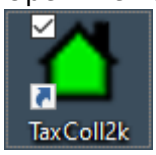
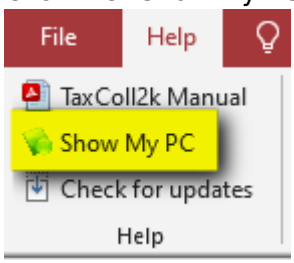
Remote Support via ShowMyPC

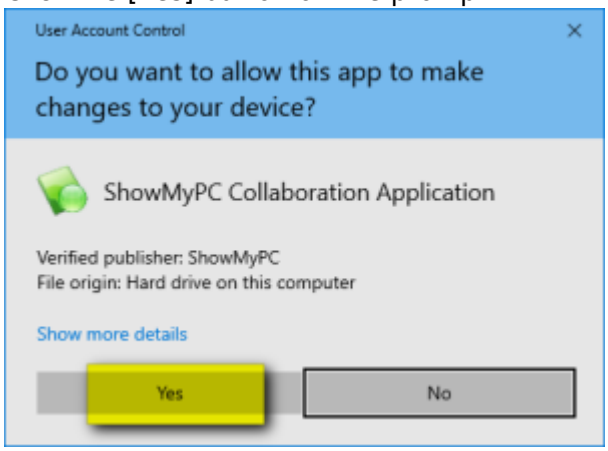
1. Launch ShowMyPC
   - Open the TaxColl2k program



   - Click the "Show My PC" button in the Help section of the ribbon



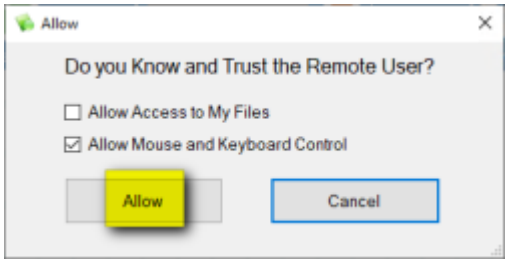
   - Wait **up to 20 seconds** for the User Account Control prompt to appear
   - Click the [Yes] button on the prompt:



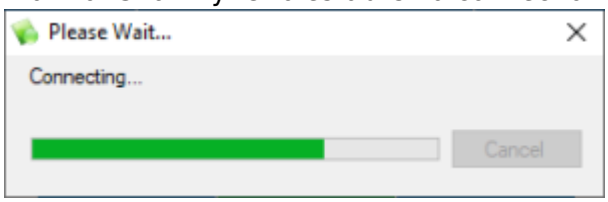
   - Click where it says [Start a Meeting]:



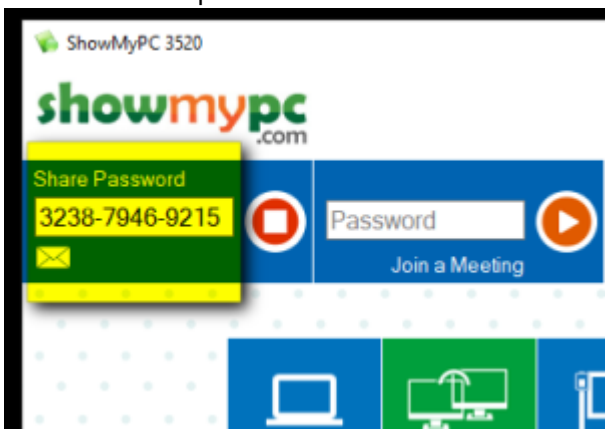
   - Leave the second box checked as shown and click [Allow]:



- Wait for ShowMyPC to establish a connection:



- ShowMyPC will generate a 12-digit one-time password. This is the number you need to read to us over the phone so that we can connect from our end:



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Last update: **2020/03/31 19:29 UTC**