



# Nepalese Canadian Society of Edmonton

🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

🌐 [necase.ca](http://necase.ca)

## 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

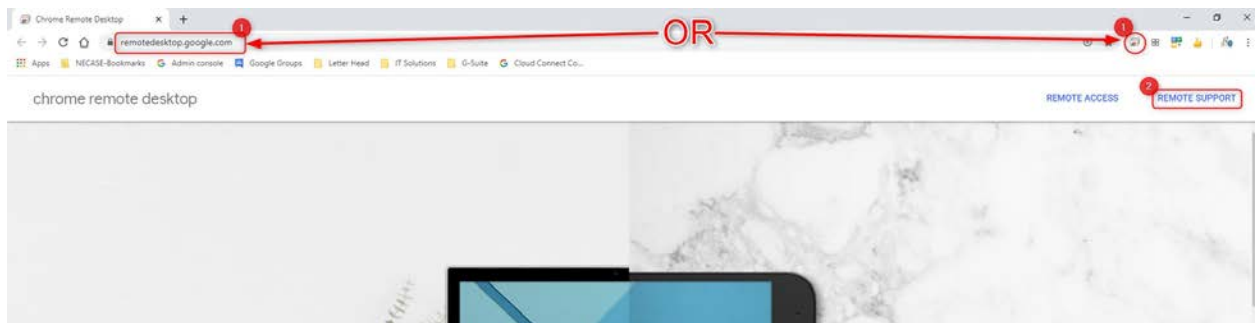
Pre-requisite/One-time setup (if Remote Desktop hasn't NEVER been setup before ELSE IF HAS BEEN ALREADY SETUP BEFORE GOTO [Start Getting Support STEP](#))

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 <https://remotedesktop.google.com>. The following screen appears



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

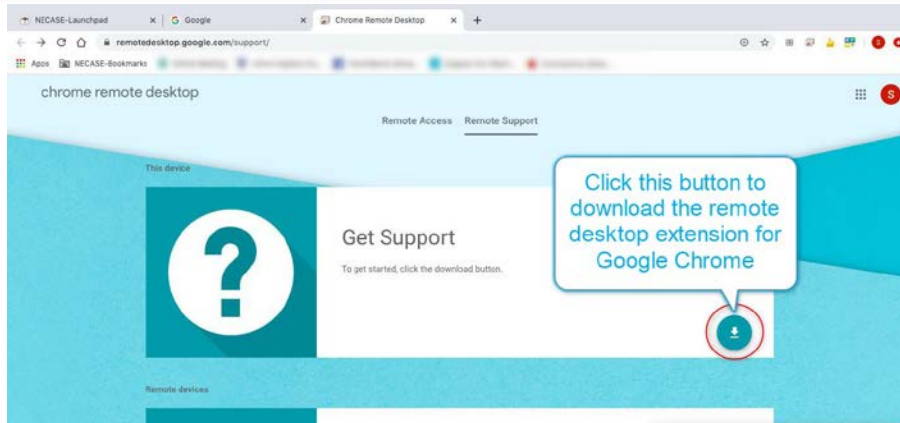


# Nepalese Canadian Society of Edmonton

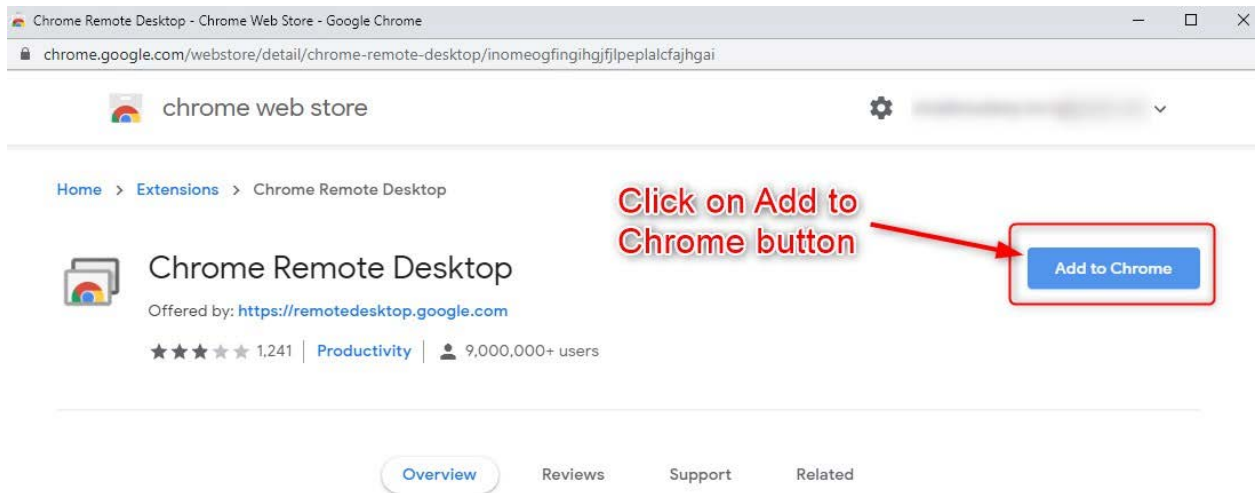
🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

