

## [Live Desktop Support Setup Guide](#)

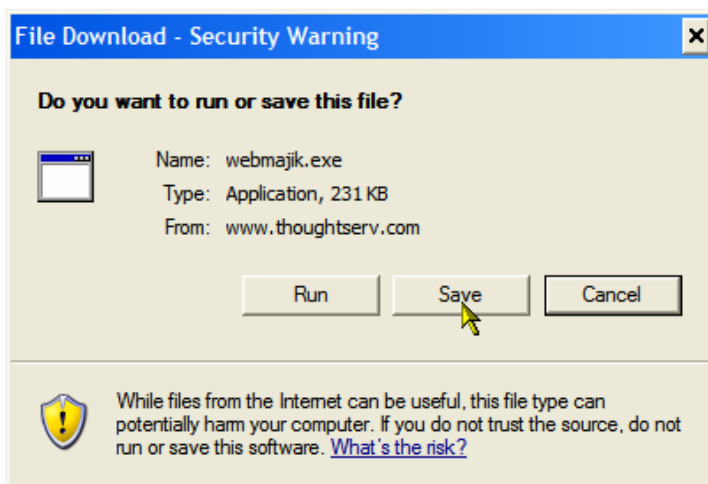
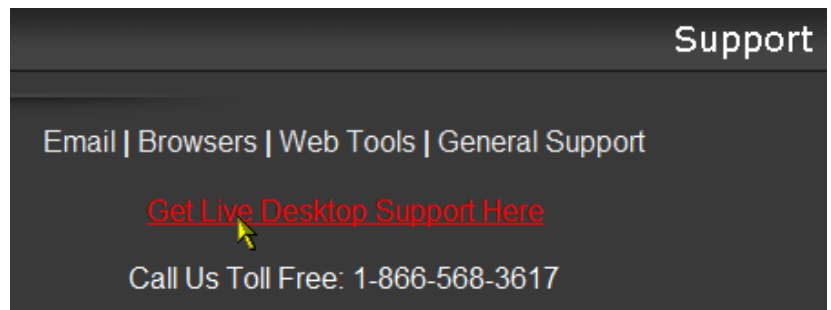
Webmajik's **Live Desktop Support** is a program we put together to provide support and/or training to customers remotely. If you have a reliable Internet connection and our Desktop Support program, we can access your PC's desktop from our offices. We can control the mouse, open files, print documents, transfer files to/from our location and your PC, or perform other PC activities as though we were sitting at your PC.

This saves you travel expenses and time, as the remote desktop connection only takes a few seconds. This program does not interfere with any programs on your PC and no adjustments are needed. This is also secure: *YOU* initiate the connection – we cannot access your PC unless you open the program and click on one of the support links to allow us to connect back to you. At the end of a remote support session, either we will close the connection or you can. Once closed, only you can re-initiate a connection.

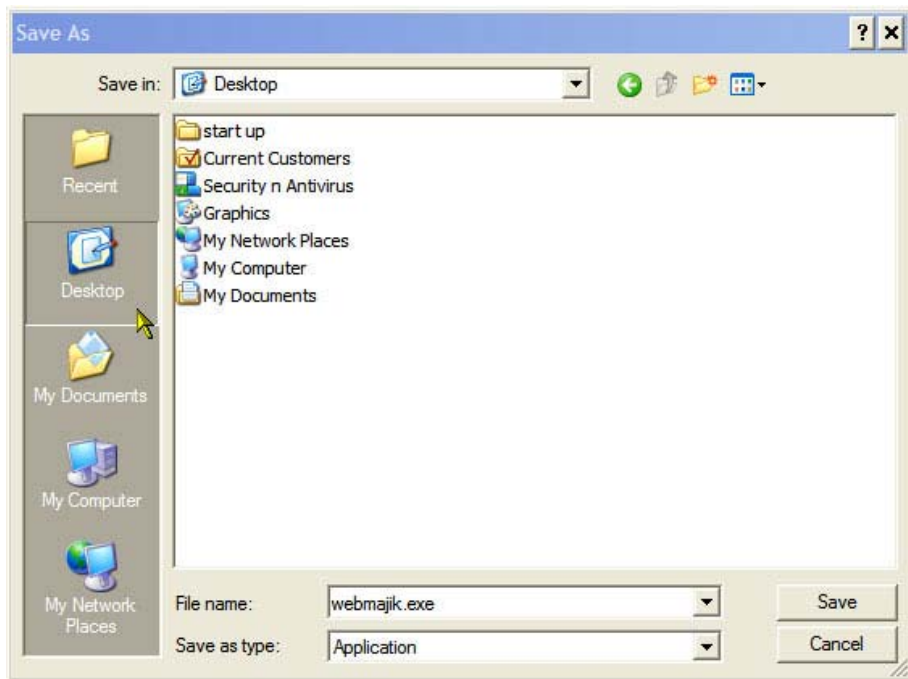
Give it a try – we think you'll appreciate the convenience of Webmajik's **Live Desktop Support**.

