Live Support Quick-Start

As of 2/1/2022 Live Support sessions for DecisionBar and Trendline Trader are by appointment only. To schedule your live support session send an email to support@decisionbar.com with your available times.   Be sure to include your name and phone number, the charting platform you are using as well as issue(s) you are experiencing and we'll reply with the time your support session is scheduled.

How to Prepare for Your Online Support Session

During your online support session we log onto your computer remotely using the "Distant Desktop" app.

Before your scheduled support session go to:

https://www.distantdesktop.com/

and download the Distant Desktop app. The app will download to your "Downloads" folder. You should move it to your desktop or, before downloading, you can right-click on the download link, go to "Save link as…" and download it directly to your desktop.
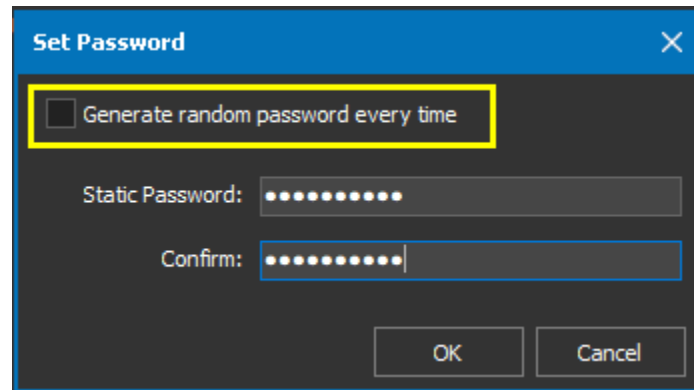
Very Important: If you are using a VPN it should always be disabled before launching the Distant-Desktop App. Failure to do this will mask your actual location and we will not be able to log onto your computer.

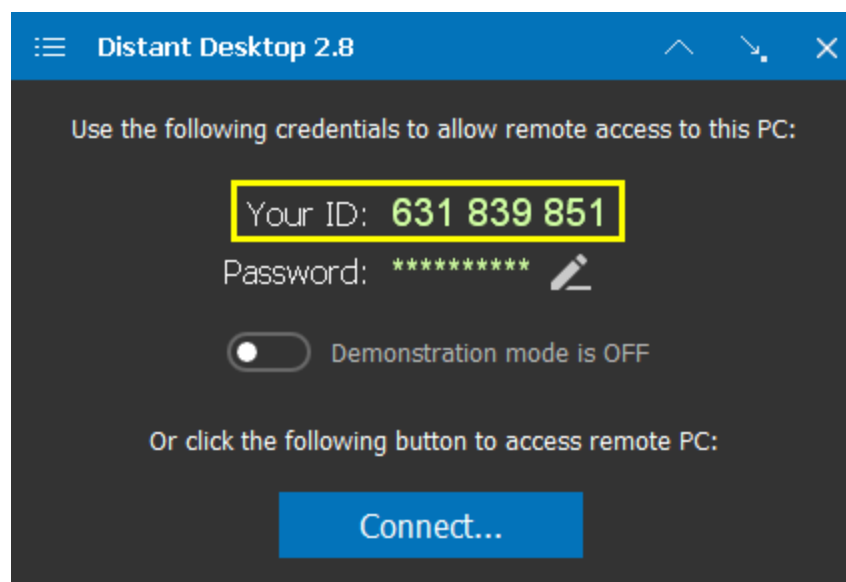Distant-Desktop is a self-executing file, so you don't have to run an installer.

Just double click on the Distant-Desktop app and a window will come up that looks like this:
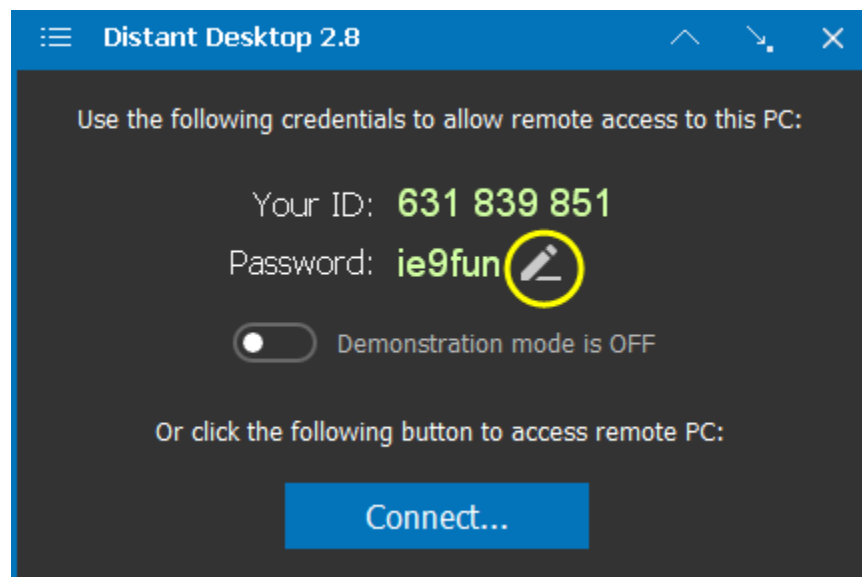
Click on the "pencil" icon to edit your password. A window that looks like this will come up:

Unclick the checkbox next to "Generate random password every time" and set up a static password that you will easily remember. The password does not have to be complex, as you will only use it for your support session and then it will be disabled. Click "OK."


