



Remote Access via the SpectrumWise Client Resource Site

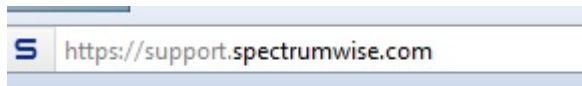
If you have been setup to access the SpectrumWise Client Resource Site, you may now access your office PC from virtually any broadband capable computer in the world. This document will go over the steps to connect in detail as well as some of the features now available with the SpectrumWise Client Resource Site. If you have any questions, please contact SpectrumWise at 704-527-8324.

Step 1 - Accessing your desktop

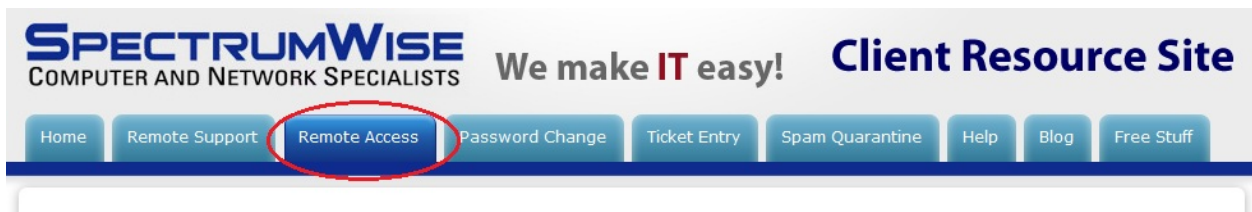
From any broadband capable Windows PC, open up Internet Explorer and navigate to the following page:

<https://support.spectrumwise.com>

You should have this typed into your address bar as shown:



Make sure that you are on the Remote Access tab of the page. It will look like this:



Once there, log into the remote access portal with your company email address and network password (the password you use to log on to your computer at the office).

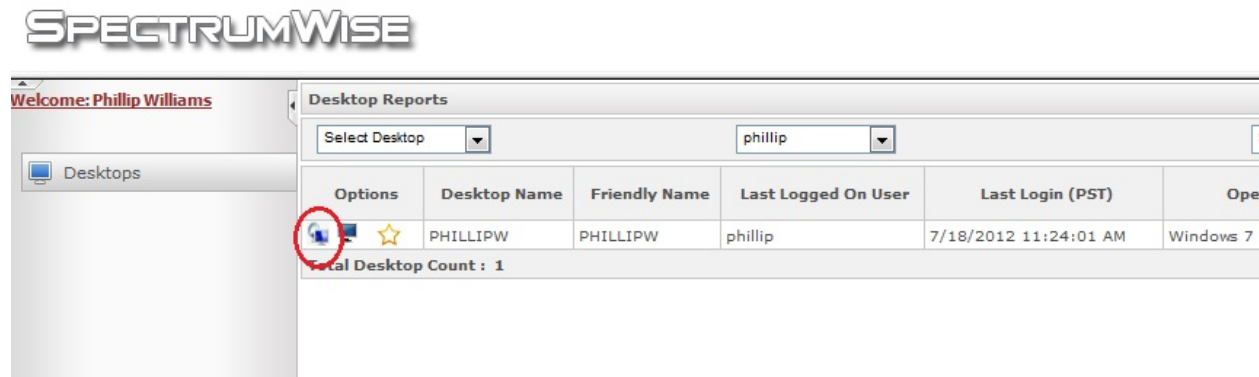
Remote Computer Access

NOTE: Not all users have been given remote access.
Contact your administrator to request this access.

E-mail Address:

Password:

Once logged in successfully, the following screen will appear:



Click **Desktops** >> then find yours in the list or if there is only one click the icon that looks like a computer as shown above.

