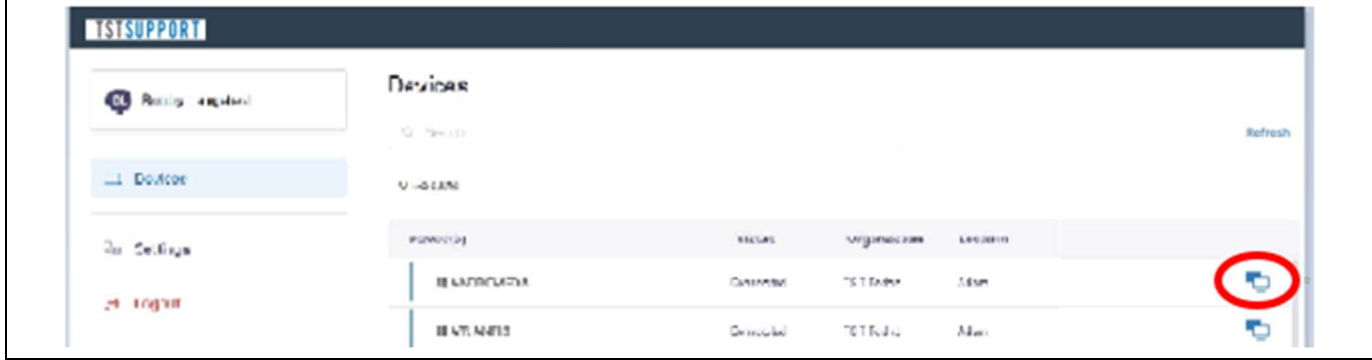


Changes to the remote access procedure:

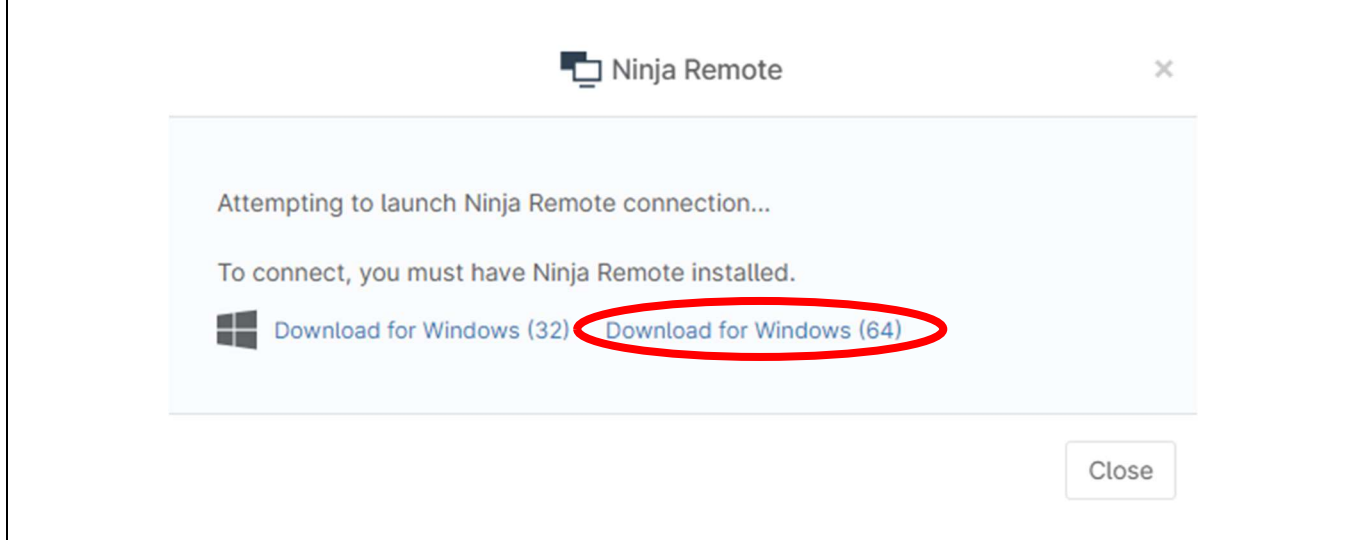
Due to recent licensing changes, we are being forced to retire our Splashtop remote access tool. We are replacing it with Ninja Remote, which will work exactly the same. However, you will need to install the Ninja Remote Viewer application first.

Step 1:
Please log in to the remote access portal as you normally do. Your login credentials will remain the same.

