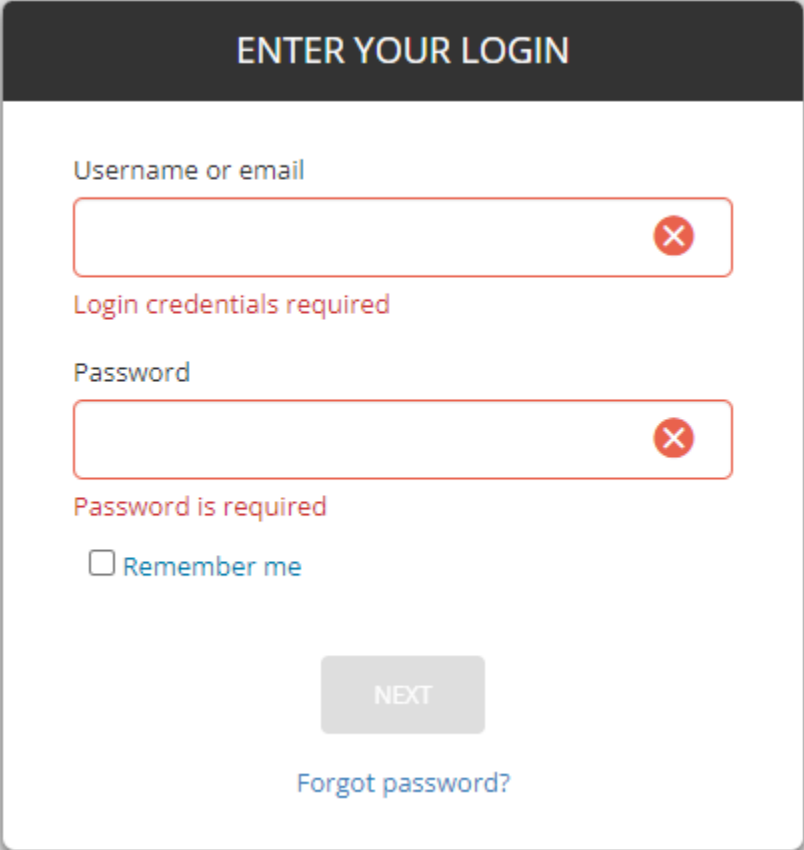


Take Control Instructions.

Using a we browser, I use Chrome. Navigate to:

<https://enduser.swi-tc.com/login.php>



The image shows a login form titled "ENTER YOUR LOGIN". It contains two input fields: "Username or email" and "Password". Both fields are empty and have a red border with a red "X" icon in the top right corner, indicating an error. Below the "Username or email" field, the text "Login credentials required" is displayed in red. Below the "Password" field, the text "Password is required" is displayed in red. There is a checkbox labeled "Remember me" below the password field. At the bottom of the form, there is a grey "NEXT" button and a blue link "Forgot password?".

Log on with your user name and password. If you do not know your password, you can lick forgot password.

You may be asked to set up two factor authentication. This can increase security, but is a bit difficult to do. You should be able to click continue to set up two factor authentication later.

Please Enable Multifactor Authentication Now

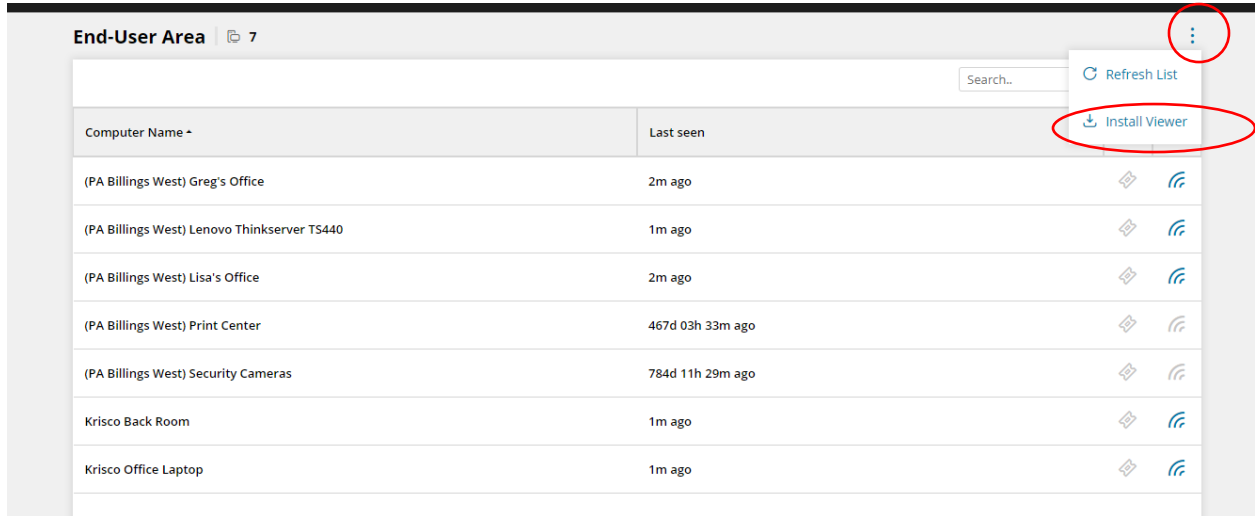


It is a best practice to enable two factor authentication to keep you, your accounts, and your devices safe from cyber criminals. You currently do not have two factor authentication enabled. Please do so as soon as possible in your account settings. [Learn more.](#)

