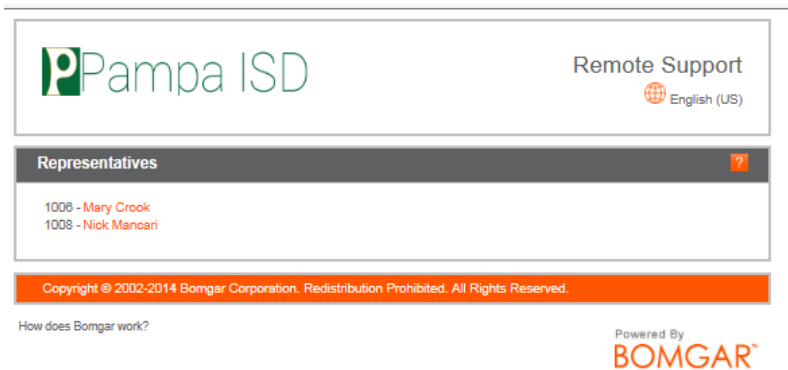


Using our remote help-desk system

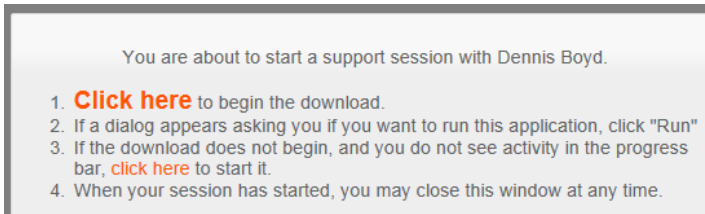
NOTE – the tech may use a different process where you do not have to do these steps. If so, just sit back and let them drive! 😊

1. In the url address bar type in “support.pampaisd.net”

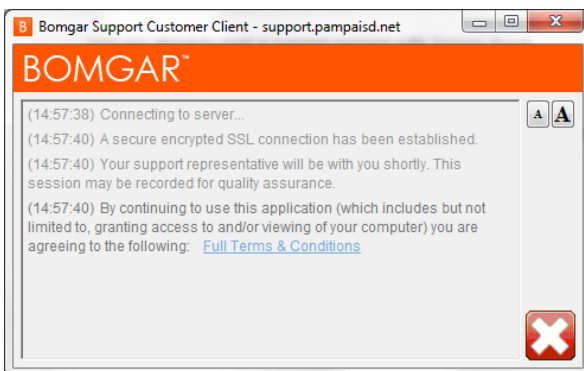
You will see a screen similar to this:



2. Click on the technician that is requesting to connect with you.
*Note that the number is their Phone Extension.
3. Click on the link to begin the download. If you get any warnings just choose okay or yes and continue until you get the application to run.



4. You will see this screen when it is installed correctly:



5. You will need to allow them to have access to your system.

