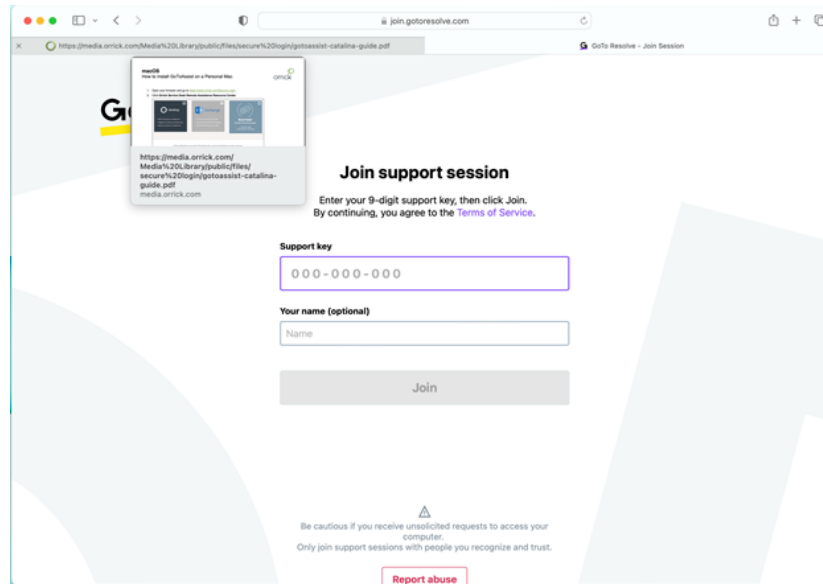
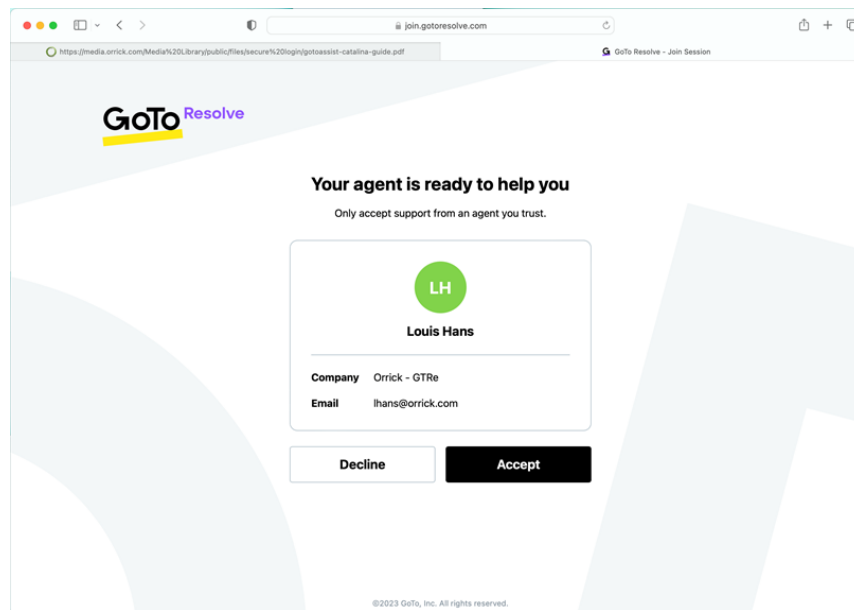


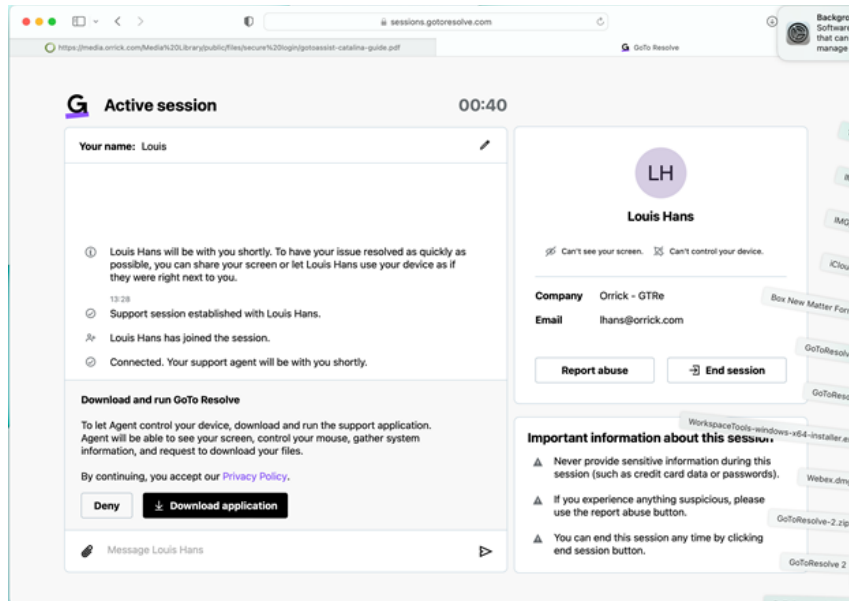
1. Open up your web browser and go to URL Join.Gotoresolve.com. You will see the below page, add the 9-digit code to the support key area, and then add your name in the second provided box. Select Enter key to start the connection.



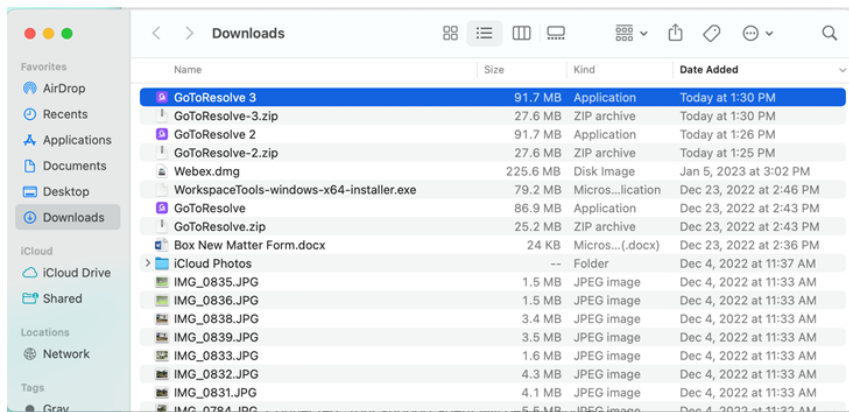
2. The next screen will announce that your support agent is here. Select Accept to move on to the next page.



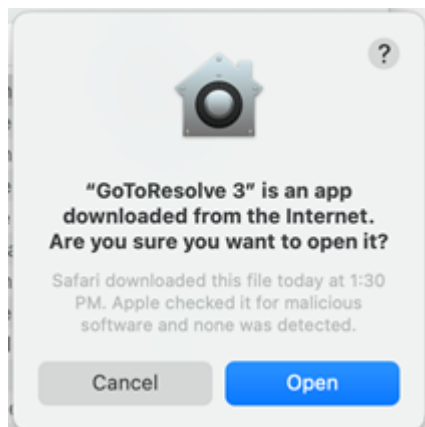
3. The page will open, asking you to download a small application to make the connection. Select Download application.



4. The application will download, and you then open up your download folder on the taskbar. Over towards the bottom right. Select the GoToResolve.zip item once you will need to double-click to open.



5. You will now receive the below message telling you about the application. Select open.



6. Your agent is now able to view your screen and can control the MAC. The Agent is now able to troubleshoot your device and help with any issue you may have.