

Online Support Tutorial

Perhaps the most effective way to resolve problems and receive training is by using our online support capabilities.

When you use online support, we will be able to logon to your computer so you can demonstrate what problems you are having and we can resolve them together, or show you how to resolve those problems.

It is often much easier to demonstrate a problem or solution than to explain it over the phone or via email.

One-on-one live training is available without an appointment Monday through Friday from 10:00 am to 3:00 pm Eastern Time, or by appointment 24 hours a day.

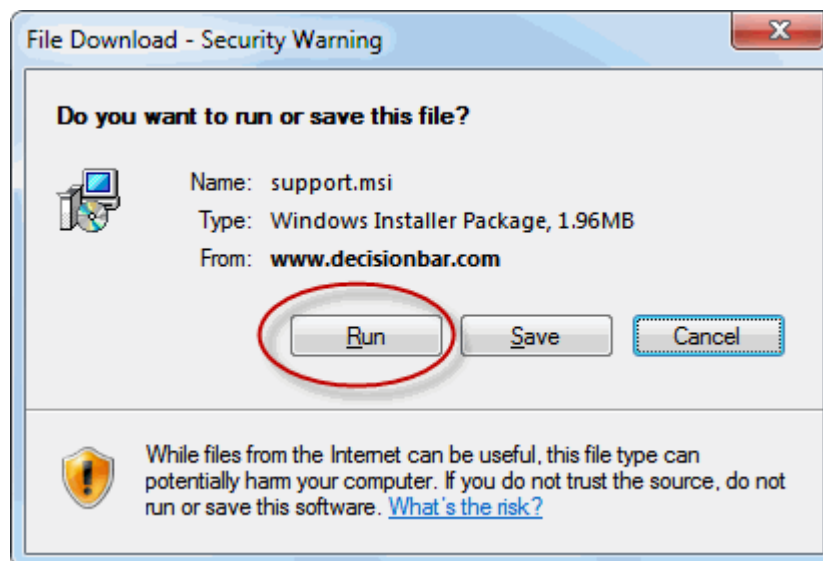
There are two ways to log onto online support:

Method 1:

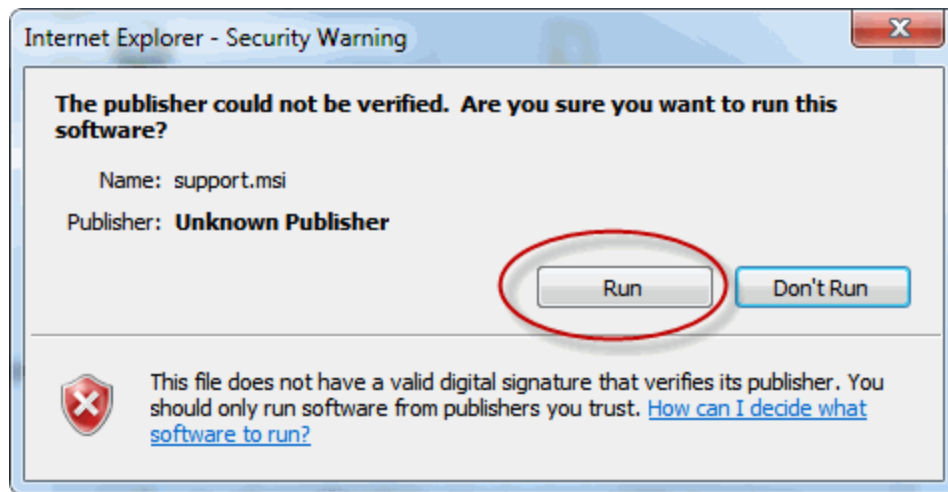
You can install a direct link to online support on your computer by following these simple directions:

Enter the following link into the address bar of Internet Explorer and press enter.

