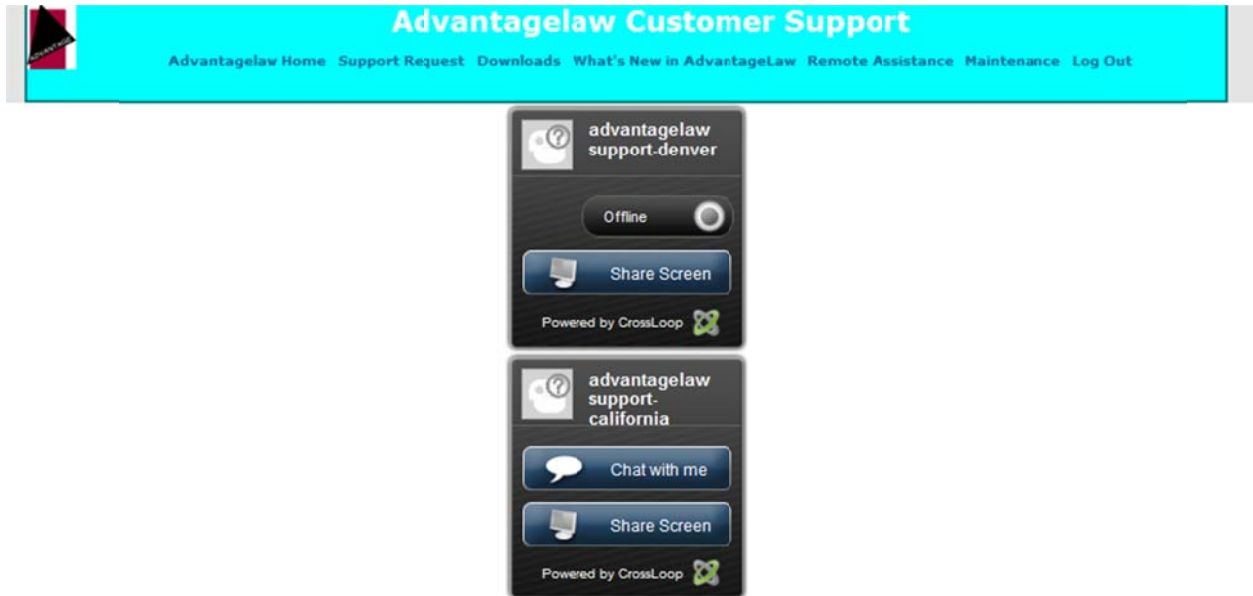


1 Using Crossloop for Remote Assistance

To allow Advantagelaw support to connect remotely,

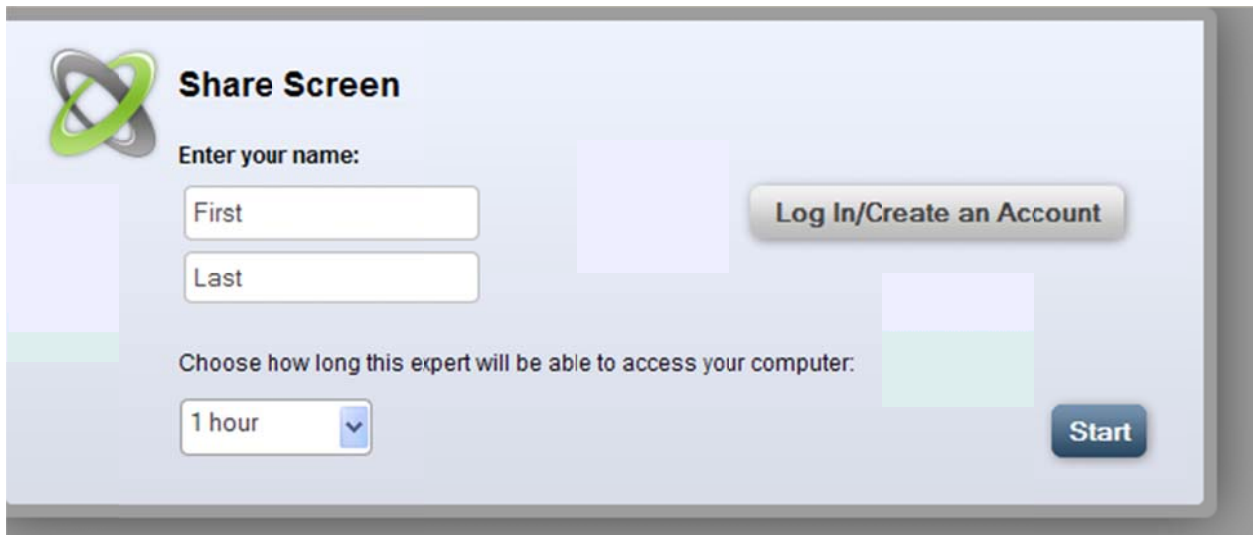
Click Help, Remote Assistance



Click the appropriate support office Share Screen button to allow sharing of your PC.

