Techinline
Remote Desktop

Remote Access At Its Best!

GETTING STARTED

Solving issues right from the comfort of your office has never been easier

About this Guide

The purpose of this guide is to assist users of Techinline Remote Desktop with the following:

- Discover the many applications of Techinline Remote Desktop

- Become familiar with Techinline's interface and main sections of the service

- Understand how to connect to a Client in 4 easy steps

- Learn the existing configuration adjustments and customization options

- Find out where to obtain additional information, support, and how to contact a Techinline representative.

What is Techinline Remote Desktop?

Techinline Remote Desktop is a remote desktop application which enables you to connect to a remote computer, view its desktop, and if needed, take full control of its mouse and keyboard. In addition, you may share your own desktop with a remote party, exchange instant chat messages, and transfer files of any size and volume between the two machines.

The main application of Techinline Remote Desktop is found at IT helpdesks that specialize in providing technical support across any distance. Common applications include online training sessions, demos and presentations, and carrying out any other tasks that require remote access.

All that is needed to use Techinline Remote Desktop is an internet connection. The freedom and flexibility presented by this technology enables practically anyone around the globe to take advantage of our service.

Defining Techinline "Session" Participants

A Techinline Remote Desktop connection, also referred to as a session, takes place between an **Expert** (Techinline account holder) and a **Client** (remote user's computer).

Upon launching Techinline for the first time, the Expert is asked to run an application. After this step, they are ready to use the service. The majority of the Expert's work is conducted through the interface of the **Expert Main Form**. This page opens to the Expert immediately after logging into their Techinline account.

The **My Account Form** contains account information and customization and setup options that are available with Techinline.

Launching Service for Expert

Congratulations! You have created a Techinline Remote Desktop account. In order to launch the service, please perform the following steps:

1. Open a web-browser.

2. Go to FixMe.it/Expert and run the Techinline Expert application. A Techinline Expert icon will be automatically created on your desktop.

3. Run the Techinline Expert icon on your desktop and log into your account.

4. Once you have successfully logged in, you are ready to begin working with our service.

You will automatically be directed to the **Expert Main Form** where you may perform a wide range of available operations.

Expert Main Form

This guide will help you learn the basics of Techinline Remote Desktop with an emphasis on the **Expert Main Form** interface and the procedure of connecting to a remote party. For detailed information about our service, please refer to the [Online Documentation](#).
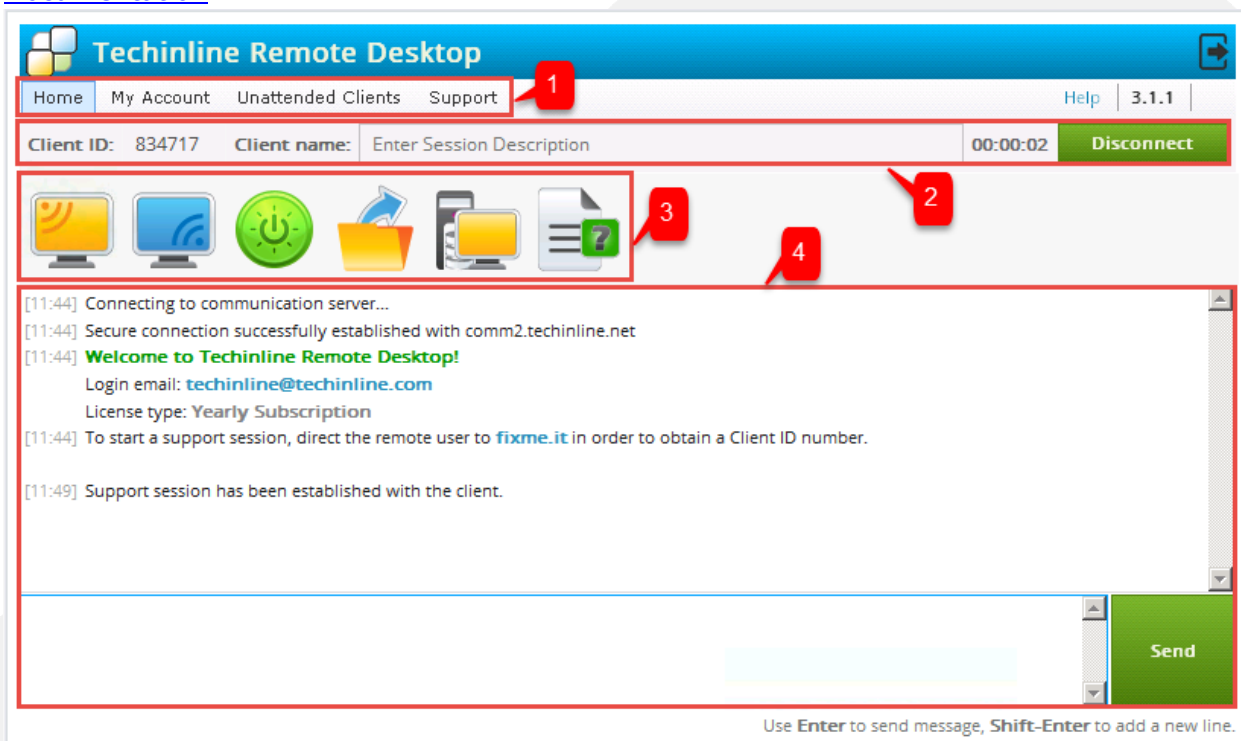
1. **Tabs.** The tabs are used to access the **My Account**, **Unattended Clients**, and **Support** menus, as well as return to the Expert Main Form.