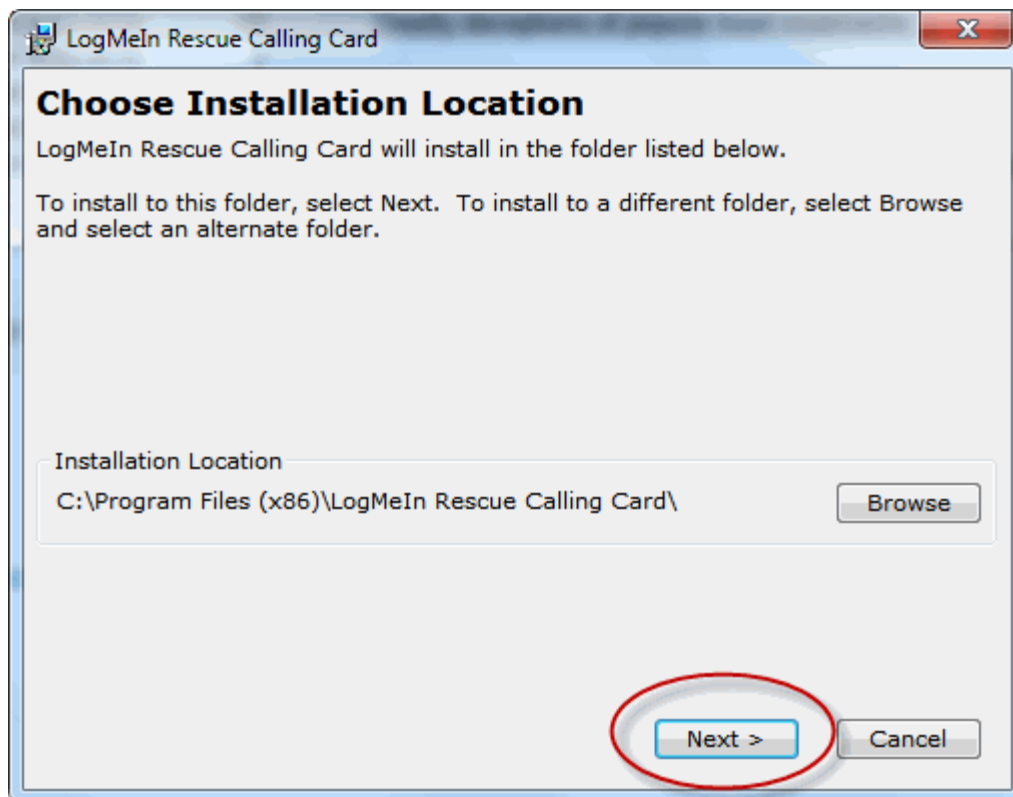
<http://www.decisionbar.com/ONLINE/support.msi>



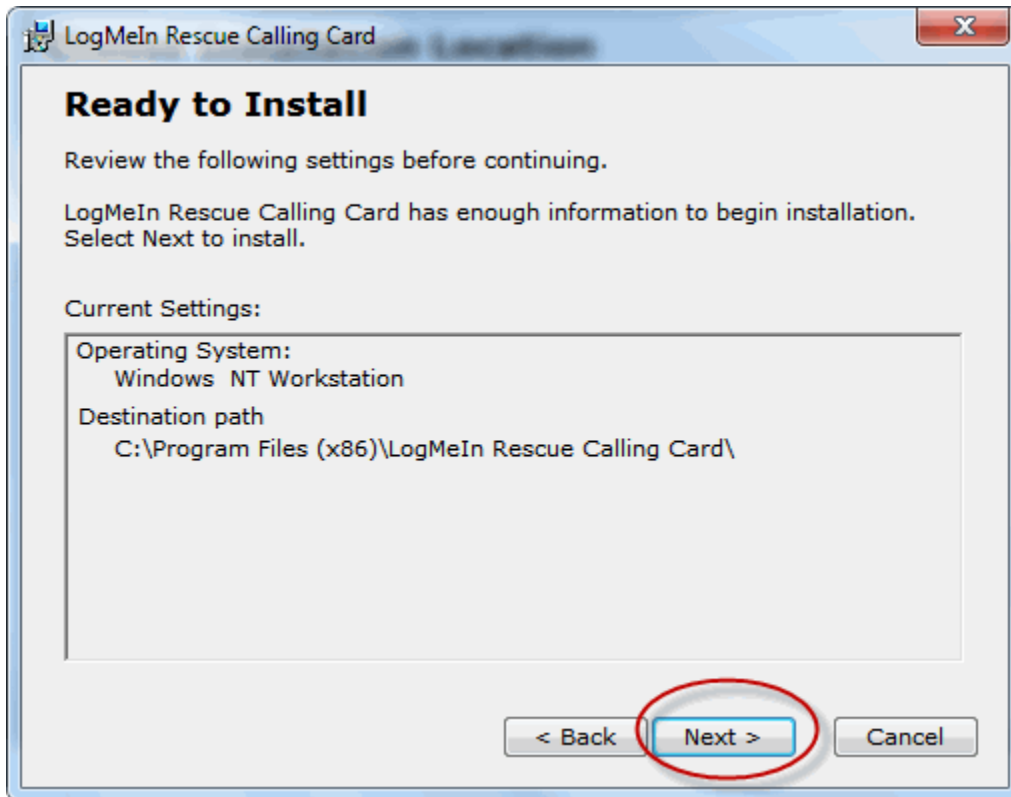
When the download window comes up, click "Run."



