

# SimpleHelp Setup and Usage Guide

Send the following information to [sh-licensing-g@vt.edu](mailto:sh-licensing-g@vt.edu)

1. The address that you will use to access SimpleHelp (For example, Software Distribution used "sh.software.vt.edu"). The address that you use must be registered by emailing [sh-licensing-g@vt.edu](mailto:sh-licensing-g@vt.edu). Please note, DNS changes are typically implemented on Tuesdays and Thursdays.
2. The PID(s) that will logon to the technician account.

Once the PID(s) have been added to the SimpleHelp server, you will receive an email letting you know that your account is active. Please allow 24 hours after the domain has been published for the SimpleHelp account to be created.

## Implementing SimpleHelp on Your Web Server

This guide provides an example of how you might implement SimpleHelp for your website.

### Setting Up the Technician Page (2 options)

1. You can have your technicians browse straight to the website that you've requested and add /tech on the end (for example Software Distribution's address would be <http://sh.software.vt.edu/tech>)
2. You can also integrate SimpleHelp into your current website that is either self-built or that runs on the CMS. You'll need to use iframes to accomplish this and the code should look similar to what's listed below (remember to change sh.software.vt.edu to the address that you requested). The code listed below could be integrated to look similar to the screenshots below.

```
<iframe src="http://sh.software.vt.edu /tech" width=100% height=100%>
```

```
    <p>Your browser does not support iframes, this website requires the use of iframes</p>
```

```
</iframe>
```



