

Track-It! Add-On

Numara Remote with Numara Track-It! Highlights

- Control a user's desktop remotely in real-time for troubleshooting purposes
- Connect through the Numara Track-It! Tasks pane
- During the installation or audit process, Numara Remote is installed on your user's computer

Numara Remote with Numara Track-It!

Taking Control of a User's Computer

You can diagnose and resolve a user's computer problem from a remote location by accessing the Take Control button on the Tasks pane within the Inventory module. During a remote control session, a technician can do anything in real-time that the user can do.

Numara® Remote is optionally installed on-demand if you are licensed for remote control. The one-time installation may be initiated by selecting a Windows® desktop from the Inventory module and choosing the Take Control option. Numara® Track-It!® will attempt to distribute the remote control software agent if it does not already exist.

Using Numara Remote, technicians can:

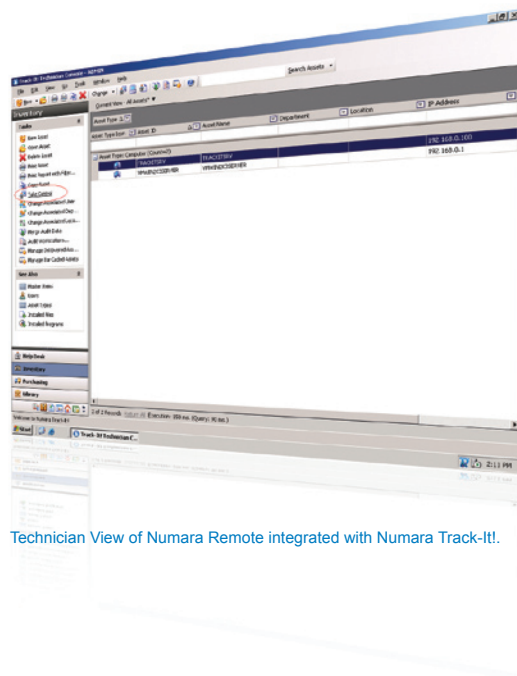
- Control Windows client computers
- Reboot client computers
- Execute programs
- Chat with users
- Transfer files to and from remote computers
- View remote control status histories
- Configure the remote control window
- Set remote control security on remote computers
- Troubleshoot problems via a remote control session

To Take Control of a User's Computer:

1. Select the user's computer on the Inventory grid of the Inventory module.
2. Click the Take Control link on the Tasks pane. The user's screen will display.

Need help?

For help with remote control, right click the remote control icon on your Windows system tray. Select the Help menu bar of the remote control application.



Technician View of Numara Remote integrated with Numara Track-It!.