



Remote Computer Support

Lyndon Institute IS Department

Contacts

If you or your child need support, we can provide it remotely. Please contact the Lyndon Institute IS Department.

Our hours of operation are 8:00 AM to 4:00 PM

Email it@lyndoninstitute.org

Phone (802)535-3727

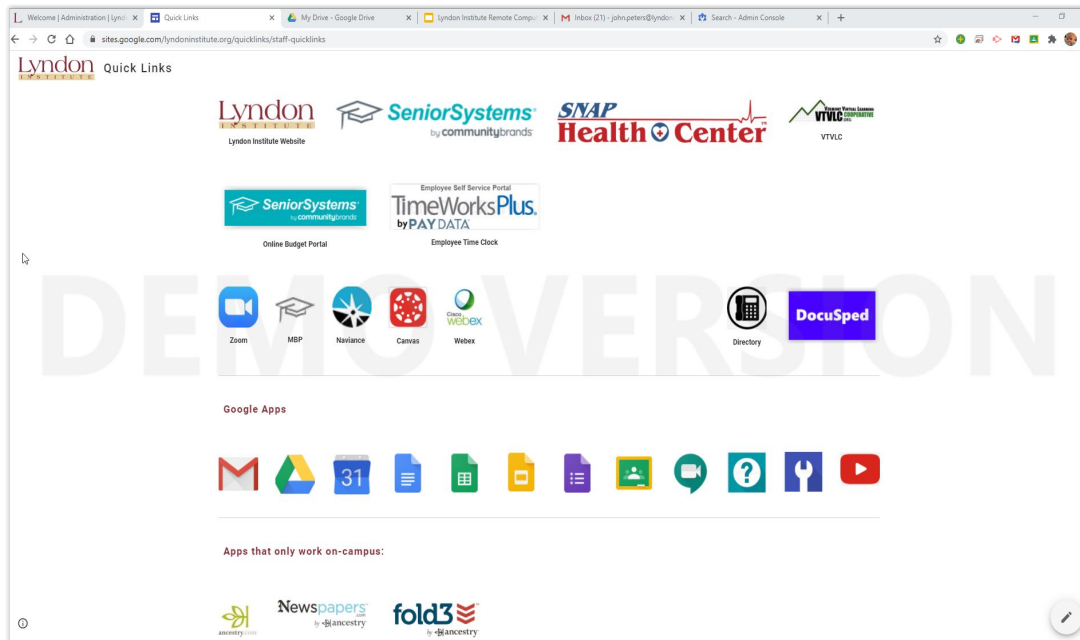
Remote Access to a Chromebook, Mac or PC

To allow us to access your computer, you need to have a phone available. If you contact us via email or leave a message, please leave a call back number in order for us to get in touch with you.

Once we have established a telephone connection, you will be asked to perform the steps in the following slides.

Remote Access to a Chromebook, Mac or PC

Step 1. Turn on your computer and open your Google Chrome Browser.



Remote Access to a Chromebook, Mac or PC

Step 2. Locate the Google Remote Desktop icon in the upper right corner of your browser window



or the Question Mark icon on the Quicklinks page.



Step 3. Please click on the icon

Lyndon Institute Quick Links

Lyndon Institute Website

SeniorSystems by communitybrands

SNAP Health Center

WVLC

SeniorSystems Online Budget Portal

TimeWorksPlus Employee Time Clock

Zoom MBP Naviance Canvas Webex

Directory DocuSped

Google Apps

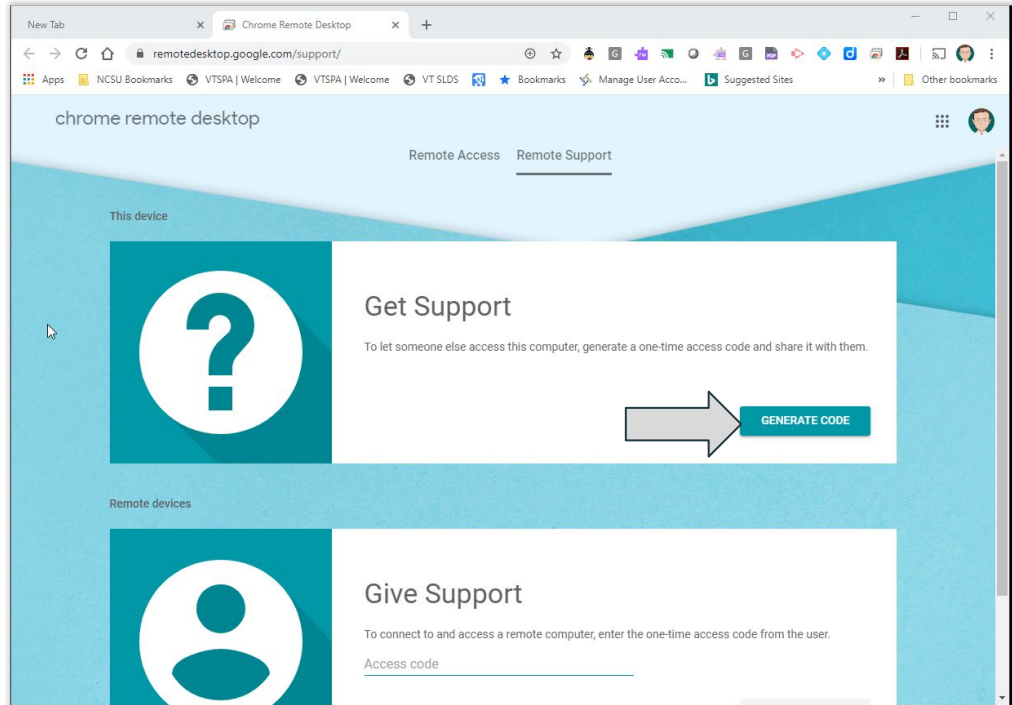
Apps that only work on-campus:

Newsletters by 23andMe

fold3 by 23andMe

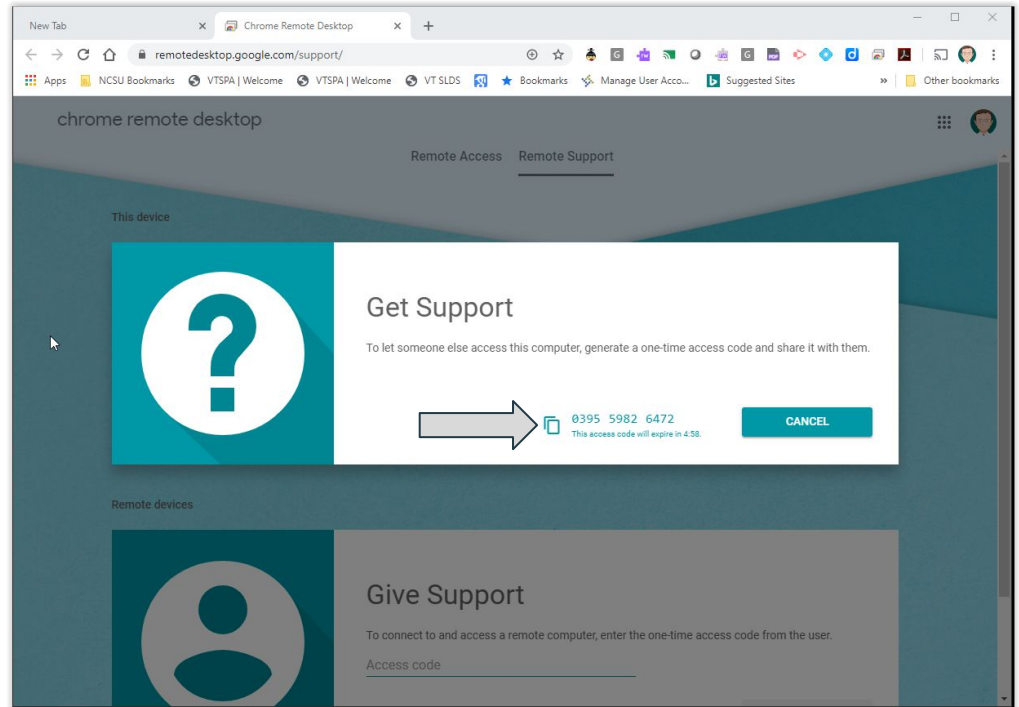
Remote Access to a Chromebook, Mac or PC

Step 4. Please click on the “Generate Code” button. On a Chromebook there is no software to install. The first time you use this program on a Mac or PC you will be required to download and install a local agent. Thereafter, you do not need to install software.



