



PRESENTS

CrossLoop

REMOTE ASSISTANCE
USAGE GUIDE

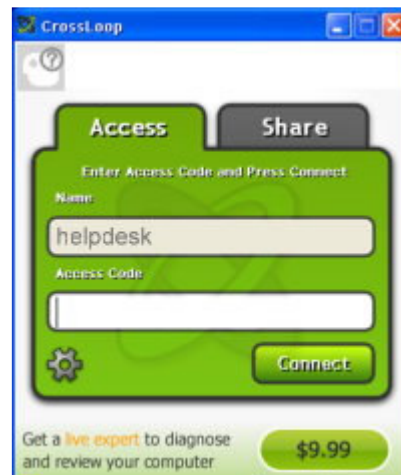
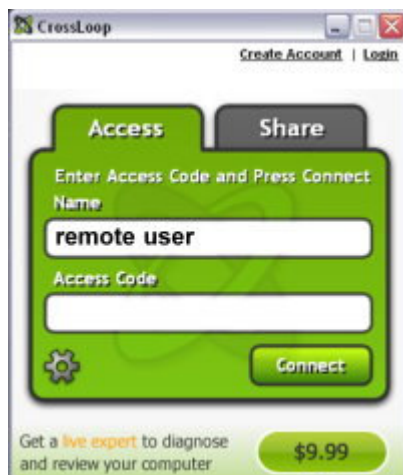
ISD assumes at this point you have already downloaded the CrossLoop application either from ISD or CroosLoop itself. If not, please do so now by going to <http://www.isecuredat.com/download/CrossLoopSetup.exe>

Click “run” to install the application.

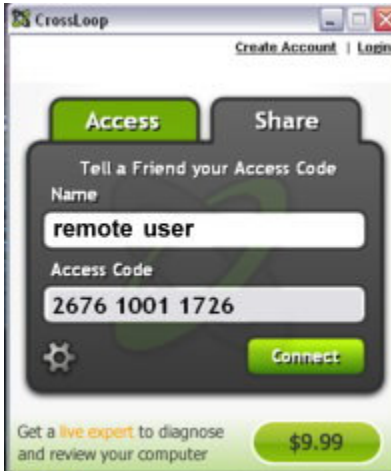
Once the application has been installed, you will need to establish phone communications with ISecureDat.

At this point you will be referred to as “remote user” and ISecureDat will be referred to as “helpdesk”.

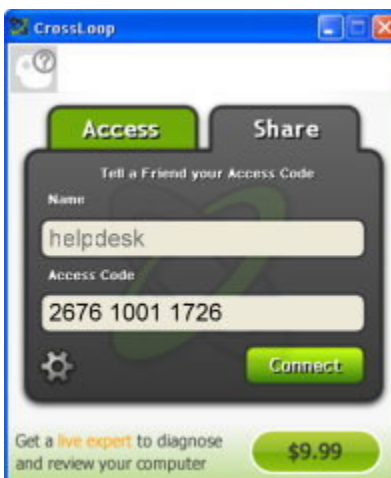
1. Both parties must launch the CrossLoop application. Each will see the following except the names will be different.



- The remote user clicks on the “Share” tab which will display a randomly generated access code. This code can only be used once with the current session.



- You then give this code to the ISD helpdesk agent who enters it into their “Access” window.



- Once the code has been entered, both parties click the “**Connect**” button. A connection window will appear and the remote user will receive a request for remote access.



- The remote user has the option of checking the “**View Only**” box. This will allow helpdesk to observe what you are doing on your system without actually having any control. Click “**Yes**” to allow helpdesk remote access to your system and work with you to resolve your issues.



6. Connection will be established after remote user has clicked the “Yes” button.



7. Once a connection has been established, helpdesk will see your screen as though they were there at your desk. You can observe what the agent is doing on your system and take control at any time. You can also instantly “Disconnect” the system if required.
8. When the session is complete, simply click the disconnect button and the connection will be broken. You will receive a quick survey questionnaire from CrossLoop asking you to rate your experience with both it’s product and your ISD agent. Please take the time to answer this as we want your experience to be as pleasant as possible.