

Remote Access Tool

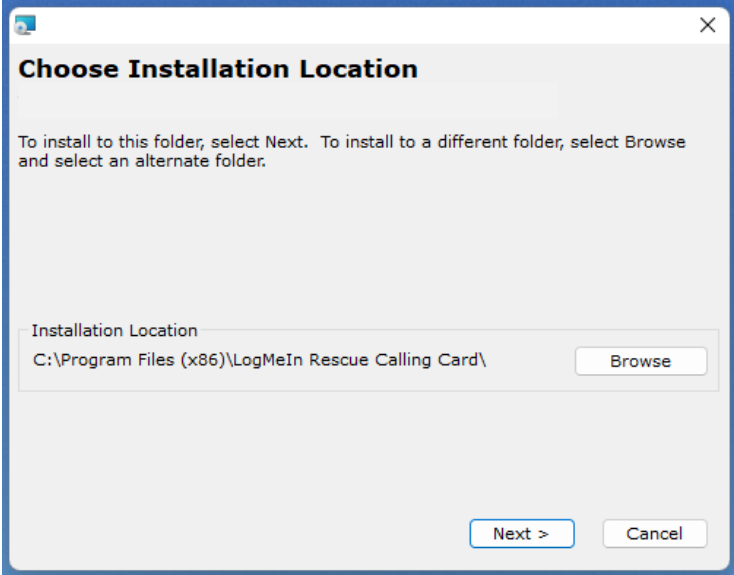
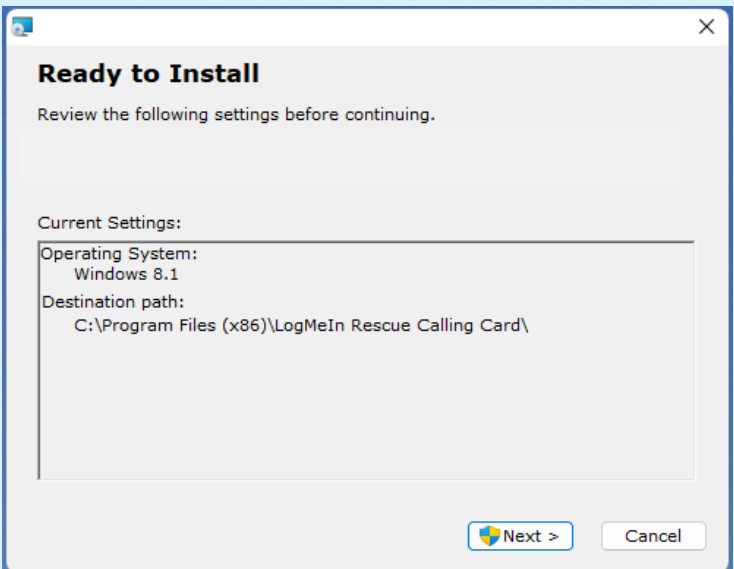
Security Information

Our Remote Access Tool employs the same security levels used and trusted by major banking institutions with TLS 1.2 transport security and AES-256-bit encryption.

Our team at LINZ securely logs in to the software with Single Sign-On (SSO).

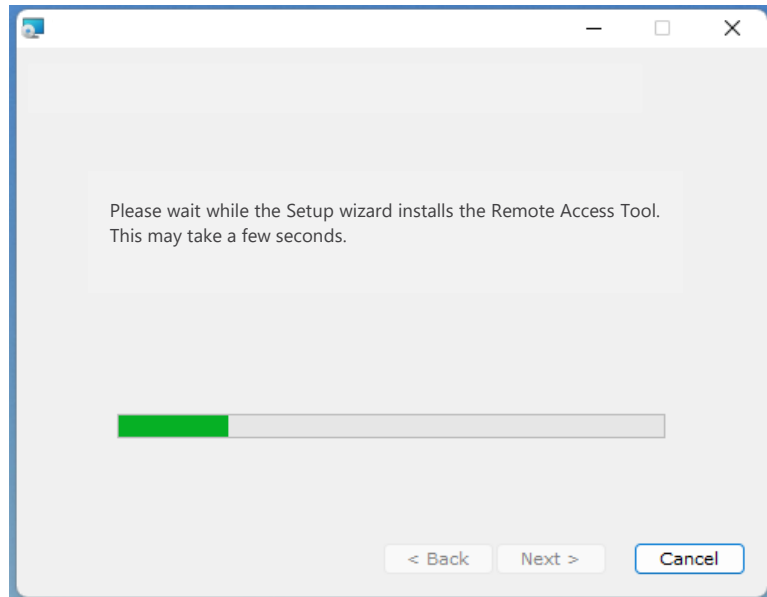
Every session is recorded for auditing and compliance, and we're able to run reports for full visibility into technician performance, login history, and session metrics.

