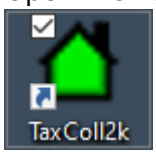
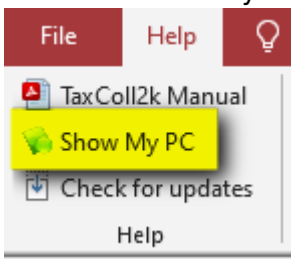
Remote Support via ShowMyPC

Begin a ShowMyPC Session

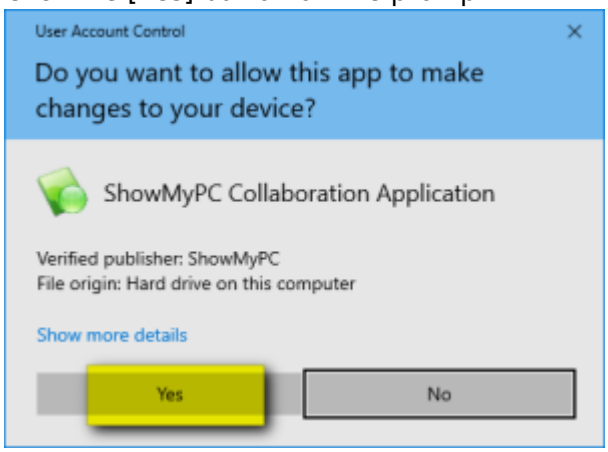
1. Open the TaxColl2k program



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



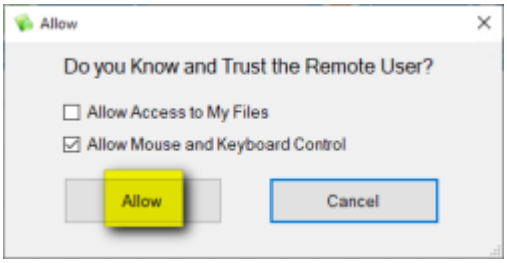
3. Wait **up to 20 seconds** for the User Account Control prompt to appear
4. Click the [Yes] button on the prompt:



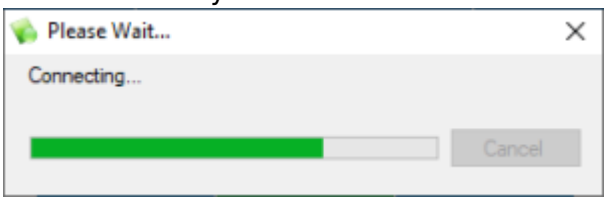
5. Click where it says [Start a Meeting]:



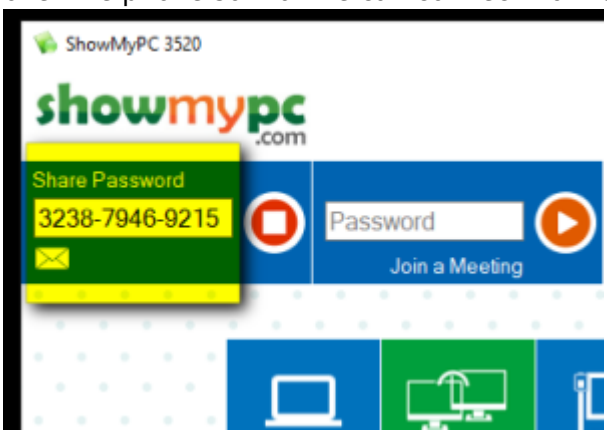
6. Leave the second box checked as shown and click [Allow]:



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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Last update: **2020/03/31 19:32 UTC**