Send your Distant Desktop ID along with the static password you just created to: support@decisionbar.com at least one hour before your support session is scheduled. If we do not receive Your ID and Password your support session will be cancelled.

Before the start time of your support session, disable your VPN (if you are using one) and launch the Distant Desktop App. When a technician logs onto your computer, the Distant Desktop screen will minimize at the top of your computer screen.

At this point the technician will launch a chat window and begin your support session.
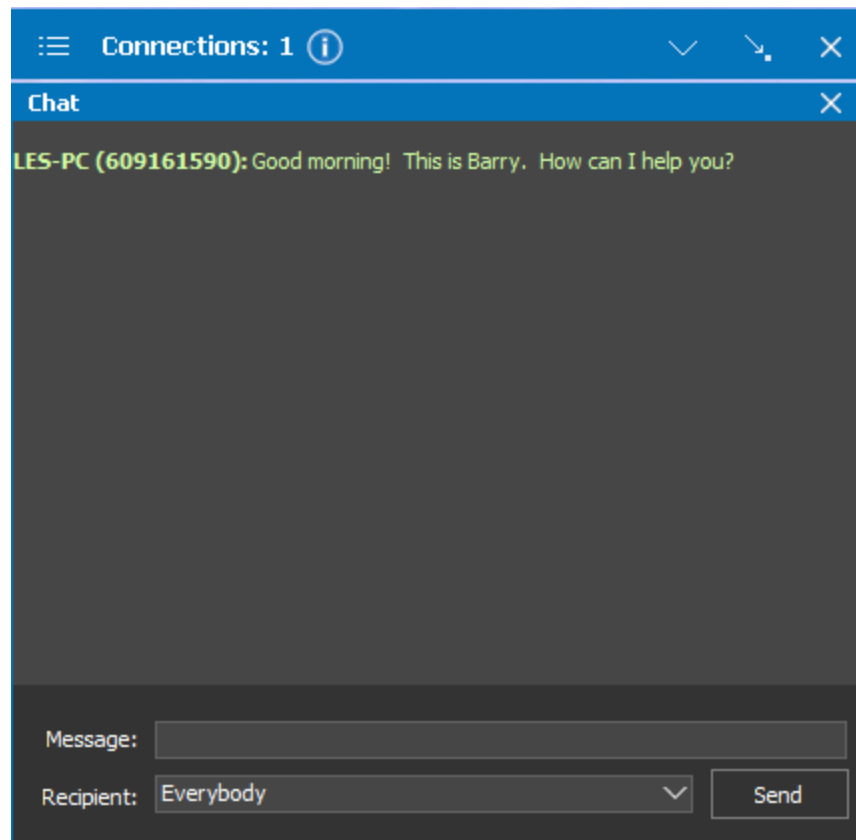
If you wish to chat with the technician any time during your support session, click on the Distant Desktop icon in your task bar to bring Distant Desktop and the chat window to the front.

That's all there is to it. Again, be sure that the Distant Desktop App is running and your VPN is disabled at the time your support appointment is scheduled. This will allow our support staff to access your computer.

When your support session is concluded, click on the pencil icon next to your static password.
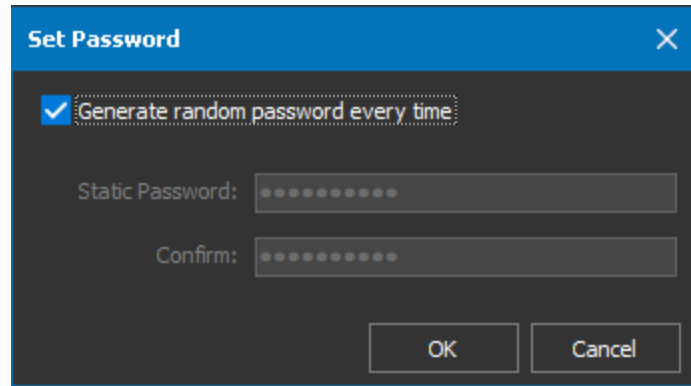
Click the checkbox next to "Generate random password every time" and then click "OK." This will secure your computer. You can then quit Distant Desktop by clicking the "X" at the top right of the Distant Desktop window.

You can leave Distant Desktop on your computer for future support sessions or delete it by right-clicking on the Distant Desktop icon and going to "Delete." You can always re-download it for a future support session.

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