Remote Support via ShowMyPC

Begin a ShowMyPC Session

1. Open the TaxColl2k program



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



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



5. Click where it says [Start a Meeting]:



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



7. Wait for ShowMyPC to establish a connection:



8. 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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