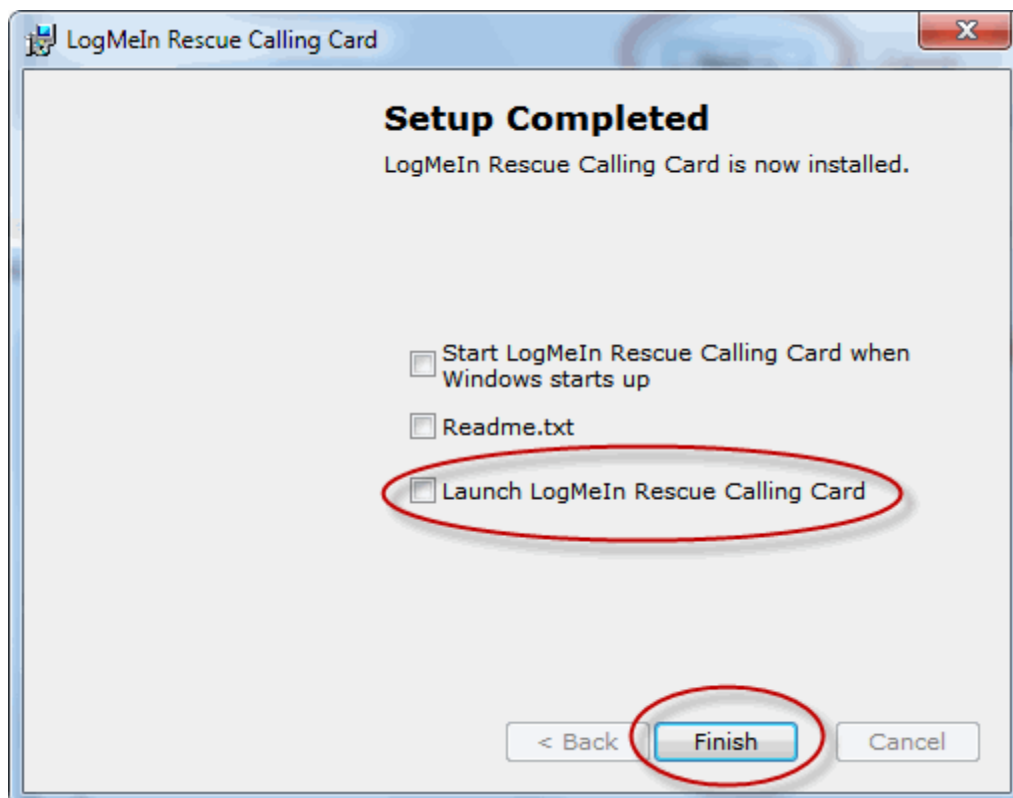
If you get a box like this, click “Run.”



The first screen will ask you to choose the installation location. You should accept the default location and click “Next.”

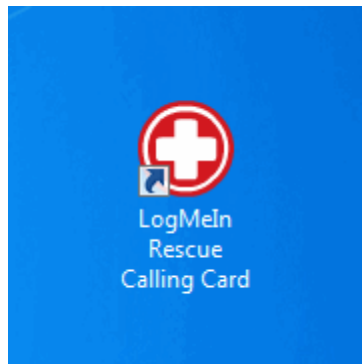


When the Ready to Install screen comes up click “Next.”