2. **Connection Panel.** This panel displays general information about the session in progress. It displays the Client ID which was used to establish the connection with the remote party. The Client Name field can be used by the Expert to create a title for the session or add important notes that may be viewed later. The content of this field is stored in the **Session Usage Report**. The timer displays the duration of the session.

3. **Remote Desktop Toolbar.** These buttons are used to **View Remote Desktop**, **Control Remote Desktop**, **Share Desktop View, Share Desktop Control**, **Reboot Remote Computer**, **Setup Client Application, Send Files,** and **Request Support**.

4. **Status/Chat Area.** This panel displays important messages concerning the status of your Techinline account, as well as instant messages exchanged during the session between participants.

The Clipboard transfer and Drag and Drop file transfer functions are performed in the same manner as on your local machine, without the use of any extra buttons and/or panels.
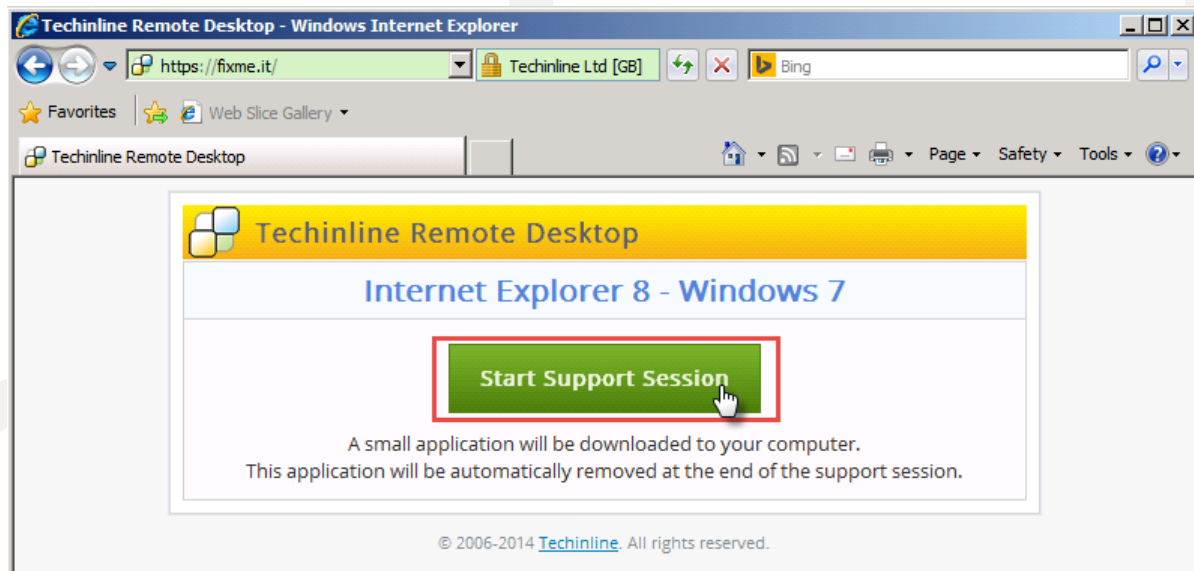
Starting your First Session

After running Techinline as the Expert, the **Expert Main Form** will appear. Now, it is time to invite your Client into the remote session.

