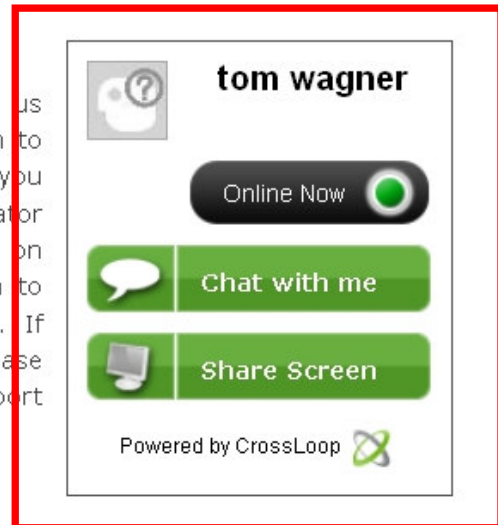


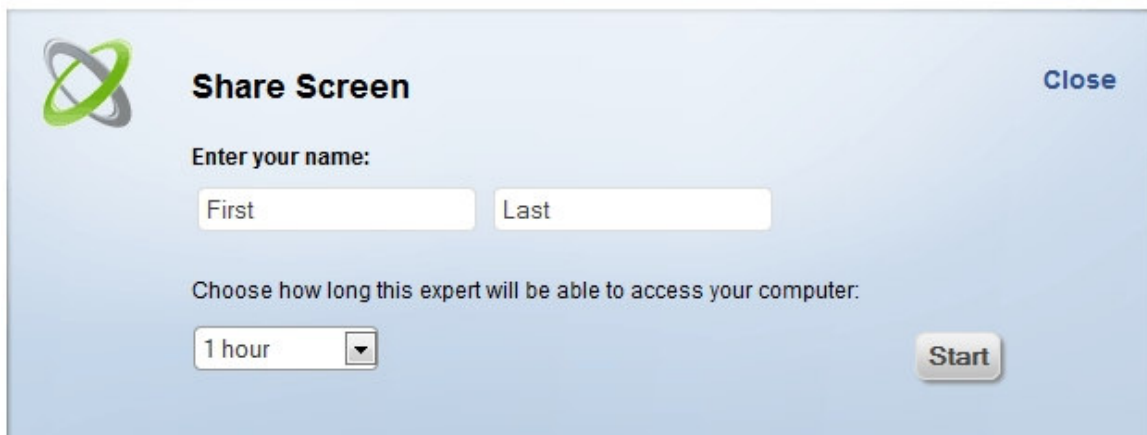
Install CrossLoop Remote Support Software

From our website (<http://www.digitechsoln.com/>), click on the CrossLoop connection icon option to either "Chat with me" or "Share Screen". This will start the download of the required connection software program. You only need to do this once on each PC.

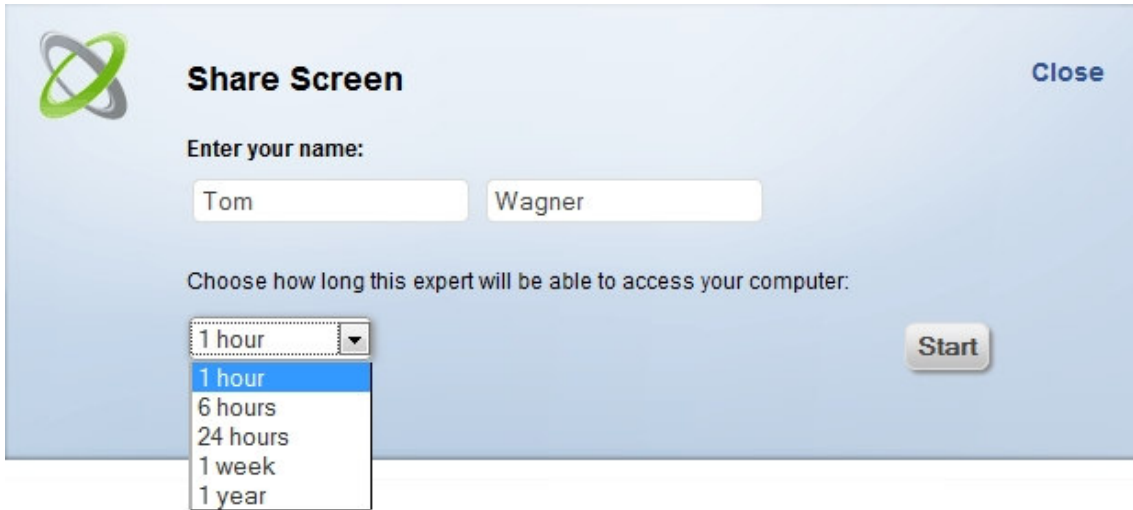
Remote Computer Support - You can chat with us about your problem or you can grant us permission to share access to your computer so we can assist you with your computer problem. If the status indicator shows that a support person is online, you can click on the **Chat With Me** option or **Share Screen** option to the right to begin a remote computer session with us. If the status indicates that nobody is online, then please email or call us to arrange for an online remote support session.