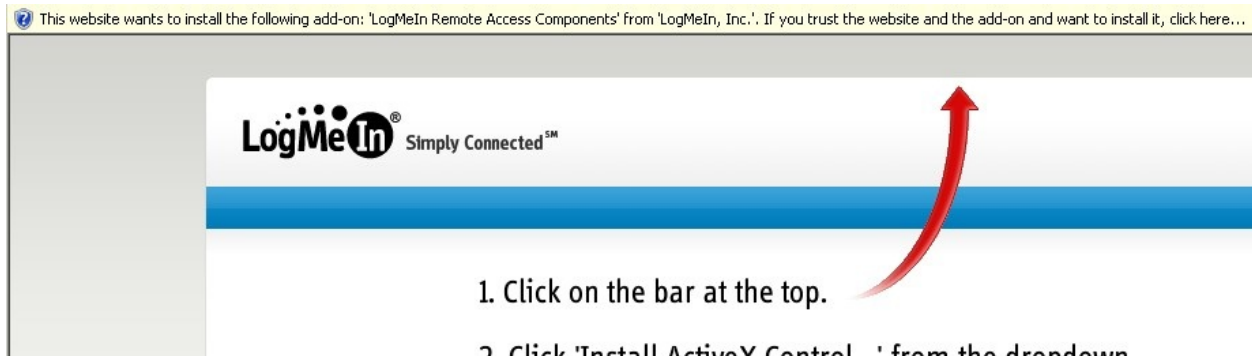
Step 2 - Security Dialog

If this is the first time you are connecting to your office computer from the workstation you are currently at, you will need to install an Active X Control. **This Active X Control is perfectly safe to be installed on any home, work or public computer.** You will only need to do this step once on each computer you connect from.



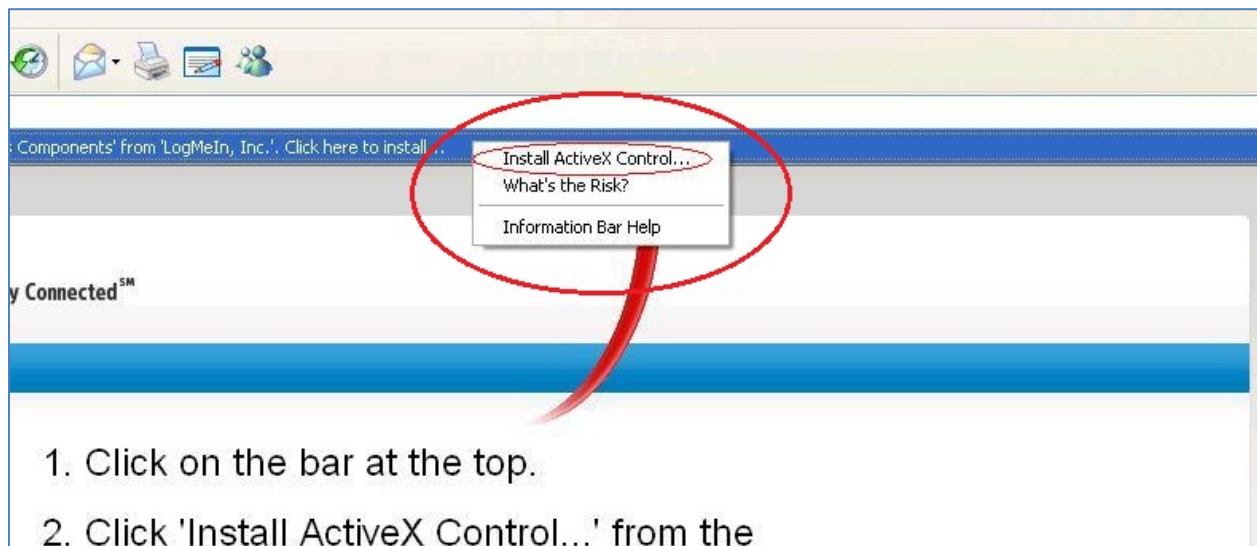
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You will see a screen similar to what is shown below.



You will need to click on the yellow bar at the top of the browser window to install that ActiveX control.
NOTE: this is only required with Internet Explorer.

You will have a drop down menu that looks like the following screenshot. You will need to click on the "Install ActiveX Control" option in the list.



You will then be redirected to the following dialog and will need to click **install** to continue:



Step 3 – Connecting

After the necessary Active X Controls are installed successfully you will be redirected to the following page:



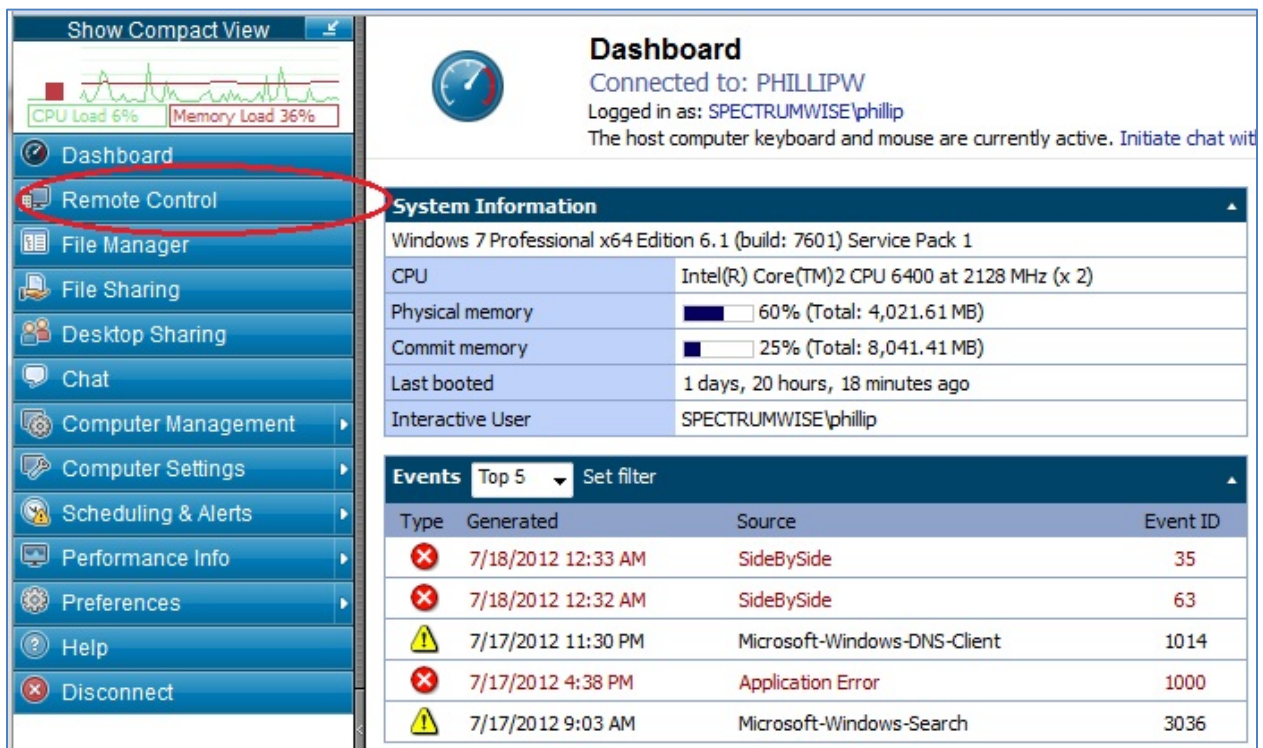
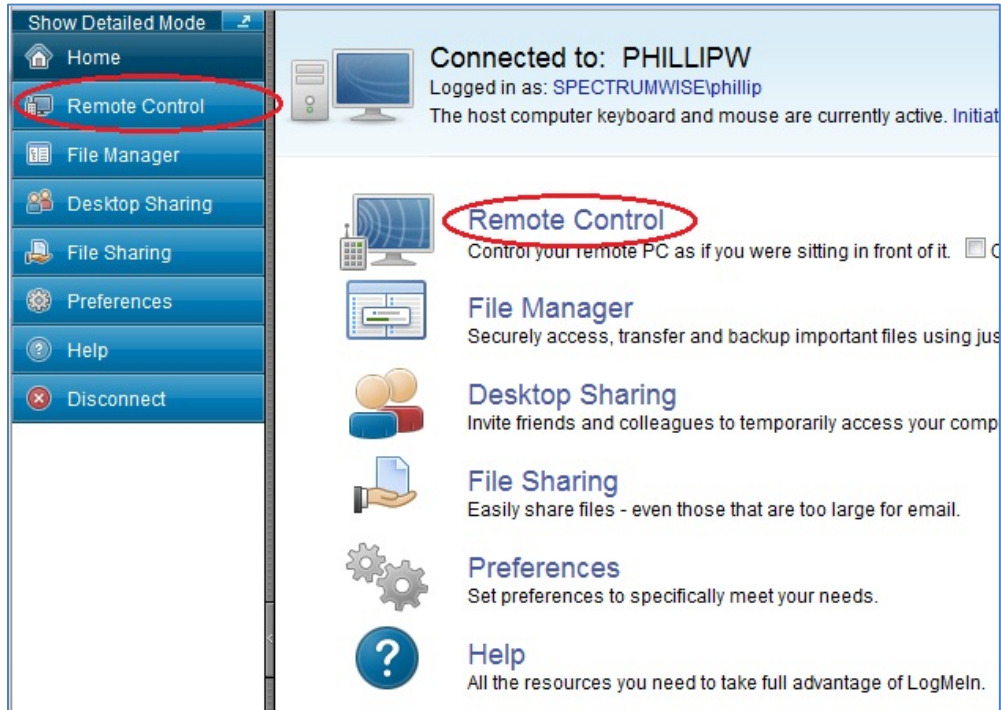
At this point, you will need to enter your network ID and password. The network ID is the login name you use to log on to your computer with. Your network password is the password you use to log on to your computer. Please confirm that the **Log On To** field (if available) is NOT set to the option of “*Computername(This Computer)*”.