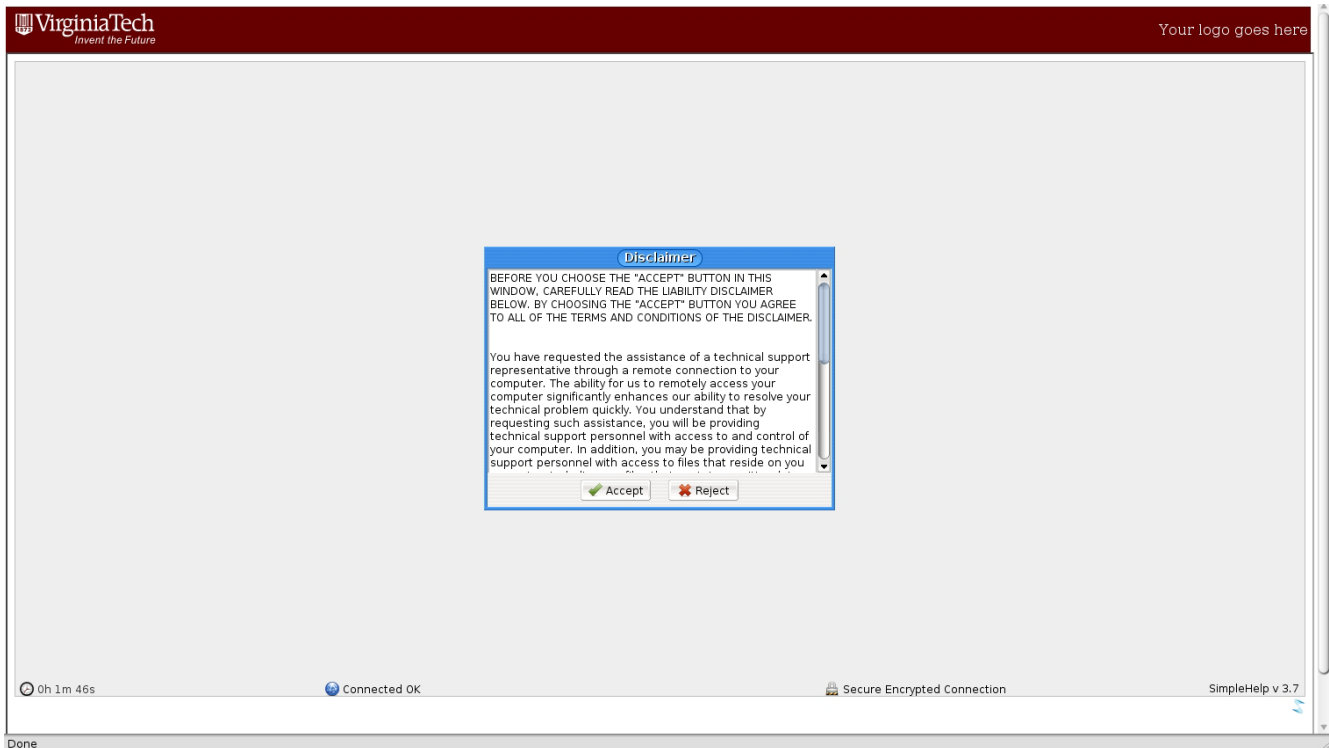
SimpleHelp Server Login

Username:

Password:

## Setting Up the User Page

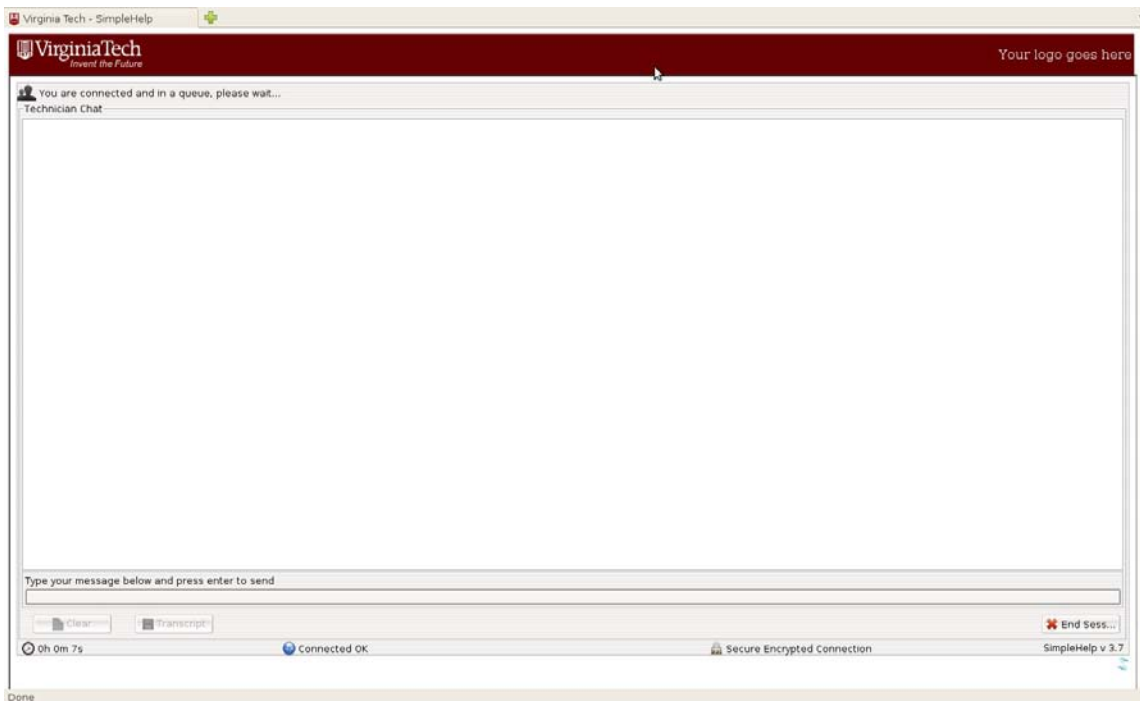
1. This procedure is identical to setting up the technician page except you will need to remove /tech from the URL (for example Software Distribution's address would be <http://sh.software.vt.edu>).
2. Through the use of an iframe you should be able to generate a page that looks very similar to what is shown below.