When you click on the icon, you will start a process that will download and install a copy of the CrossLoop remote connection software on your PC. The first step of the process requires your approval to allow this to occur. The screen below pops open and you should provide your first and last name, click the drop down box to select how long the remote connection will be allowed for this session and then click Start.

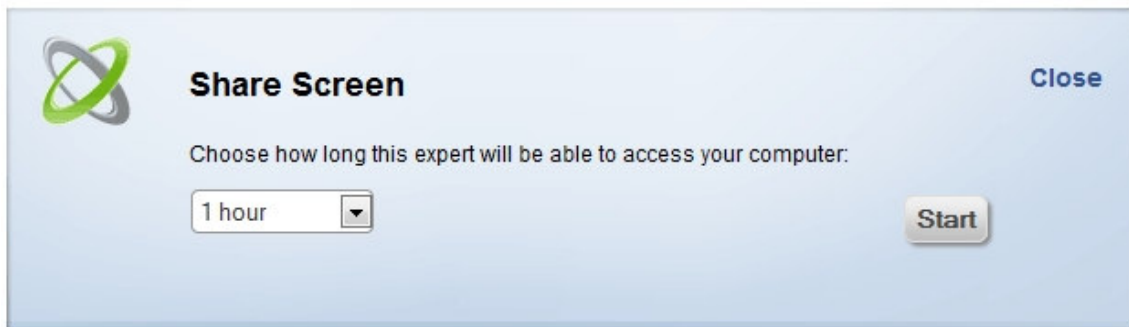
A screenshot of a 'Share Screen' dialog box. It features the CrossLoop logo, the title 'Share Screen', and a 'Close' button. The form includes an 'Enter your name:' section with 'First' and 'Last' input fields. Below that is a section 'Choose how long this expert will be able to access your computer:' with a dropdown menu set to '1 hour' and a 'Start' button.

The screen should look similar to the one below only use your name and then click **Start**.



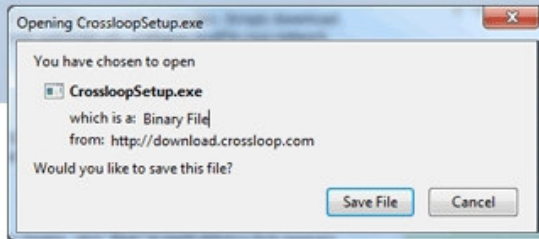
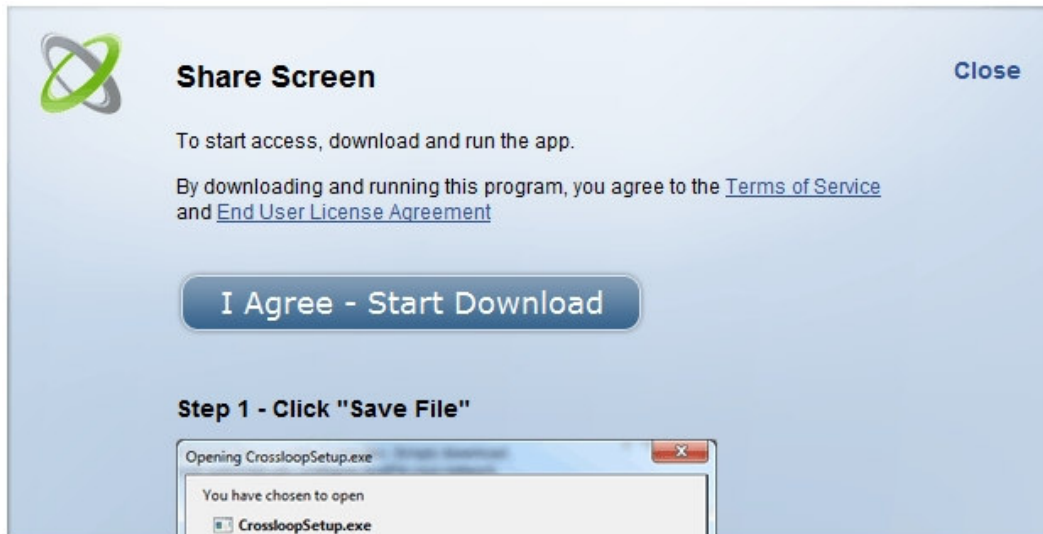
The screenshot shows a light blue dialog box titled "Share Screen" with a green and grey logo on the left and a "Close" button on the right. Below the title, it says "Enter your name:" followed by two text input fields containing "Tom" and "Wagner". Below that, it says "Choose how long this expert will be able to access your computer:" followed by a dropdown menu. The dropdown menu is open, showing a list of options: "1 hour" (highlighted in blue), "6 hours", "24 hours", "1 week", and "1 year". To the right of the dropdown menu is a "Start" button.