Installation Process

Steps	Screenshot
<p>1) Download the software from our website and then open the installer file (Remote Access Tool Installer).</p> <p>Click "Next >"</p>	
<p>2) The next page should display the operating system and destination path.</p> <p>Note: It may say Windows 8.1 regardless of your OS version; please ignore this and continue with the installation, by clicking "Next >"</p>	

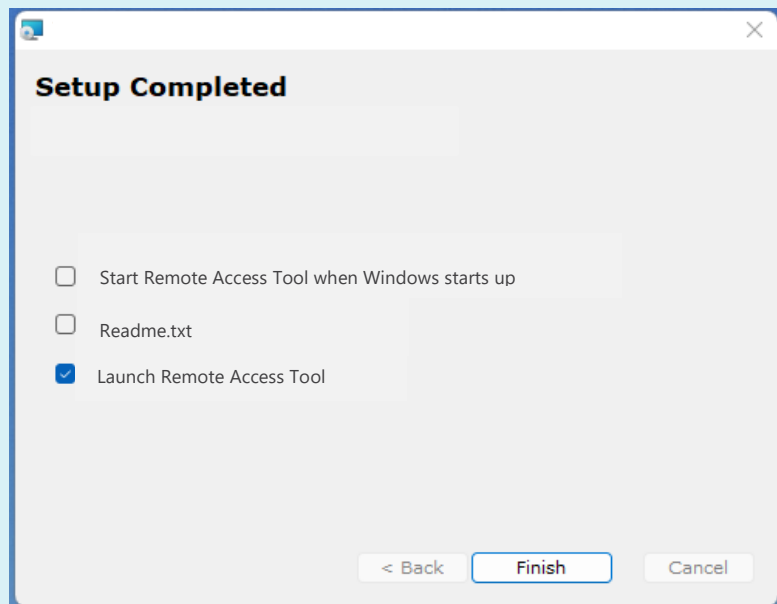
- 3) A green installation bar should appear as the software installs.

Once its finished, please click the "**Next >**" button



- 4) When completed the launch box will be automatically selected. You may untick this if you do not wish to launch the software now. Click "**Finish**"