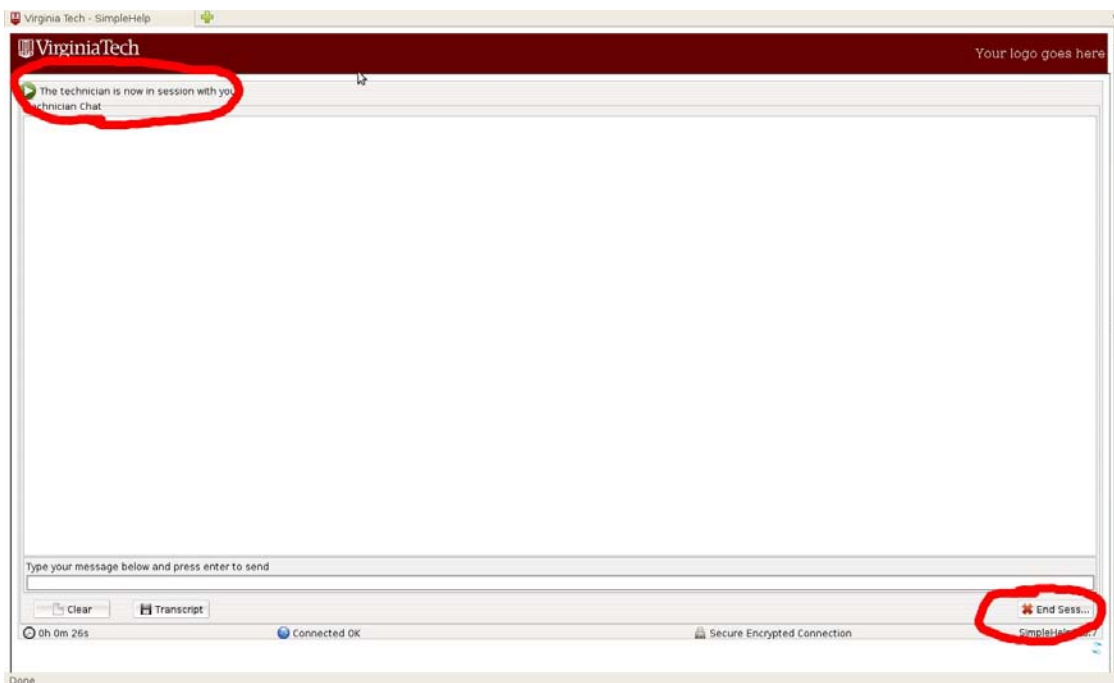
## Using Simple Help

### Using SimpleHelp From a User Viewpoint

1. Ask the user to browse to <http://youraddress.vt.edu>
2. A disclaimer statement will display alerting the user that they will be providing technical support personnel with control of their computer and possible access to their files. Click **Accept** to proceed.
3. Enter both a name and an email address. These are both completely separate and do not rely on any information from other sources. These are used to identify the user to the technician.
4. Once logged in, the user will see a page that looks like the one below.

