

# Starting a Supremo Remote Support Session

---

A Supremo remote support session allows your Memex technician to remotely connect to your computer to demonstrate software, help with installation and configuration, or troubleshoot problems. To use remote support, your computer needs a high-speed Internet connection.

This note explains how to start a remote support session. Starting a session takes only a few minutes.

Before you start a remote support session, contact Memex client services to discuss your issue or requirements.

## **About Supremo**

Supremo is a small stand-alone program that allows Memex to connect to your computer remotely.

When you download and run Supremo, your computer is not modified. No additional files are installed, and no existing files or settings are modified. You can easily remove Supremo by simply deleting the Supremo file.

When you close Supremo, access to your computer is terminated.

## **Starting a Session**

To start a Supremo remote support session:

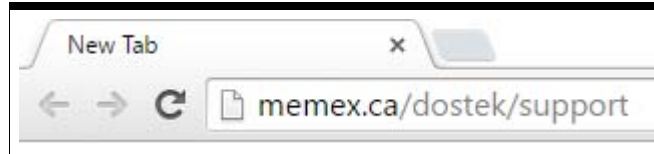
1. Open your computer's Web browser, type **memex.ca/dostek/support** in the browser's address bar, and press Enter. The Dostek support page opens.
2. Click **Start Remote Support Session** in the right-hand sidebar. Downloading of the Supremo remote control software begins. Depending on your browser, choose Run or open Supremo after the download finishes. The Supremo window opens, and displays your unique session ID and password. (Note: If Supremo prompts you to choose Run or Install, choose Run.)
3. Contact Memex with your session ID and password.

For detailed instructions, see the following page.

### **Starting a Session (Detailed Instructions)**

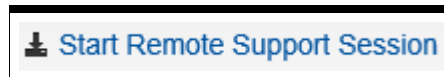
To start a Supremo remote support session:

1. Open your computer's Web browser, type **memex.ca/dostek/support** in the browser's address bar, and then press Enter.



The Dostek support page opens.

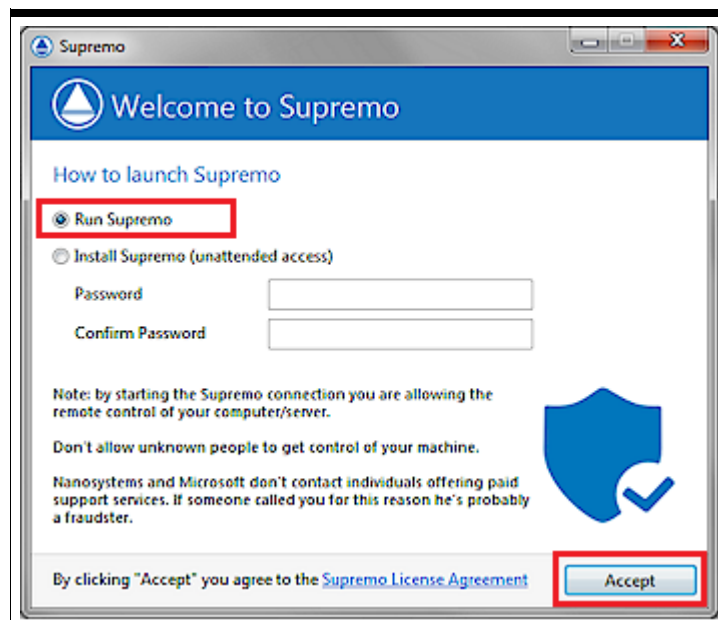
2. Click **Start Remote Support Session** in the right-hand sidebar. Downloading begins.



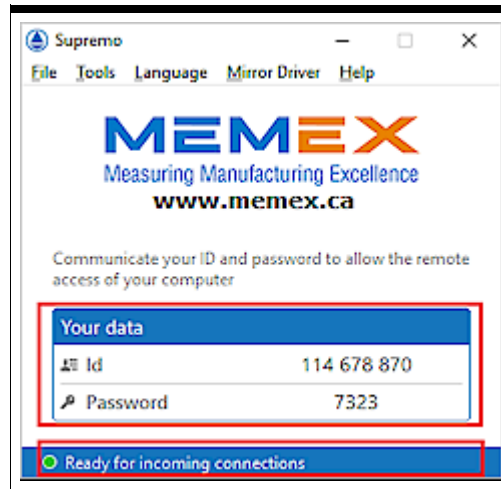
The download process depends on your computer and Web browser. See the "Using Various Web Browsers" sidebar on the following page.

#### **Note:**

- > When downloading and starting Supremo, your computer may display security warnings. Click **Allow** or **OK**. Supremo is safe to use.
3. The "Welcome to Supremo" window may appear when you open Supremo. Select "Run Supremo" and then click **Accept**.



The Supremo window opens and displays your unique remote support session ID and password. The status panel at the bottom of the Supremo window displays a green circle and indicates "Ready for incoming connections."



**Note:**

- > If your Id and password remain empty and Supremo displays a yellow or red circle in the status panel along with a message, Supremo is unable to



open a remote support session. This is usually because your network is configured to block remote access. Contact your IT supervisor to configure your network to allow remote access.

4. Provide the session ID and password to your Memex support technician.

**Notes:**

- > To terminate the support session, close the Supremo window.
- > If you wish to start another remote session, open the Supremo.exe file in the download folder where your computer stored it. If you are unable to find Supremo.exe, then start over at step 1 above.
- > If you leave Supremo on your computer, you can use it later for another remote support session with Dostek.

### Removing Supremo From Your Computer

Supremo is small and harmless. It permits remote access only when you explicitly open it. However, if you wish to remove Supremo from your computer, delete file Supremo.exe from the download folder where your computer stored it.