

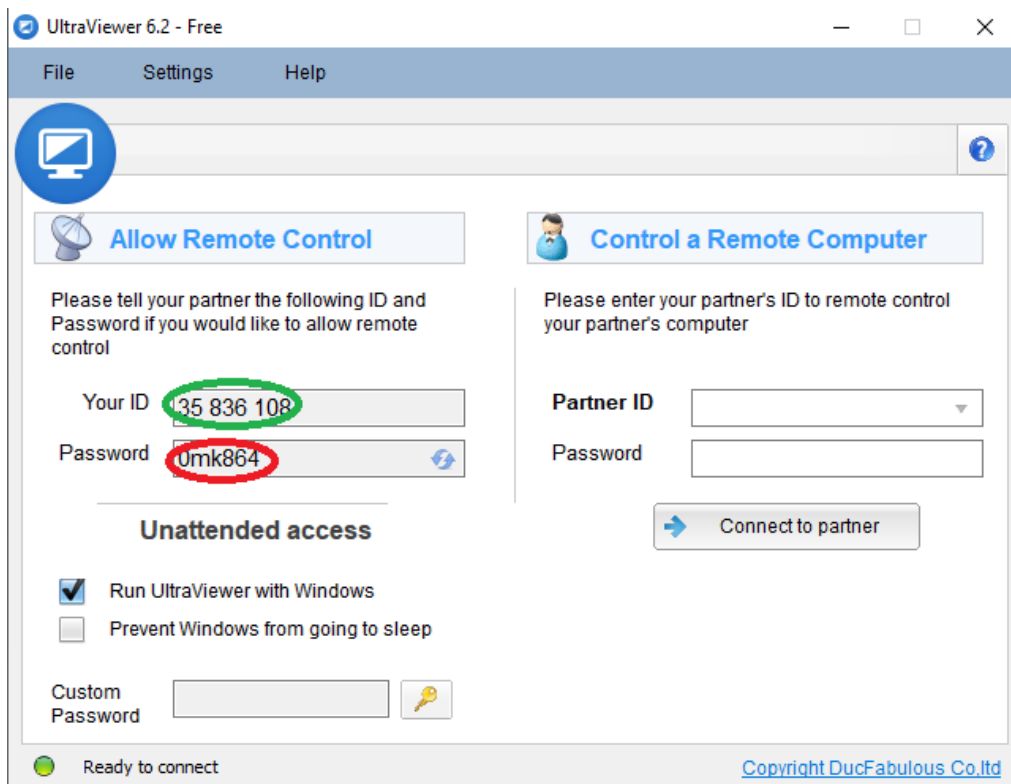
You should download and install **UltraViewer** app. The best part is that it is **"Free"**

For additional help I can remotely connect to your PC and walk you through anything that you need help with. To enable that capability you will need to Download the **"UltraViewer"** app to your PC.

PC Download link: <https://ultraviewer.net/en/download.html>

This app should be saved onto your desktop for easy accessibility. Sorry, this app has no support for MAC currently.

This app will expose the **"Partner ID"** which will be the same each time this program is on the same PC. That same window keys needed by the remote user once launched. Call me anytime if you need help and have this app on your PC. Here is a typical screen:



Note the **"Green"** outlined area. This will be your ID for you own computer. The number shown is randomly generated but should remain the same each time it is used on the same computer. Note the **"RED"** outline. This **Password** is randomized and will be different for each session. The only way your computer can be accessed is when you launch this app, call the remote user, and provide your ID & Password to them for that specific session. Very handy and helpful. Support can be handled from anywhere in the world where both parties have an internet connection and use this app. (Yes, there are other apps, but both parties must use the same app.

Tip: You can find a wealth of info for anything that you may need additional help with at:

<https://www.youtube.com/>

Here you can find Tutorials on any subject, app, or what have you that you desire. Between this and search engines like "Bing.com", "Google.com", or "Yahoo.com" to name a few will do the trick.

Don't forget. I don't have ESP. So if you have a question, concern, or what have you please drop me a line or give me a call anytime. My Moto is: **"I can Help"**.