Step 2:
Please click on the blue icon (see picture in red below). This will prompt you to download and run the Ninja Remote Connection Tool.

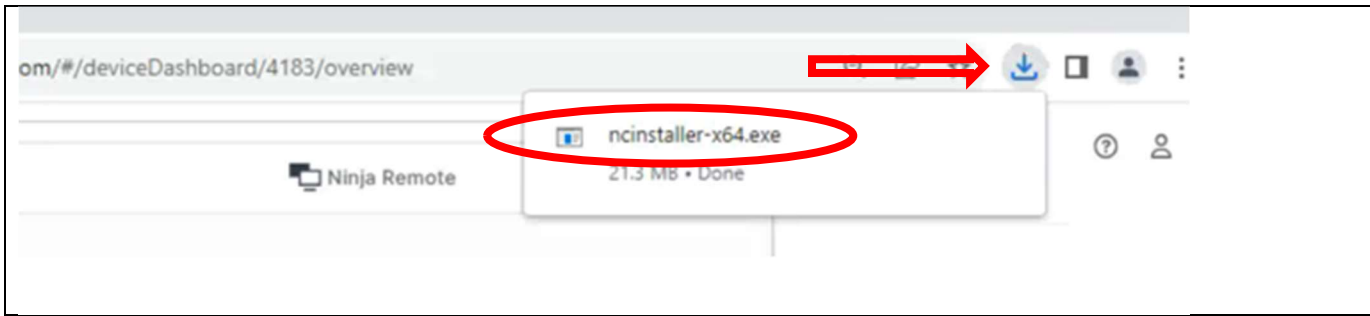


Step 3:
The Ninja Remote link will pop up. Please select **“Download For Windows (64)”**.



Step 3:
The Ninja Remote link will pop up. Please select **“Download For Windows (64)”**.

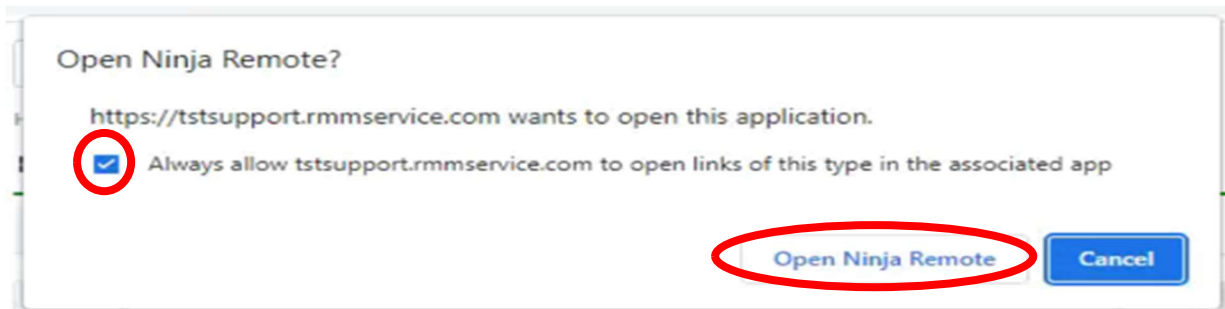
Step 4:
Locate the installer that was downloaded, run it and accept the EULA.



Step 5:

After the program installs, attempt connection again using the blue Monitor symbol from step 2.

A prompt will come up, asking if you want to “Open Ninja Remote?”.



Tick box

“Always allow tstsupport.rmm-service.com to open links of this type in the associated app”, then Open Ninja Remote (See below)

The next time you log in on this computer, you will not be prompted to download the application again.

The Ninja Remote Tool Bar:



FROM LEFT TO RIGHT:

Lightning Bolt = CTRL ALT DEL

Pad & Paper = Paste as keystrokes (to enter passwords)

Keyboard = Keyboard tools (you will likely not need these)

Clipboard = Paste as keystrokes (same as Pad & Paper)

Remote Printing icon = With this ticked & Orange, you will be able to Remotely Print to PDF

Folder = File Transfer

Comment Blurb = Chat

Gear = Session Tools (you will likely not need these)

Power Button = Power options (We do not recommend using these)

REMOTE PRINTING:

On the Ninja toolbar, look for the Printer icon. (In the middle)



Once that is clicked & now highlighted in orange,



- **Printing to this will open a PDF of the document on your computer, & then you can print it anywhere**

