



Cisco WebEx Support Center Quick Start Guide



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AAP/EDE

You're set to support and manage unattended computers, POS systems, and other devices in real time—over the web using Cisco WebEx™ Support Center.

View and control remote systems to solve problems as if you were on site without leaving your desk.

You'll have happier customers, and you'll be more productive than ever.

Start Your Cisco WebEx Support Center Session

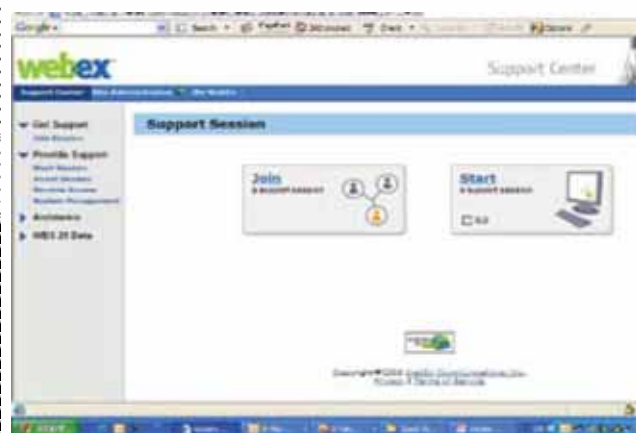
Basic Steps

Click on the login button on the upper right hand corner of the Cisco WebEx Support Center site.

Enter your User Name and Password and click **Log In**.

On Cisco WebEx Support Center home page click on **Remote Access** on the left hand navigation bar.

Optional Steps



Add Access To A Customer's Computer

Basic Steps

Under the Action column, click on the envelope icon to send an email invitation to your customers to add a Remote Access agent on their computers.

Type in the email address of the customer whose computer you will be accessing. Click **Send**.

Your customer simply clicks on the link in the email invitation and follows the steps to install the Remote Access agent on his or her

Optional Steps

+ Site Administrators can add groups of computers, manage user access and set multiple levels of security. For administrator functions, please contact your meeting consultant to set up training.

+ You can also deploy Remote Access agents to remote computers using the software distribution capabilities in

WebEx System Management.

+ The person installing the Remote Access agent must have administrator rights on that computer.

computer.

Access The Remote Computer

Basic Steps

Once the Remote Access agent is installed on the remote computer, you can see the remote computer on your Remote Access dashboard.

Click on **Connect** to access the remote computer.

Optional Steps

- + Site Administrators can set up multiple levels of security to ensure only the authorised individual can access the specified computers by setting password, limiting access by IP Address or user accounts and requiring phone authentication.