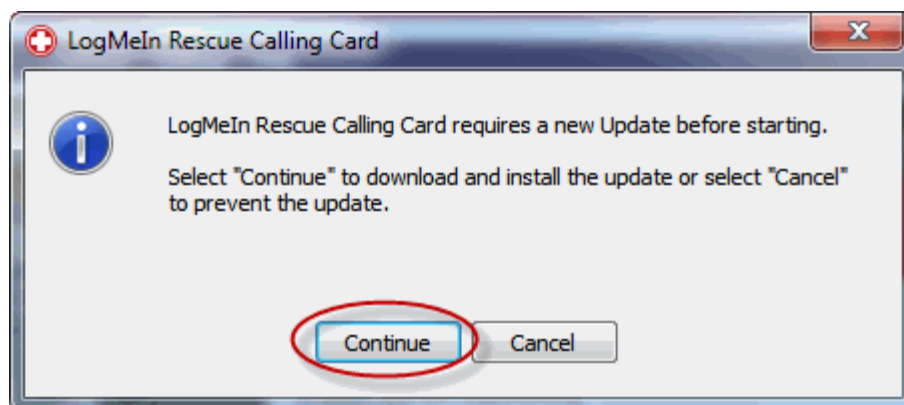
After a few minutes the installation will complete and you will see the “Setup Completed” screen.

Make sure all of the check boxes are unchecked (“Launch LogMeIn Rescue Calling Card” may be checked by default. Uncheck it.) and click “Finish.”

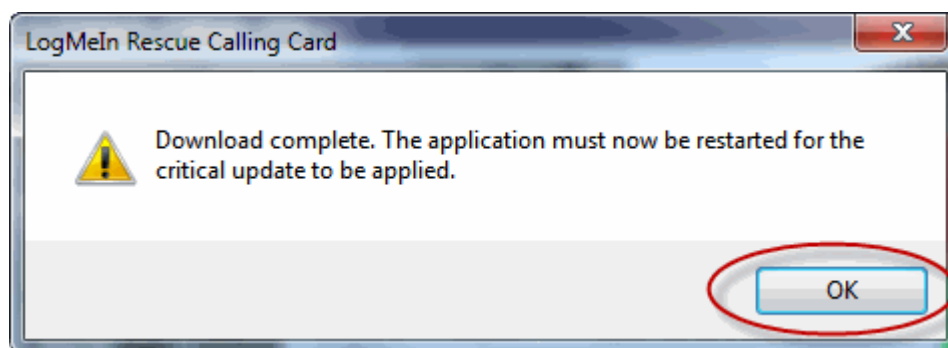


You will now have a shortcut to the LogMeIn Rescue Calling Card on your desktop. It may be a RED CIRCLE with a WHITE CROSS (as shown above) or a BLUE CIRCLE with a WHITE CROSS.

To access our online support desk, just double click the LogMeIn Rescue Calling Card shortcut.

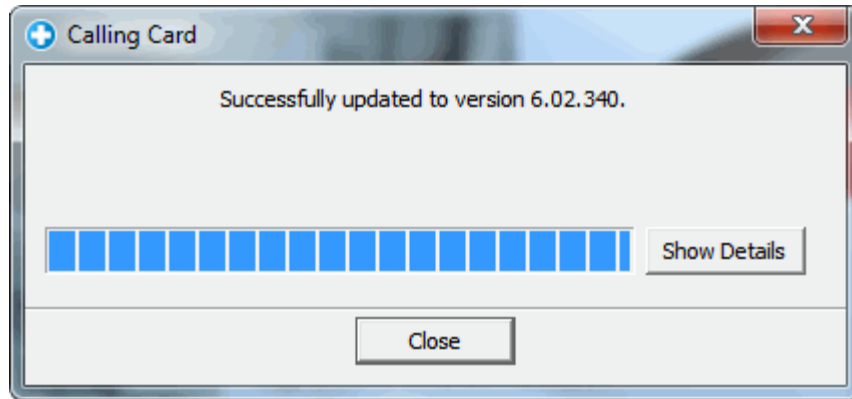


The first time you launch the LogMeIn Rescue Calling Card you will likely get an update screen. Just click continue and the update will be downloaded. Please be patient.



Once the download is completed you will see the restart screen. Click “OK and the LogMeIn Rescue Calling Card will be closed down, the update will be applied, and the

application restarted.





