

**Information
Technology
Services**

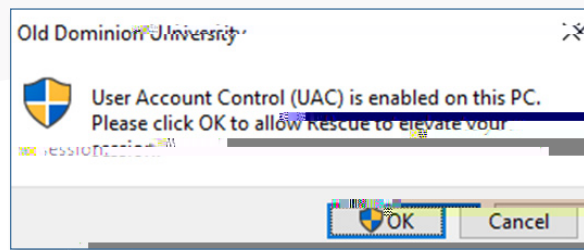
1-800-368-7272 / 



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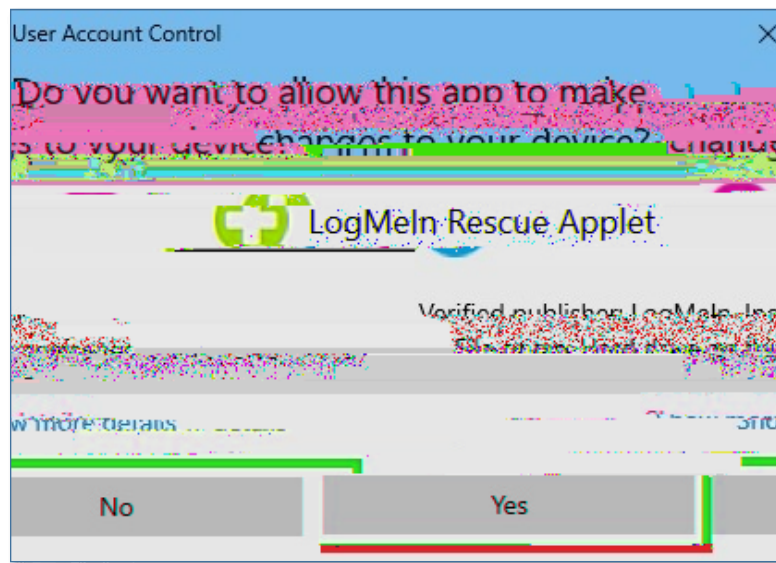
4. Click **OK** when you see this screen.



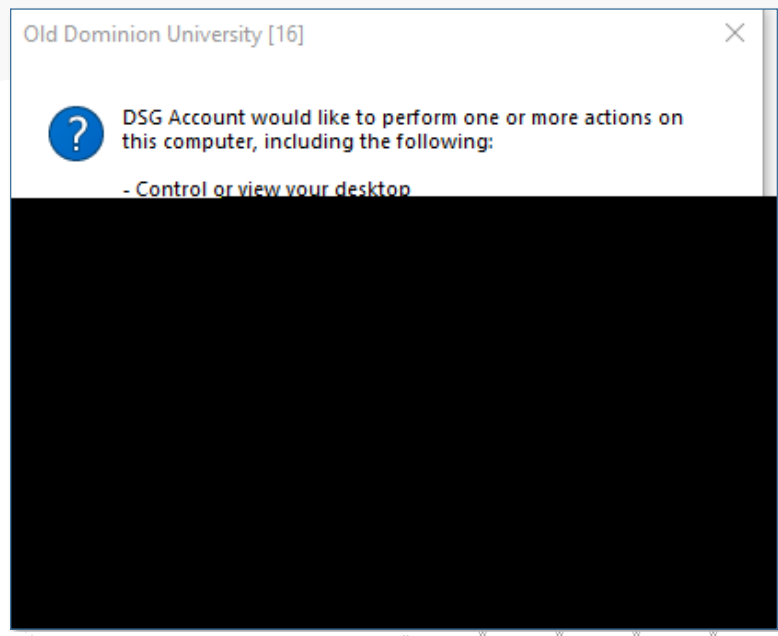
5. A Windows Security Alert will pop up; click **Cancel** or **X**.



6. Allow the app to make changes to your device; click **Yes**.



7. Allow the technician to take over the computer; click **OK**.



8. The technician should now have control of your computer.