1. Ask your Client to go to FixMe.it.
   The Client will be prompted to **Start Support Session.**

2. After downloading and running the Techinline application, the Client will receive a randomly generated 6-digit number (**Client ID**). The Client must communicate this number to you.
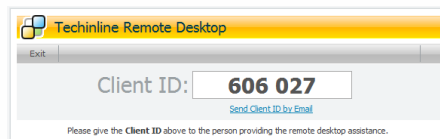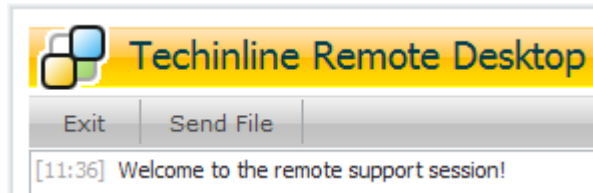

3. Input the **Client ID** provided by the Client into the **Client ID** field and click the **Connect** button to connect to the remote computer.

4. The Client is notified that the session has been started.

The Expert is now connected to the Client's machine and is ready to provide remote assistance, exchange files, and perform a wide range of other operations on the remote computer.

Session Toolbar: Techinline provides a number of key features that are available on the Session Toolbar during a remote session. These features are:

- **Sending Ctrl-Alt-Del command to the remote computer**

- **Pencil**

- **Laser Pointer**

- **Magnifier**

- **Multi-Display Options**

- **Session Video Recording**

- **Options Menu**

Options Menu
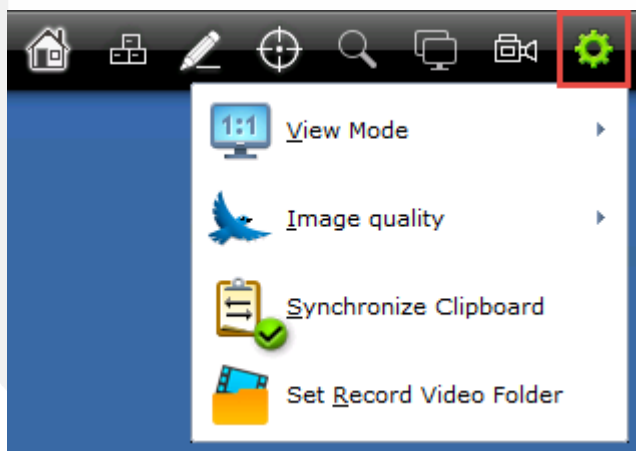
This menu allows you to:

- Adjust the image quality of the remote screen

- Adjust the size of the remote screen

- Enable/disable clipboard synchronization

- Select a folder to store recorded session video

My Account Form

The **My Account Form** is accessed through the **Expert Main Form**.

1. **Edit Profile.** Manage your profile, update personal contact information. Maintain privacy and confidentiality by changing your password regularly.

2. **Downloads.** Take advantage of the available setup files to conveniently configure Techinline on your clients' computers.

3. **Branded Client Page.** Customize the Client Page Template in accordance with company style or your personal preferences.

4. **Reports.** Our built-in reporting tool allows you to keep track of all conducted sessions. Use PDF or XLS formats to create internal and external records, compose work sheets, invoices, and any other documentation.

Useful Links:

Official website: http://www.techiline.com

Complete online documentation: http://www.techinline.com/help

Frequently Asked Questions: http://www.techinline.com/support/faq

Contact Information:

Please forward any questions or concerns to the appropriate email address:

For general enquiries and suggestions, website, feedback and other proposals:
info@techinline.com
For order quotes, pricing information, product enquiries, and personal demos:
sales@techinline.com

*You may also contact the Sales Department to learn more about Techinline Remote Desktop. We will be happy to answer any of your questions, as well as provide a **personal demo** of our service.

For any technical issues: support@techinline.com

For questions or concerns about an existing Techinline account: orders@techinline.com

We guarantee to respond to your request within 24 hours!

You may also contact a live representative regarding any issue:

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United Kingdom: +44 (0)20 8144-7131
Skype: techinline