🌐 [necase.ca](http://necase.ca)



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
5. Click on Add to Chrome button



6. Another dialog window opens



# Nepalese Canadian Society of Edmonton

🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

🌐 [necase.ca](http://necase.ca)

Chrome Remote Desktop - Chrome Web Store - Google Chrome

chrome.google.com/webstore/detail/chrome-remote-desktop/inomeogfingihgjfjpeplalcfajhgai

chrome web store

Home > Extensions > Chrome Remote Desktop

Chrome Remote Desktop

Offered by: <https://remotedesktop.google.com>

★★★★★ 1,241 | Productivity | 9

Overview

Add "Chrome Remote Desktop?"

It can:

- Communicate with cooperating websites
- Read and modify data you copy and paste
- Manage your downloads
- Open downloaded files
- Communicate with cooperating native applications

Checking...

Click on Add extension button

Add extension Cancel

## 7. The extension program downloads on your computer

chrome remote desktop

Remote Access Remote Support

This device

Ready to install

Click "Accept & Install" and follow the prompts. By continuing, you agree to the [Google Terms of Service](#) and [Privacy Policy](#).

ACCEPT & INSTALL

Remote devices

Give Support

To connect to and access a remote computer, enter the one-off access code from the user.

Access code

CONNECT

Click and launch the program to install

chrome-remotedesktop...mli

Chrome Remote Desktop has been added to Chrome. Use this extension by clicking on this icon. Manage your extensions by clicking Extensions in the Tools menu.

Would you like to install Chrome Remote Desktop to this device? With an installed app, you'll be able to use more keyboard shortcuts and the browser toolbar will take up less space.

NO THANKS INSTALL

## 8. A dialog window appears. YOU MIGHT NEED ADMINISTRATOR PRIVILEGE TO INSTALL THE APPLICATION

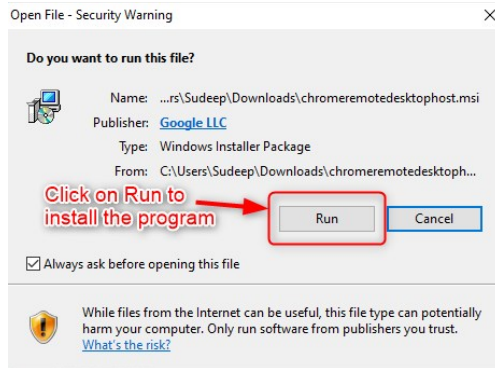


# Nepalese Canadian Society of Edmonton

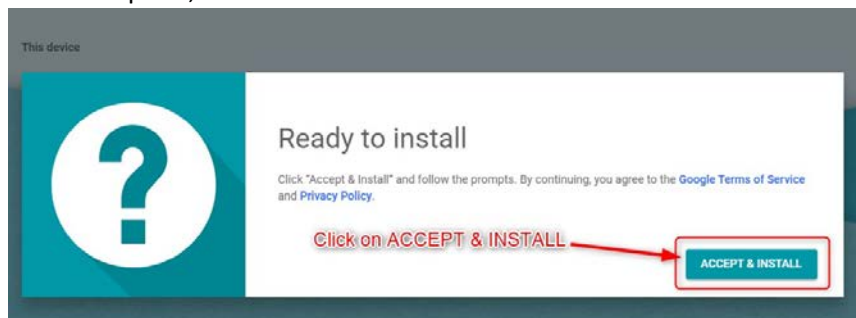
🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