You will be asked to accept the terms and conditions. Click “Continue.”

Please fill in all fields below including the Platform you are using (MCFX / eSignal / TS / MC) as well as a Description of the problem you are experiencing

My Name

software DB / TLT / MC

Problem

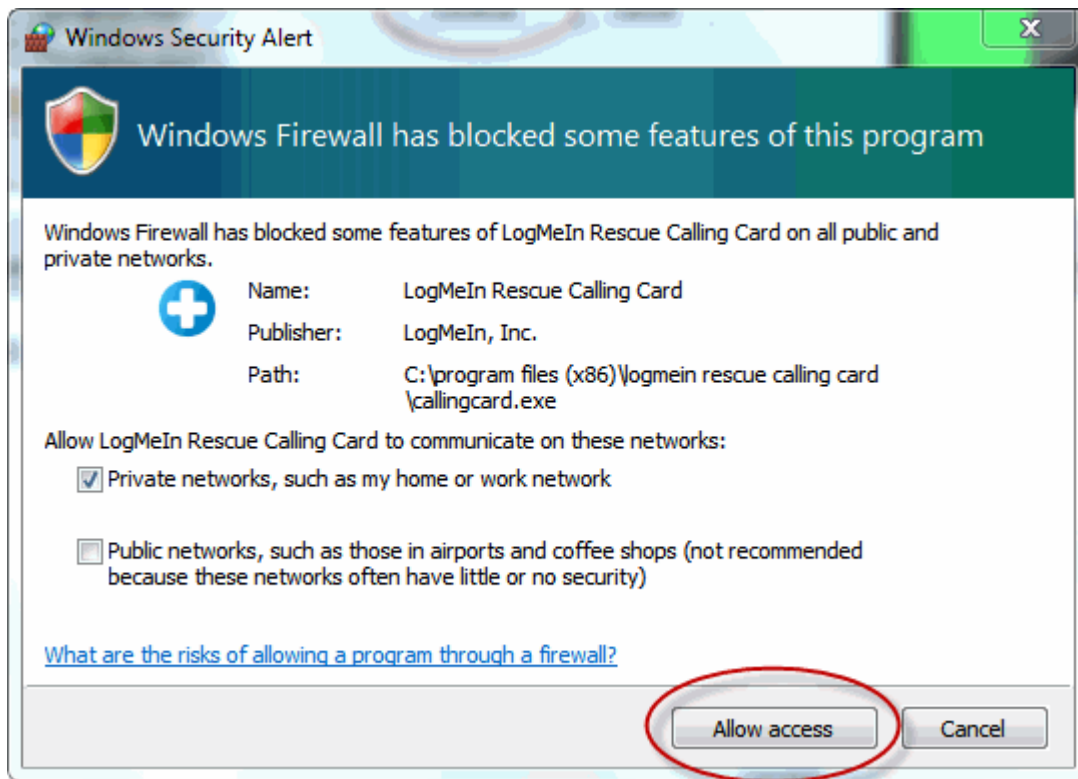
eMail Address

Phone #

If no technician is available

TECHNICAL SUPPORT avail 9:30-3:30 eastern M-F

Fill out the requested info and click “Connect.” Only your First and Last name is required. However, including your phone number makes it easier for us to call you so we can speak while working together on your charts.



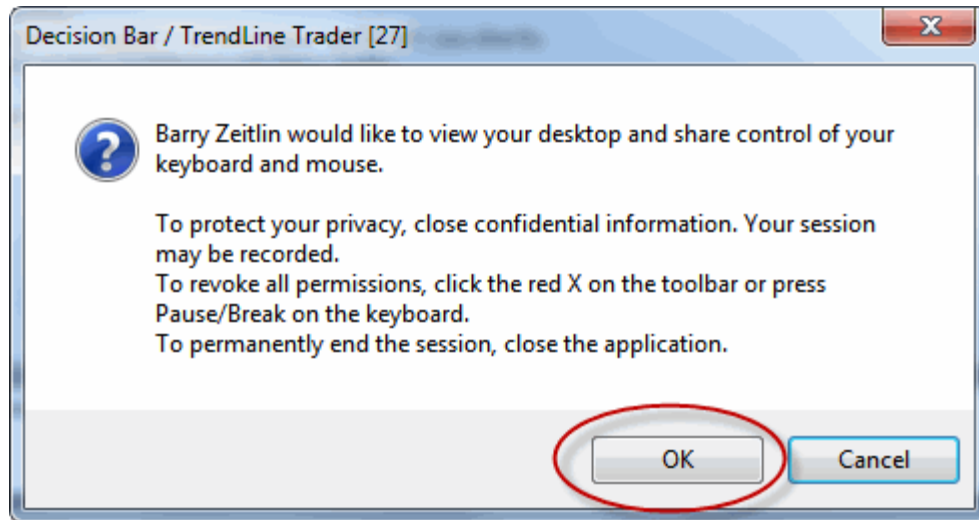
At this point, your computer may issue a security alert. Click “Allow access” (or something similar) to continue.