NOTE: Do not try to log on with your email address. This is different from your network ID.

NOTE: Too many failed login attempts WILL result in a 30 (thirty) minute lockout. If you cannot log in after 3 attempts please contact SpectrumWise for assistance to avoid being locked out.



After you connect successfully with your network ID and password, you will see one of the following pages:

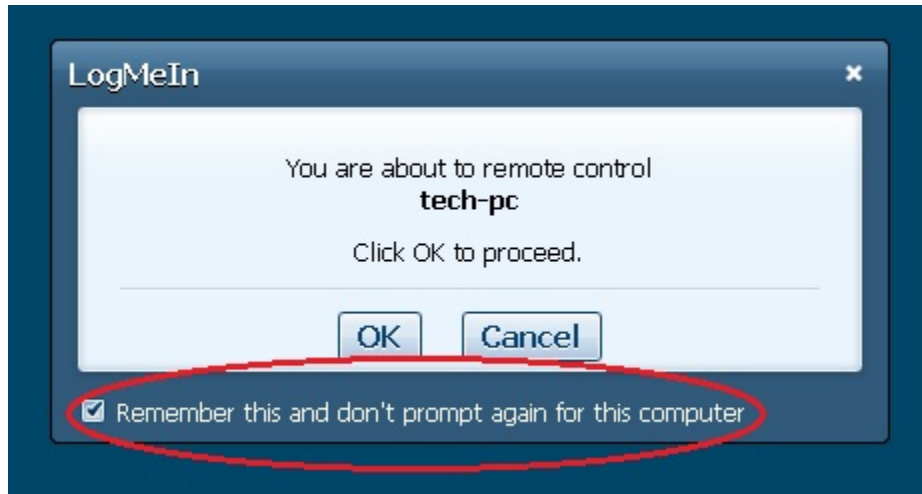


Click **“Remote Control”** to complete the connection.



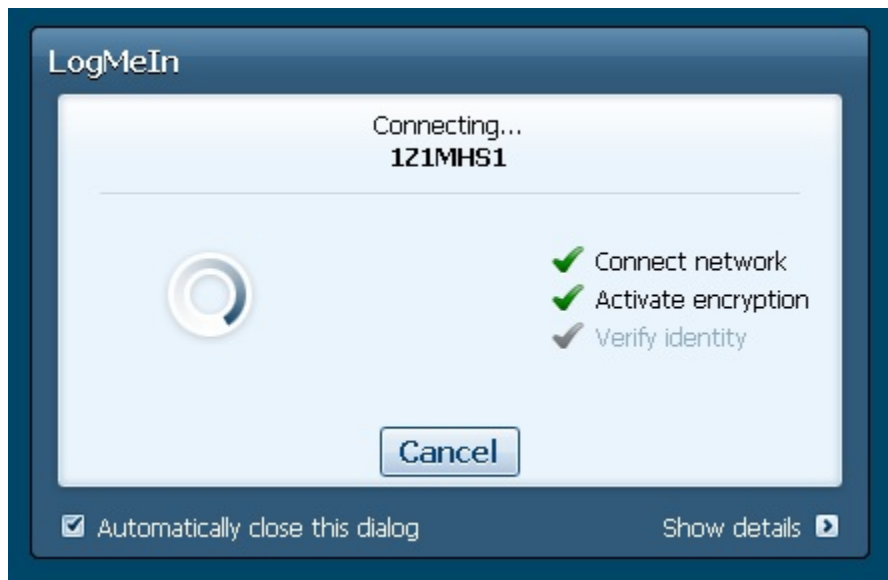
Remote Access via the SpectrumWise Client Resource Site

If this is the FIRST time you are trying to remotely access your PC you will need to click “OK” on a dialog similar to this:



NOTE: You may check the option circled above to eliminate this in the future for this PC.

Next, you will see a dialog similar to this:

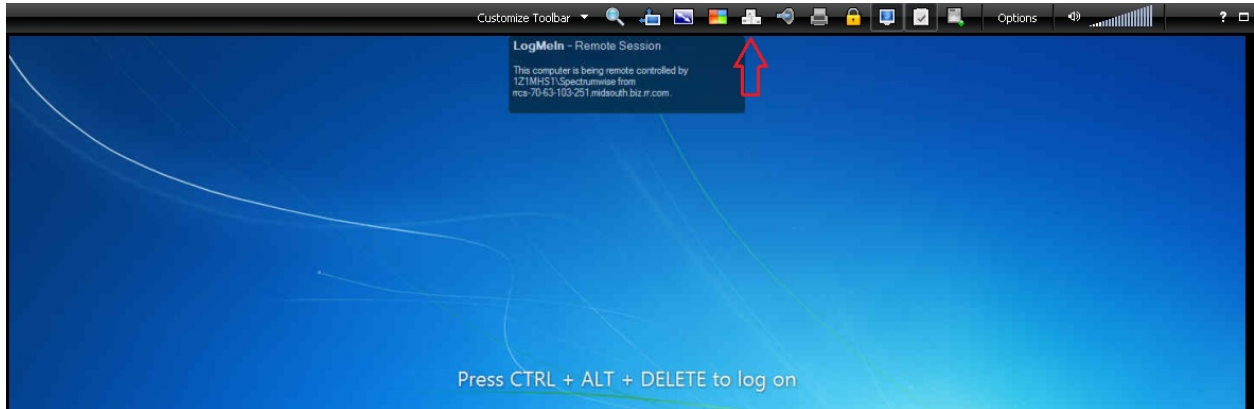


If you are using a computer that you will likely connect from again, choose the “Automatically close this dialog” check box to skip this step in the future.



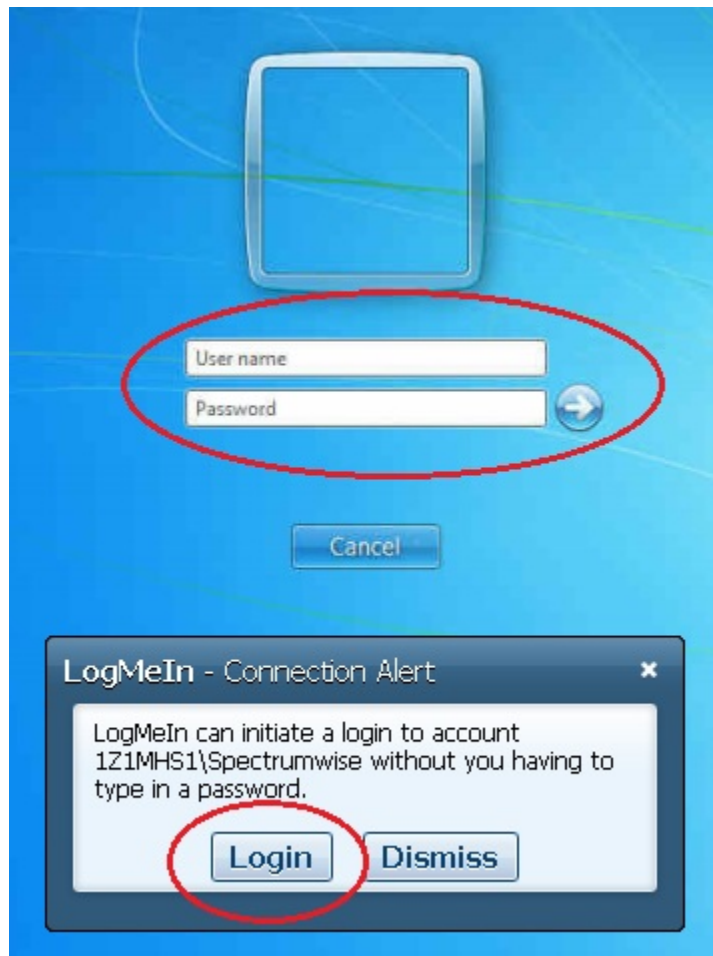
Step 4 – I’m Connected, Now What?

You will now see the Control-Alt-Delete screen you are used to viewing when logging on from the office.



You will need to click the “CTRL+ALT+DEL” button in the menu bar as shown above.

You can then click the “Login” button, which will automatically log you on to your workstation or type in your login info as shown below.



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After log on, you may access any programs or data remotely. To disconnect - either close the browser window, or click the “Disconnect” button on the menu to the left of the browser.

NOTE: If you get disconnected during a session, do not worry. Your workstation will automatically be locked and when you reconnect (or go to the office), you can pick up where you left off.

NOTE: When you are finished, it is important to log off your workstation before disconnecting – just like when at the office.

Important Notes

- Security is still our major concern. When finished using your remote session, please remember to log off and disconnect to prevent unauthorized access.
- Remember – you are still working remotely. The display may look different (to conserve bandwidth), and the session may seem slow. This is perfectly normal and is dependent on many conditions, including the speed of the internet you are connecting from.
- Some graphic-demanding applications may not display correctly (for example, Google Earth) because of bandwidth issues. It is wise to not open any of these programs to prevent your connection from overflowing and disconnecting. If your connection overflows, you will probably not be able to reconnect without going to the office and closing the application that caused the overflow. This is common with any remote access software. If you have any questions, please contact SpectrumWise for a more in-depth explanation.

