to main site.