Installation Complete

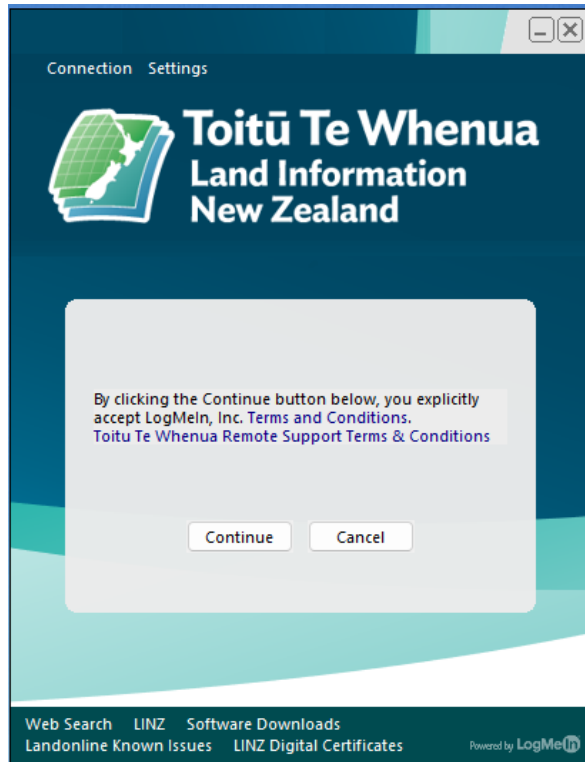


Running the Calling Card

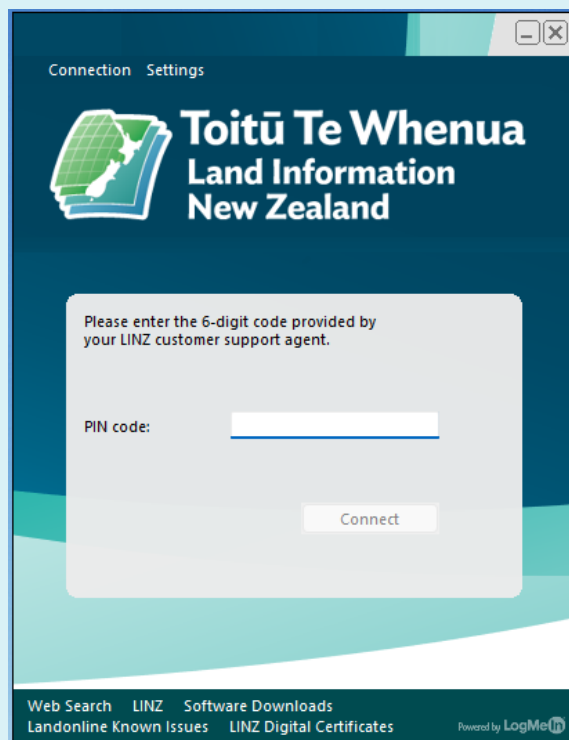
Steps

- 1) The first time running the software, the Terms & Conditions will appear. You'll need to read these, and by clicking the Continue button you're accepting them.

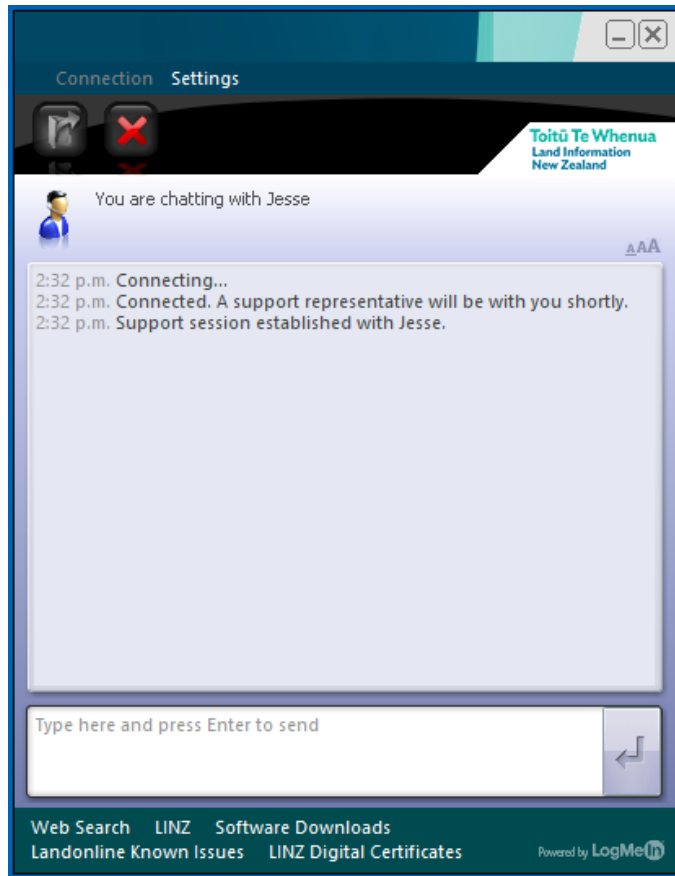
Screenshot



- 2) You'll see a PIN code field where you'll now be able to enter the PIN number provided to you by the Customer Support Agent that is assisting you. You must then click "**Connect**"



- 3) After entering the PIN number provided by the LINZ agent, it should show some messages suggesting it is connecting to the agent.



- 4) The agent will then request for remote access to your system where you're able to click "OK" to give them remote access, or click "Cancel" if you do not wish to proceed.

Note: You can end the session at anytime by simply by exiting out of the application.

