

Setup/Chrome Remote Desktop Support Assistance

Overview

Sometime our member needs remote support so that our technical team can assist you remotely, if required and/or applicable. ONLY APPLICABLE FOR GOOGLE USER & GOOGLE CHROME BROWSER

Pre-requisite/One-time setup (if Remote Desktop hasn't NEVER been setup before ELSE IF HAS BEEN ALREADY SETUP BEFORE GOTO <u>Start Getting Support</u> STEP

1. Open Google Chrome if you have already enrolled your account on Google Chrome click on



Icon on the top right corner of your browser if that icon doesn't exist go to next step

2. On the Google chrome, type <u>https://remotedestkop.google.com</u>. The following screen appears



3. Click on Remote Support (shown above on top right). Then click on the down arrow button (shown below)



4. Once clicked on Down Arrow Button, it will start to download remote desktop for your Google Chrome browser and opens new browser window to install Google Chrome Remote Support extension

Get Support

To get started, click the download button.

5. Click on Add to Chrome button

6	chrome web store		\$	~
Home >	Extensions > Chrome Remote Desktop	Click on A	dd to	
	Chrome Remote Desktop	Chrome b	uttom	Add to Chrome
L	Offered by: https://remotedesktop.google.com			
	★★★★ 1,241 Productivity ≜ 9,000,000+ users			

Google Chrome

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	a Chrome Remote Desktop - Chrome Web Store - Google Chrome		
	chrome.google.com/webstore/detail/chrome-remote-desktop	/inomeogfingihgjfjlpeplalcfajhgai	
	chrome web store		\$ ~
	Home > Extensions > Chrome Remote Desktop Chrome Remote Deskt Offered by: https://remotedesktop.google.	Add "Chrome Remote Desktop"? It can: Communicate with cooperating websites	X Checking
	$\star \star \star \star \star 1.241$ Productivity $\stackrel{\circ}{=} 9$	Read and modify data you copy and paste Manage your downloads Open downloaded files	Click on Add extension button

7. The extension program downloads on your computer

Chrome Remote Desktop × +			- a ×
← → C i remotedesktop.google.com/support			o 🕁 🖬 🐼 🌀 i
## Ann Chrome remote desktop		Remote Access . Remote Support	Chrome Remote Desktop has been added to Chrome Die this centraion by diding on this kon Manage your entensions by diding Extensions in the Tools menu.
		Ready to install Click 'Accept & Install' and follow the prompts. By continuing, you agree to the Geogle Terms of Service and Privery Policy. ACCEPT & INSTALL	
	Benute devices		
Click and launch the program to install	8	Give Support To consect to and access a remote computer, enter the one off access code from the user Access code Consect	Would you like to install Ohrome Remote Desktop to this dence? With an installed Beylow to add to use new keyboard shortcuts and the between toolbar will take up its space. NO THANKS
👹 chromeremotedesmsi 🗠			Show all

8. A dialog widow appears. YOU MIGHT NEED ADMINIGSTRATOR PRIVILEGE TO INSTALL THE APPLICATION



Click "Accept & Install" and follow the prompts. By continuing, you agree to the Google Terms of Service

ACCEPT & INSTALL

Open download Allow Chrome Remote Desktop to oper chromeremotedesktophost.msi

Get Support

Almost there

GOT IT

To let someone else access this computer, generate a one-off access code and share it with them

Always ask before opening this file

Chrome Remote Desktop

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

9. Once complete, click on ACCEPT&INSTALL button

Ready to install

Click on ACCEPT & INSTALL.

Click on Yes button to ellow The extension to telke effect

and Privacy Policy

10. Click on Yes button to open Remote Desktop extension

🔢 Apps 🔟 Meraki Dashboard... 👩 OurClients 🔓 Google Drive 📋 YT 🙆 LVS-Citrix M Gmall 🐗 az.sudee

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11. Click on Run button. MIGHT NEED ADMIN. PRIVILEGE TO INSTALL APPLICATION

NECASE ANDIAN SOCIET VIEW	Nepalese Canadian So 5264 53 Avenue NW., Edmo	ociety of Edmonton nton, AB T6B 3K1 necase.ca
-	Open File - Security Warning X	
	Do you want to run this file? Name:rs\Sudeep\Downloads\chromeremotedesktophost.msi Publisher: Google LLC Type: Windows Installer Package From: C:\Users\Sudeep\Downloads\chromeremotedesktoph	
	Run Cancel Always ask before opening this file While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?	

12. Click on GOT IT



13. The following window appears

This device	
?	Get Support To let someone else access this computer, generate a one off access code and share it with them. GENERATE CODE

14. Done (ONLY 1 TIME, Pre-requisite setup complete)

Start Getting Support

- 1. Click on GENERATE CODE BUTTON (Step 13, screenshot)
- 2. The code needs to be said to the technician, the code is valid for max. 5 min.
- 3. Once technician initiate the connection by entering the code given by you, following window appears



?	Get Support Please select 'Share' on the connection dialogue box to complete the process	
Remote devices	Chrome Remote Desktop Would you like to allow sudeep.manandhar@necase.ca to see and control your computer? Share Cancel	CANCEL

- 4. Click on Share button to initiate the support
- 5. To disconnect with technician, click Stop Sharing button

Version History

Date	Author	Comment
4/11/2020	Sudeep Manandhar	a. Written how to setup remote connection using Google Chrome Remote Desktop