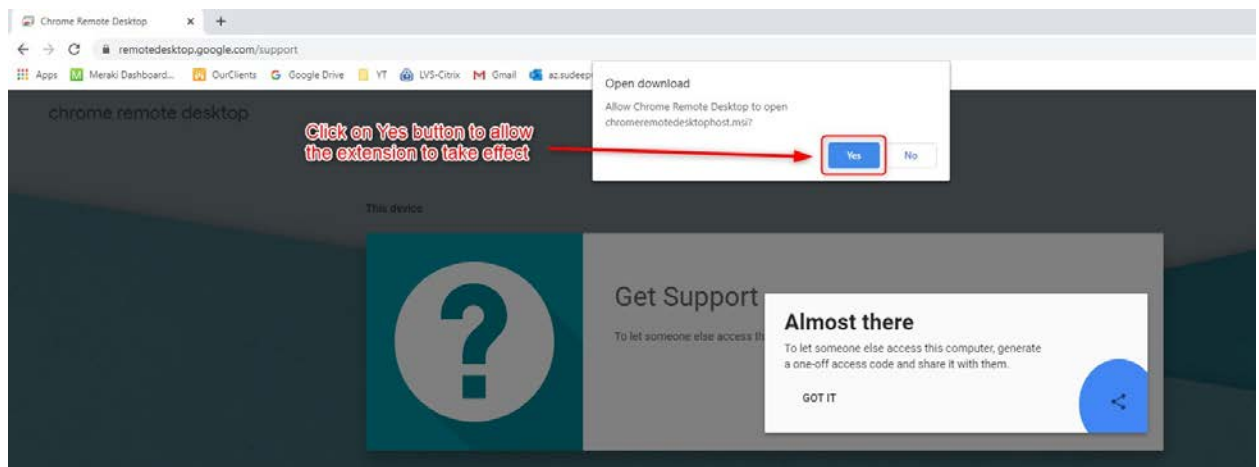
🌐 [necase.ca](http://necase.ca)



9. Once complete, click on **ACCEPT&INSTALL** button



10. Click on **Yes** button to open Remote Desktop extension



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

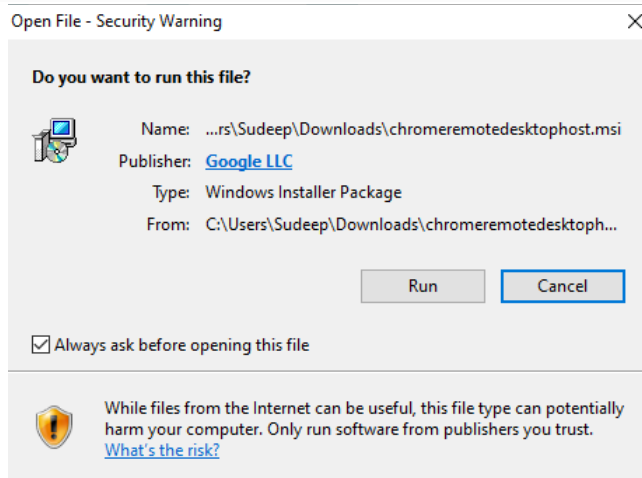


# Nepalese Canadian Society of Edmonton

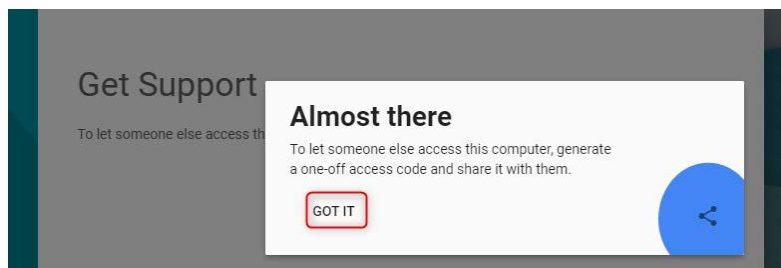
🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

🌐 [necase.ca](http://necase.ca)



12. Click on **GOT IT**



13. The following window appears



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

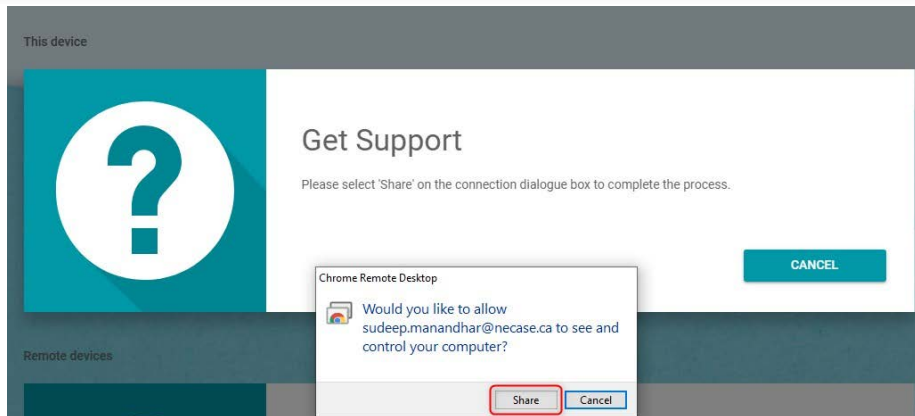


# Nepalese Canadian Society of Edmonton

🏠 5264 53 Avenue NW., Edmonton, AB T6B 3K1

✉️ [necase@necase.ca](mailto:necase@necase.ca)

🌐 [necase.ca](http://necase.ca)



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