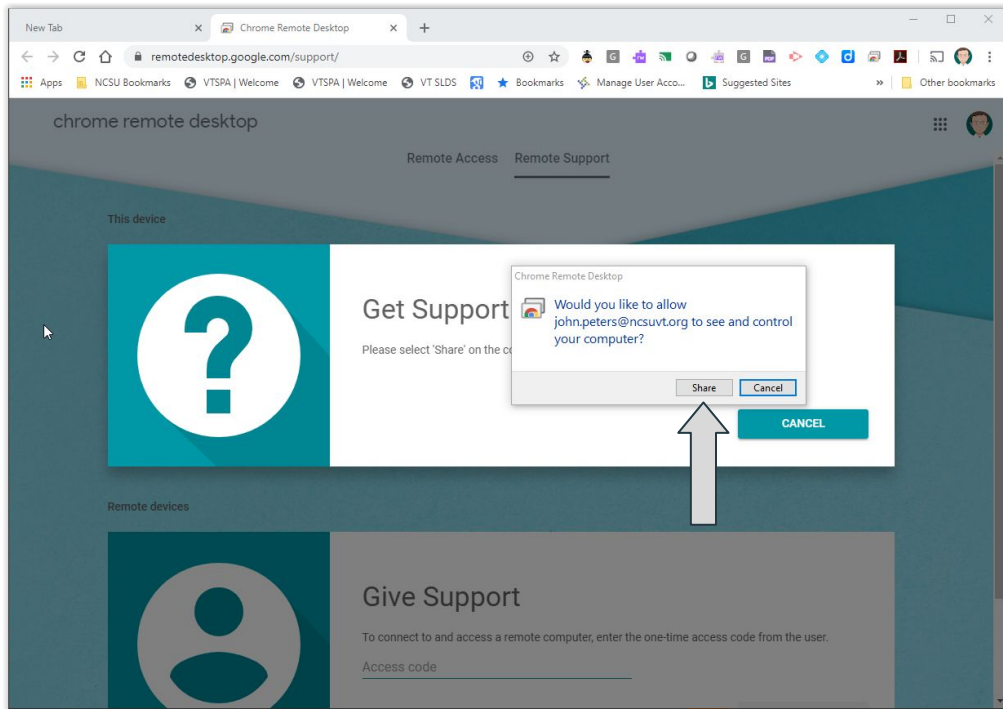
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Step 5. Once you have clicked the Generate Code button, you will need to read that code to the Tech on the phone. The Tech will put the code into their computer to remotely access yours. The Tech cannot access your computer without the code



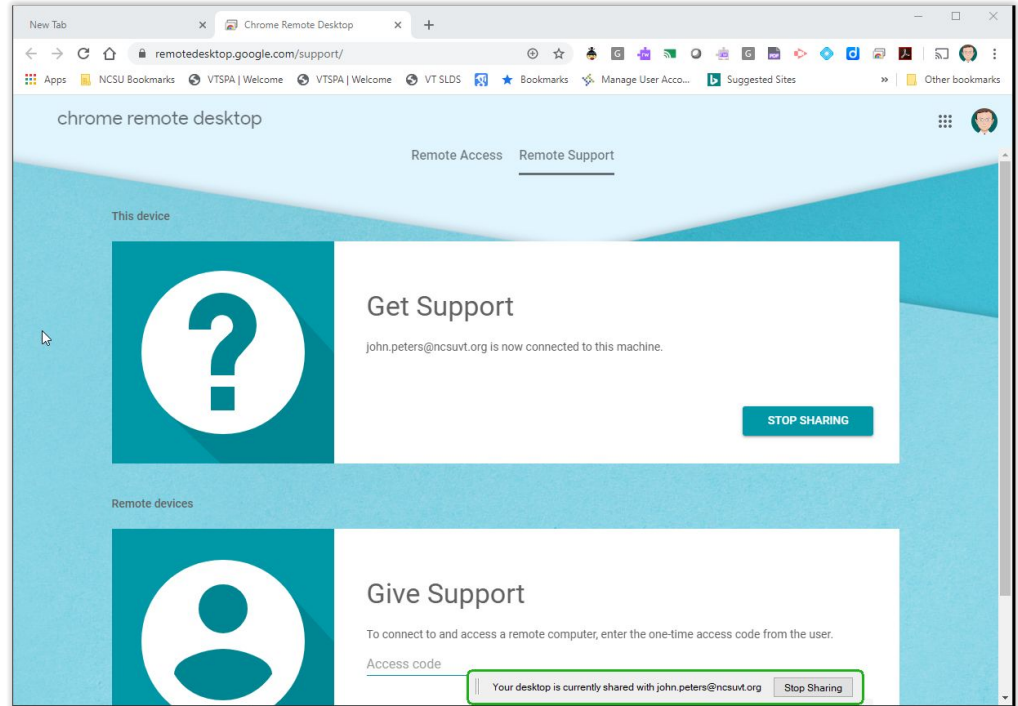
Remote Access to a Chromebook, Mac or PC

Step 6. Once the Tech has entered the code, you will receive a message to allow the Tech to use and control your computer. Please click Share to allow access.



Remote Access to a Chromebook, Mac or PC

Step 7. Once the Tech has resolved your issue, they will disconnect the session from their end. At that time they will no longer have access to your computer.



Remote Access to a Chromebook, Mac or PC

Reminders:

1. You must provide a call back phone number if you send an email or leave a voice message
2. The Tech cannot access your computer if they do not have the code.
3. If you are a parent calling on behalf of your student, it is recommended that you put your phone on speaker with you and your student present.
4. As the parent, you may want to let the student follow the instructions of the Tech, in many cases they are familiar with the machine and will understand the Tech's instructions.