Enable Multifactor Authentication

Continue

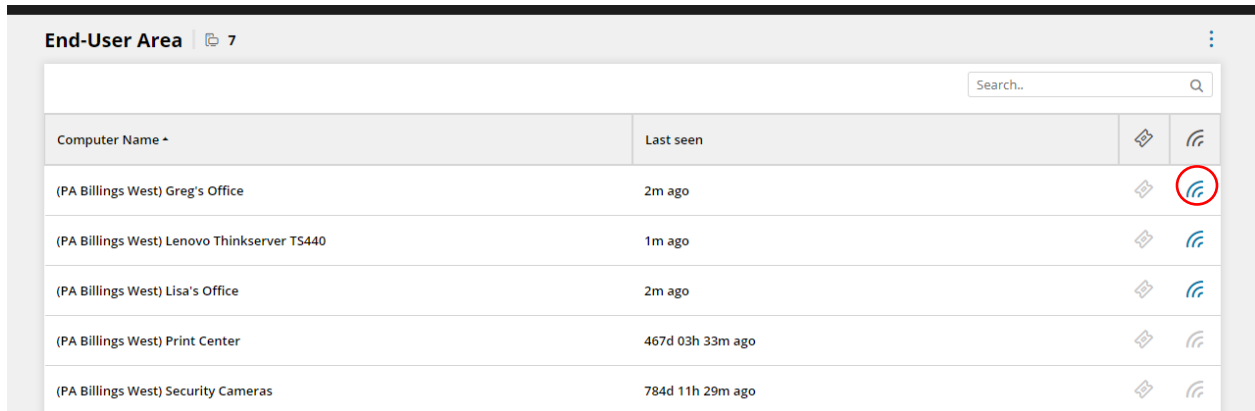
If this the first time using Take Control on a computer, you will need to install the take Control viewer. Click the three dots at the top right side of the page and then click on Install Viewer to download the viewer. You will need to run the install viewer program once it downloads.



The screenshot shows the 'End-User Area' interface with a list of computers. At the top right, there is a search bar, a 'Refresh List' button, and a three-dot menu icon. The 'Install Viewer' button is highlighted with a red circle. The table below lists several computers with their names and last seen times.

Computer Name	Last seen	Connect	Refresh
(PA Billings West) Greg's Office	2m ago		
(PA Billings West) Lenovo Thinkserver TS440	1m ago		
(PA Billings West) Lisa's Office	2m ago		
(PA Billings West) Print Center	467d 03h 33m ago		
(PA Billings West) Security Cameras	784d 11h 29m ago		
Krisco Back Room	1m ago		
Krisco Office Laptop	1m ago		

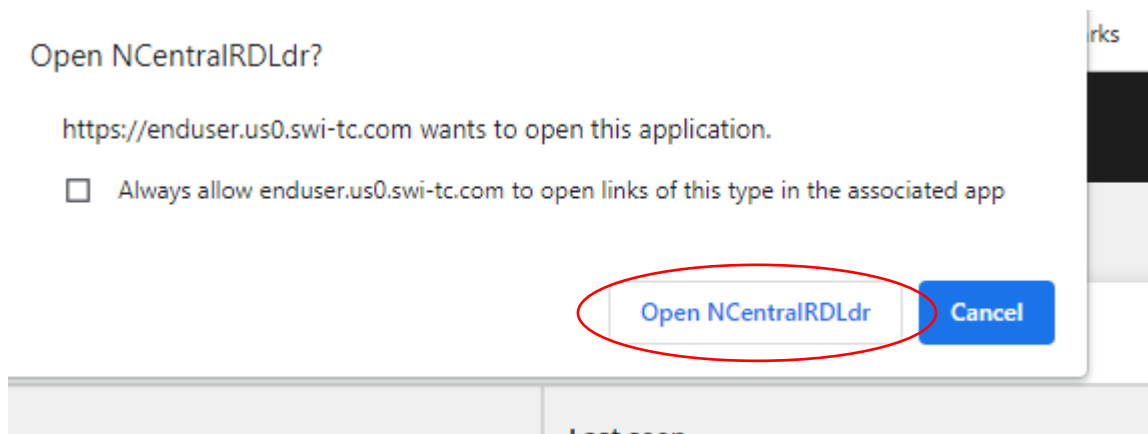
You should now be able connect to your computers. Click the blue wave icon to connect to a computer



The screenshot shows the 'End-User Area' interface with a list of computers. The blue wave icon in the first row is highlighted with a red circle. The table below lists several computers with their names and last seen times.

Computer Name	Last seen	Connect	Refresh
(PA Billings West) Greg's Office	2m ago		
(PA Billings West) Lenovo Thinkserver TS440	1m ago		
(PA Billings West) Lisa's Office	2m ago		
(PA Billings West) Print Center	467d 03h 33m ago		
(PA Billings West) Security Cameras	784d 11h 29m ago		

You should see this window pop up. Click Open NCentralRDldr.



You should now be connect to your remote computer.