

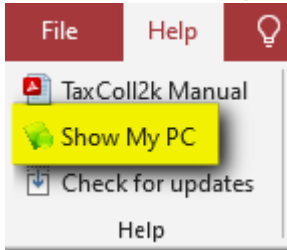
# Remote Support via ShowMyPC

## 1. Launch ShowMyPC

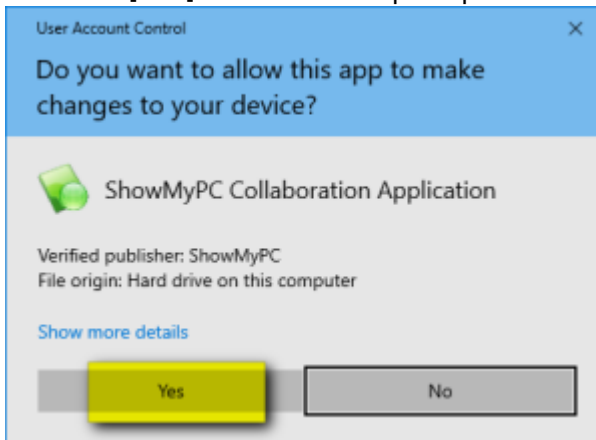
- Open the TaxColl2k program



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



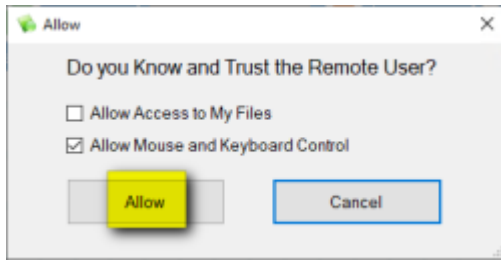
- Wait **up to 20 seconds** for the User Account Control prompt to appear
- Click the [Yes] button on the prompt:



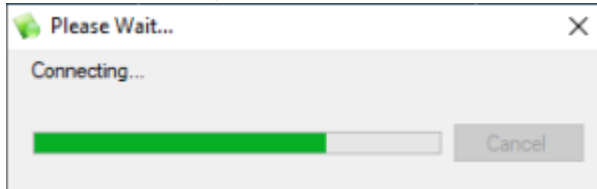
- Click where it says [Start a Meeting]:



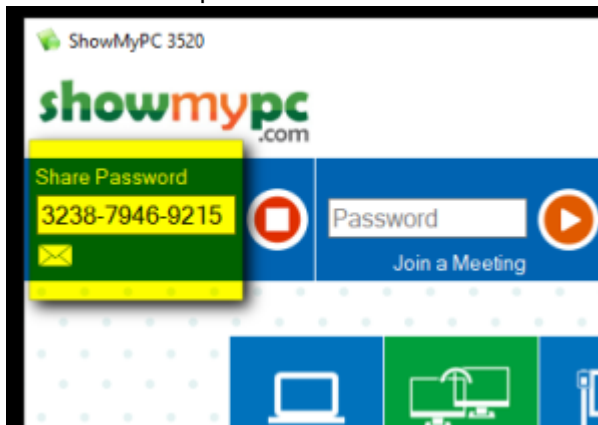
- Leave the second box checked as shown and click [Allow]:



- 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:



From:  
<https://grandjean.net/wiki/> - Grandjean & Braverman, Inc

Permanent link:  
[https://grandjean.net/wiki/tax\\_coll/showmypc?rev=1585682993](https://grandjean.net/wiki/tax_coll/showmypc?rev=1585682993)

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