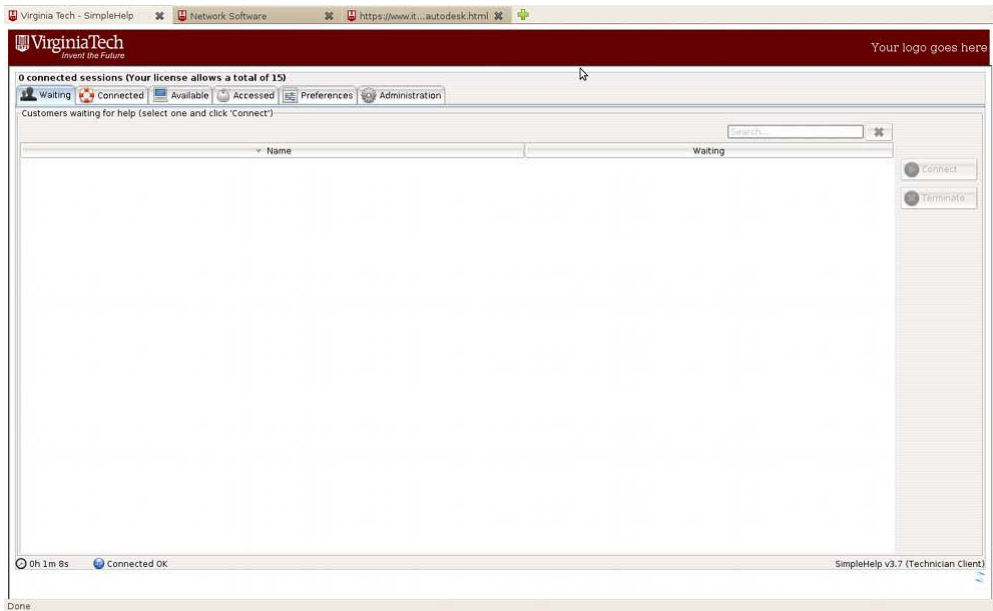


5. At this point, the user will wait for a technician to connect to them.
6. Once the technician connects, the user will see a page like the one pictured below with the key difference being that it says "The technician is now in session with you" (circled in the picture below).
7. The technician will now be able to control the user's computer.
8. The session can be ended by either the user or the technician. The user can end the session by clicking the **End Session** button circled in the picture below.