You will then see a screen like this. Please be patient. We will be with you ASAP.



Once a technician pick you up, Explain your problem in the area provided and click the “Enter” key on your keyboard.



Before the technician can control your computer, you will have to give permission. Once permission is given, do not touch your mouse unless requested to by the technician.

To initiate future support or training sessions, just double click on the LogMeIn Rescue Calling Card shortcut on your desktop and you will be taken directly to our online support desk.

Method 2:

Send an email to support@decisionbar.com with “Request Support Link” in the subject line.

We will respond with a direct link to online support for one time use only. The direct link will make no changes to your computer and will remove all of its software when your support session is completed.

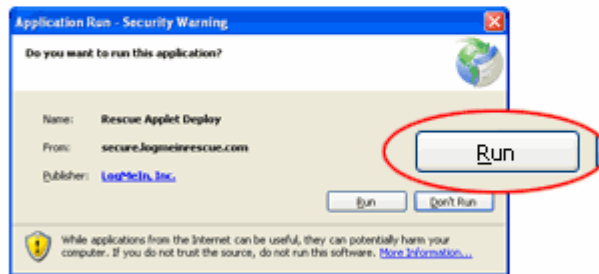
Just click on the link and you will be taken to a page like this:

Applet Download

Click the button below to start the download.

Download

When prompted, click "Run":



SECURE REMOTE SUPPORT: All communication between you and your technician is SSL-encrypted, and you will be able to permit or deny access at all times during the session.

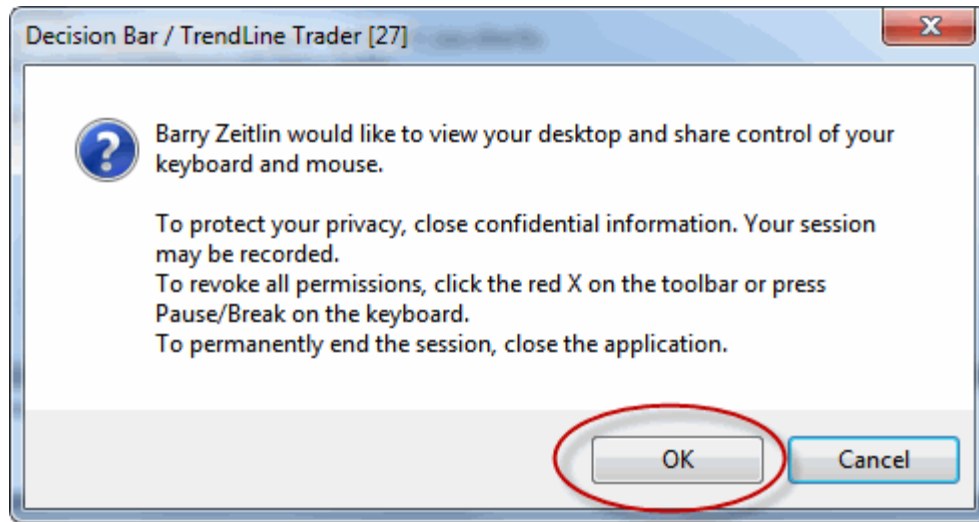
Click Download, and when the security warning comes up click run.



You will then see a screen like this. Please be patient. We will be with you ASAP.



Once a technician pick you up, Explain your problem in the area provided and click the “Enter” key on your keyboard.



Before the technician can control your computer, you will have to give permission. Once permission is given, do not touch your mouse unless requested to by the technician.