This will initiate the download process. The name that you supplied in the Share Screen will be the name of the PC user that appears on the remote connection panel later when you run the program to request help. Click the **Start** button to begin the process.

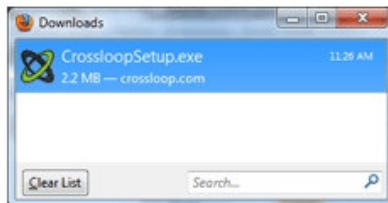


The screenshot shows the same "Share Screen" dialog box, but the dropdown menu is now closed. The text "Choose how long this expert will be able to access your computer:" is followed by a dropdown menu showing "1 hour". The "Start" button is still visible to the right.

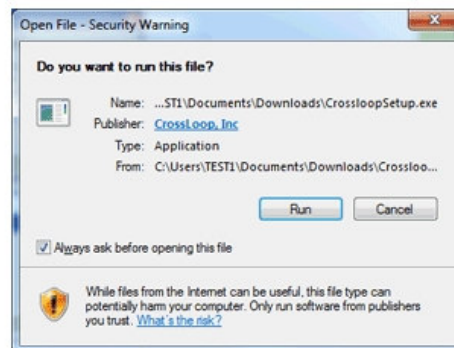
You need to agree to the Terms of Service and then the program will be downloaded. Click on **I Agree – Start Download**



Step 2 - Double-click on the saved file in the Downloads window

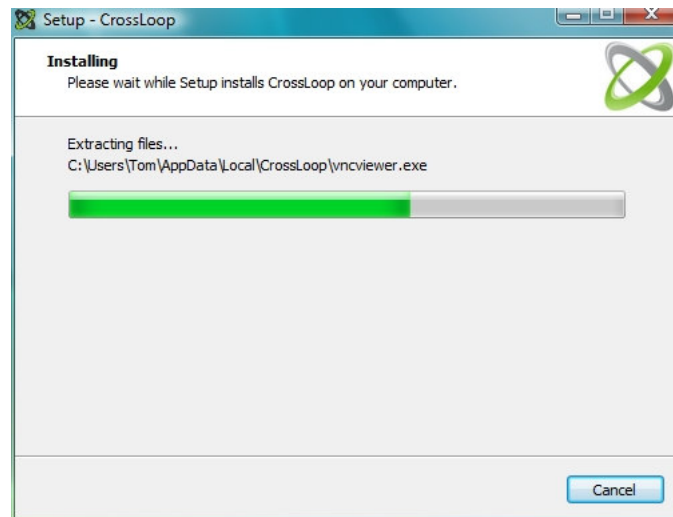


Step 3 - Click "Run"



That's it!

You should see the Installation setup window progress status bar.



Click on **Finish** and the program is now ready to use for remote support requests.

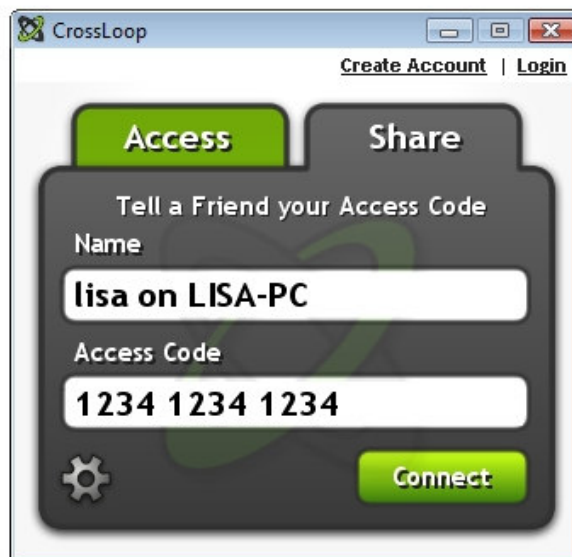


Once installed, you will have the option to have the remote support CrossLoop program run each time your PC starts up, or just run it from

the desktop icon when you need support. Click **No** if you are not sure about making the program part of the startup list and the program will launch.



The **CrossLoop** connection software has two tabs, one is named **Access** and the other is named **Share**. The Access tab is for gaining shared access to a remote computer, thus it will not be used by you. The **Share** tab is what you will use to request remote support. You will asking us to **Share** your PC. The screen below is an example of what you will see. Besides your Name, you will see a random **Access Code** that is generated each time you run the program. The process for requesting remote support involves you communicating your **Access Code** to us so that our PC can find and connect with your PC. After you have provided us with your Access Code, you will click on the **Connect** icon and that will trigger the connection process.



After we have received your access code, we enter the code into our PC and we will initiate a connection request. You will see a pop-up like the one below asking for permission to connect to your computer and share control. Click **Yes** to allow the connection to begin.



Your PC will now be remotely connected to our PC and we can interact with your desktop and respond to your help request. At the end of the session, we will terminate the connection and you can close your CrossLoop connection software.