

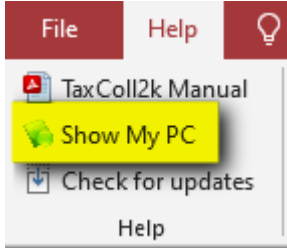
Remote Support via ShowMyPC

1. Launch ShowMyPC

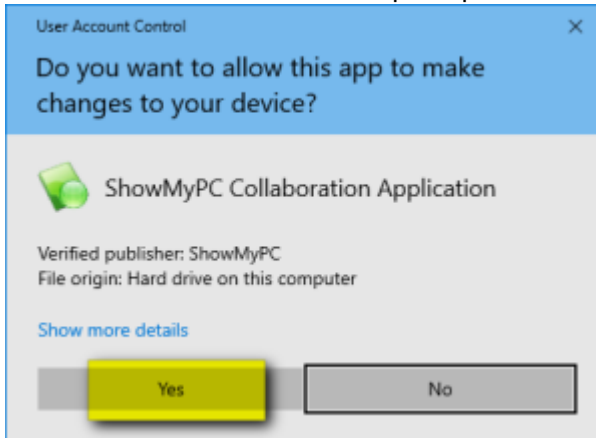
- Open the TaxColl2k program



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



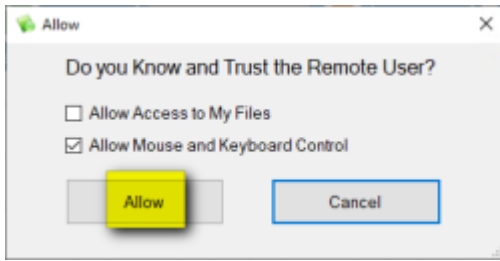
- Wait **up to 20 seconds** for the User Account Control prompt to appear
- Click the [Yes] button on the prompt:



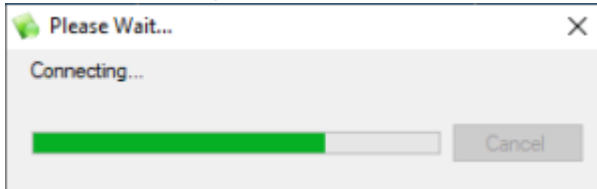
- Click where it says [Start a Meeting]:



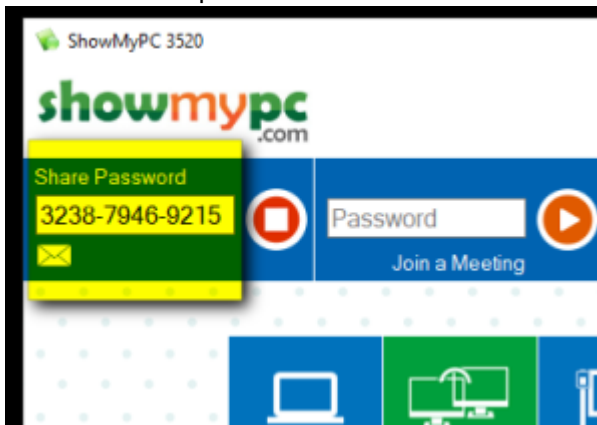
- Leave the second box checked as shown and click [Allow]:



- 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**