### Setup.

Go to our [support page](#) and click on the link to download the desktop support file or else click the image to the right >>>.



Choose to **Save** the file,

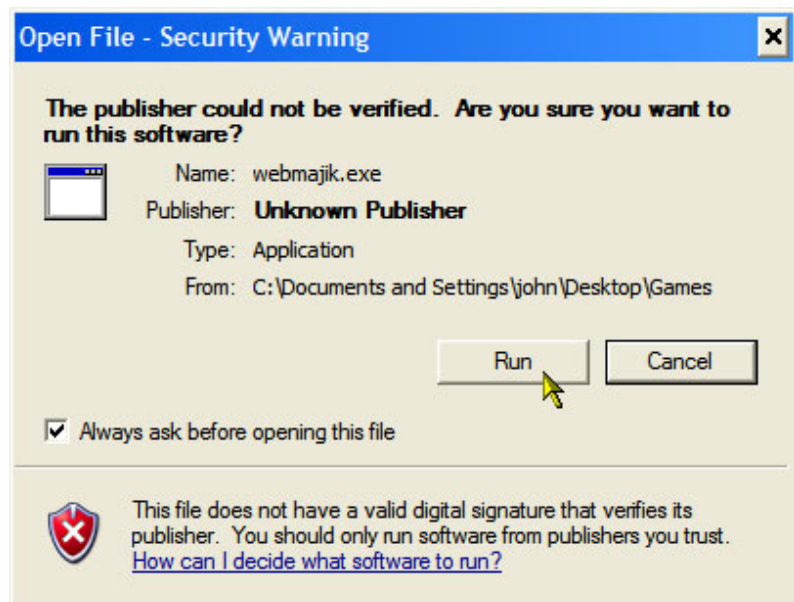


and save to your desktop.

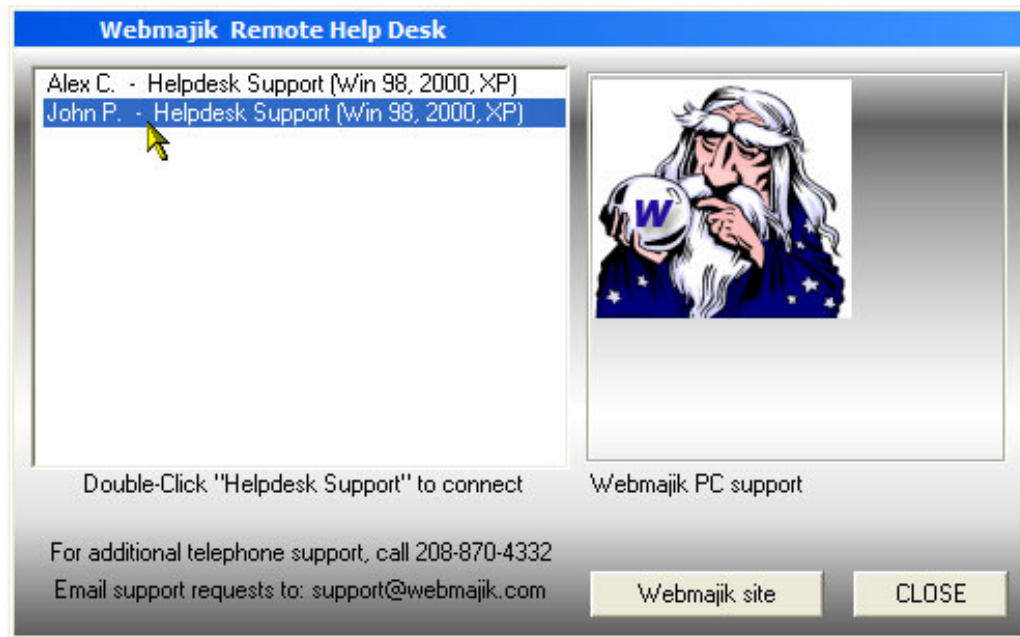
Next, double-click on the Webmajik program icon:



Don't worry about the security warning, we promise this is safe. Select "**Run**".



Finally, highlight and double-click to select the support person you'll be working with:



That's it! The program window will disappear and you'll see a small wizard icon in your system tray (lower right of your screen, where the system clock is). Your desktop wallpaper background will also turn to a solid blue. This is normal because the remote support program is designed to minimize the Internet connection by temporarily masking the PC wallpaper, which takes up added memory and bandwidth. Your wallpaper will return to normal shortly after the remote session closes.

If you have any questions about Webmajik's Live Desktop Support, contact us at 866-568-3617 or email [support@webmajik.com](mailto:support@webmajik.com).