If prompted, click Run to install the crossloop software.

After the install completes, you should see the following screen:



Click **Log In/Create Account** to start the process.

This will prompt for your email address and password. On your first time using the system, you need to create a new account for Crossloop.

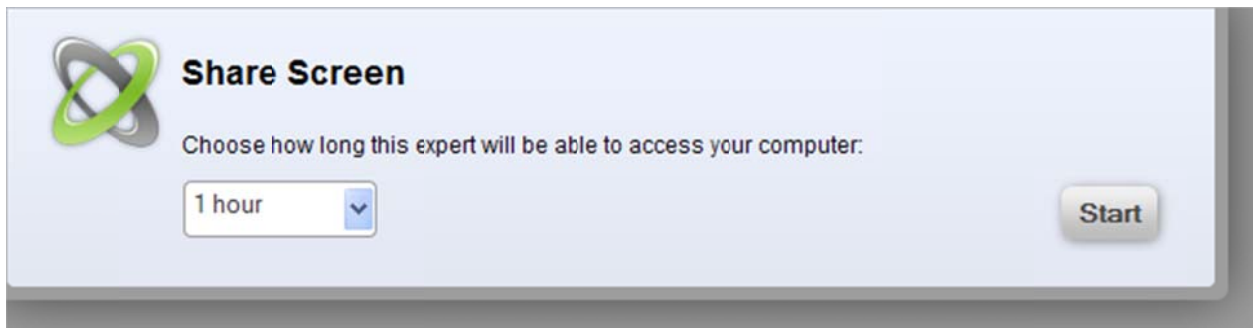
Login to share your screen

[Need to create an account? Click here.](#)

Email

Password

Click **Login**



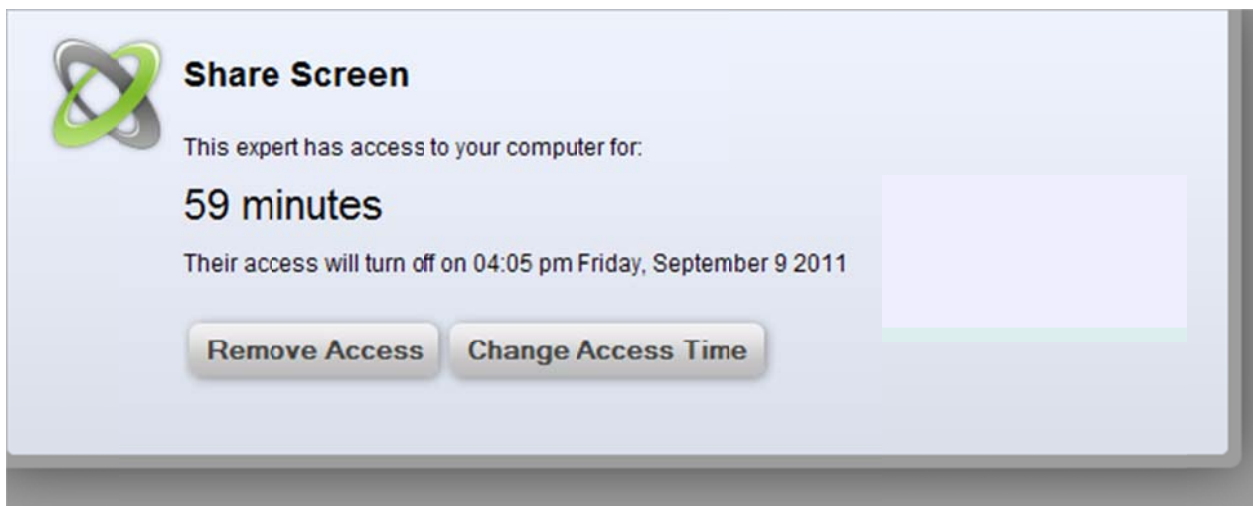
Share Screen

Choose how long this expert will be able to access your computer:

Select the length of time to allow access (usually 1 hour). Click **Start**.

There might be a pause as several crossloop screens are loaded and unloaded.

At the end of the process you should see the screen shown below. This indicates that the Advantagelaw support person is able to see your connection and to take control.



Share Screen

This expert has access to your computer for:

59 minutes

Their access will turn off on 04:05 pm Friday, September 9 2011