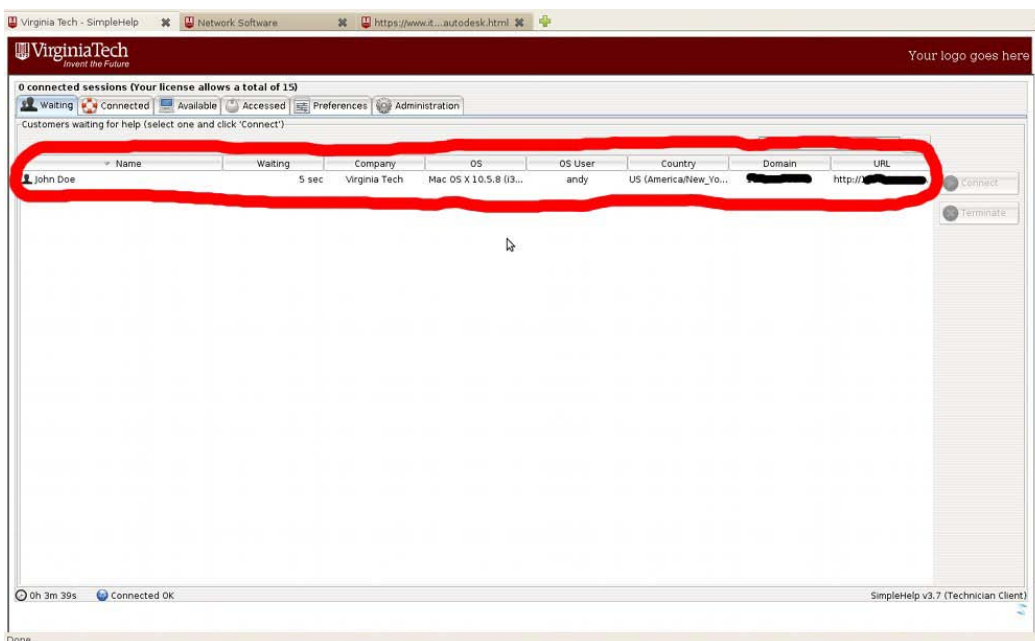


## Using SimpleHelp From a Technician Viewpoint

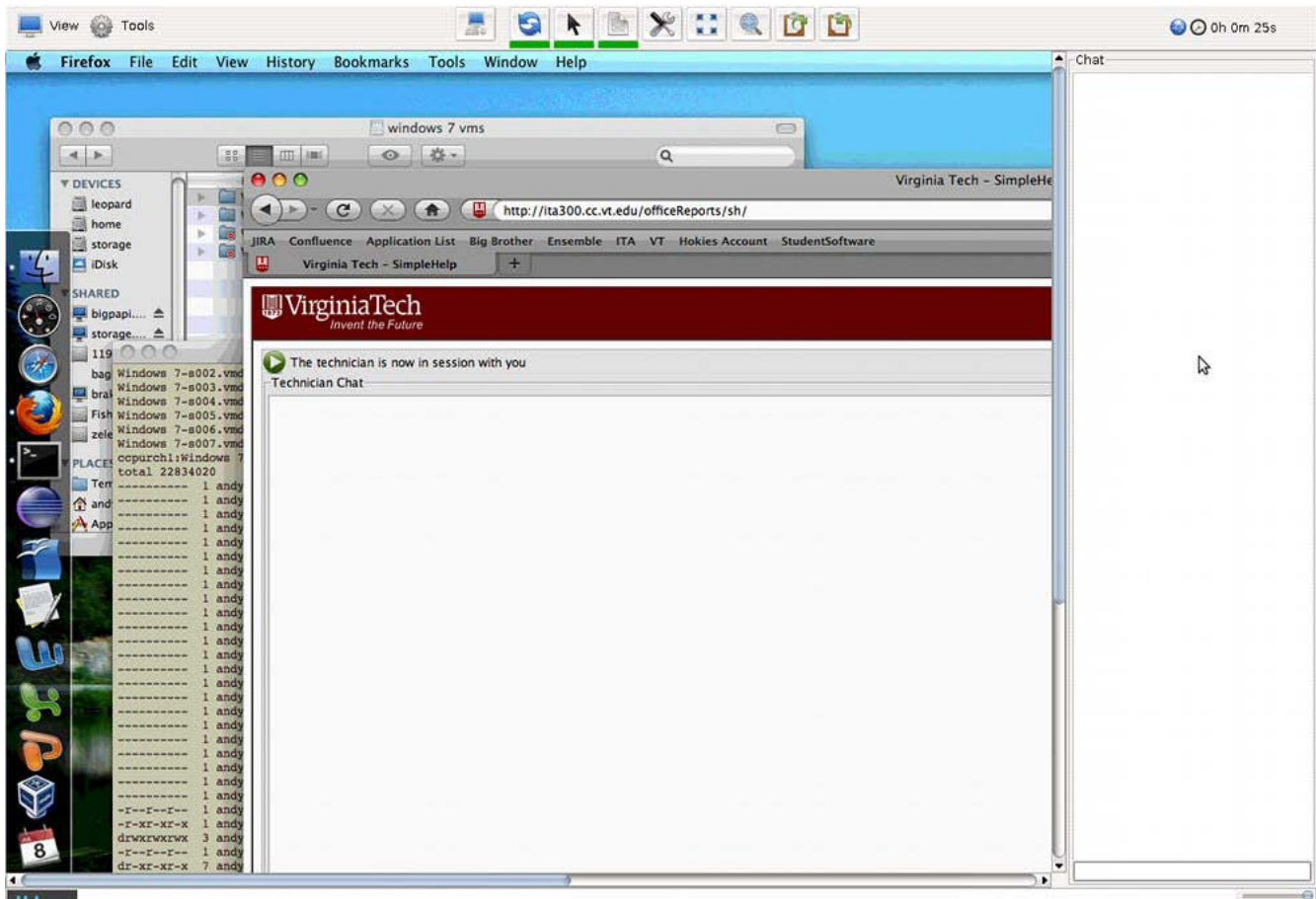
1. Browse to <http://youraddress.vt.edu/tech>
2. Enter the PID that was registered with ITA and your PID password.
3. Once you have been verified, you will see a page that looks like the one below. Notice that no users have connected to the SimpleHelp server at this point.



4. Once a user connects, you will see their information displayed in the waiting area. A sample user with the name John Doe is circled below.



- Click on the user that you want to connect to and then select **Connect** on the right.
- You will see a screen like the one pictured below which will contain the user's display and allow you to control the user's computer.



- When you're ready to end the session, close this window like you would any other browser window and SimpleHelp will ask you to confirm disconnecting from the user. Click **Yes** and the window will close, ending your session.

## SimpleHelp Support

Phone (United Kingdom): 0207 160 0010

Technical Support Queries: [support@simple-help.com](mailto:support@simple-help.com)

Support Knowledge Base: <http://www.simple-help.com/simplehelp/support/knowledgebase>

Licensing Questions: [SH-licensing@listserv.vt.edu](mailto:SH-licensing@listserv.vt.edu)