

## How to install *RemoteAgent*

You first need to download the *RemoteAgent* software onto your PC from this location:

[http://www.inea.co.uk/RemoteAgent/INEA\\_RemoteAgent.exe](http://www.inea.co.uk/RemoteAgent/INEA_RemoteAgent.exe)

A pop up window will appear asking 'Do you want to run or save this file?' (shown below). Click 'Run'.



A new window will appear saying that the file is now downloading (shown below) let this download until it reaches 100%.



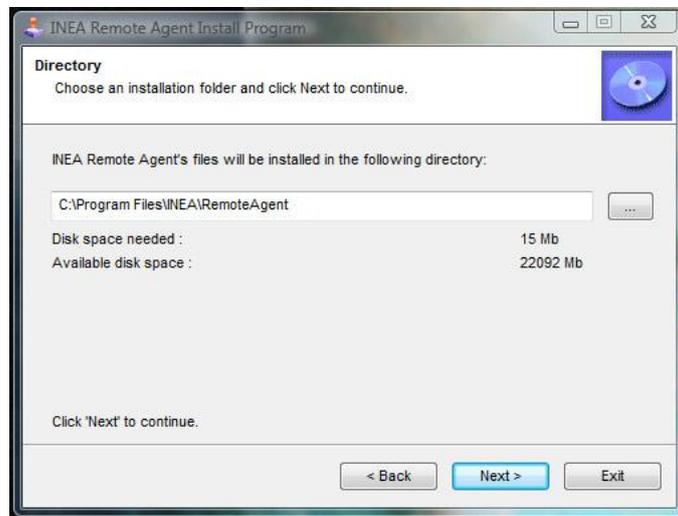
A warning will appear stating that 'The publisher could not be verified. Are you sure you want to run this software?' (shown below). Click 'Run'.



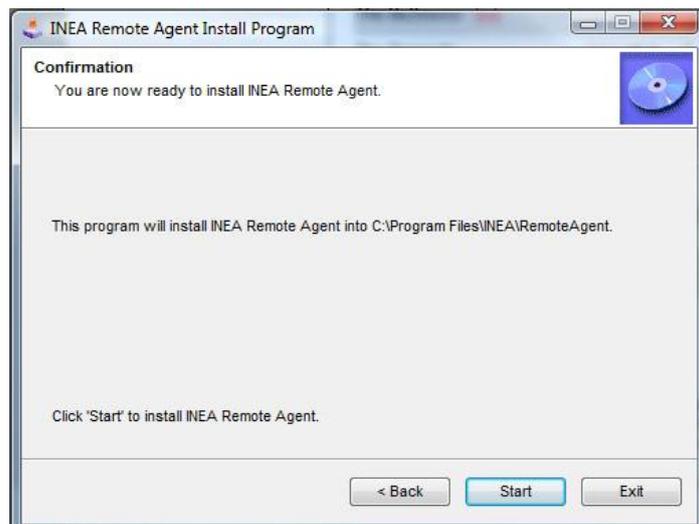
The 'INEA Remote Agent Install Program' will load (shown below). Click 'Next >'.



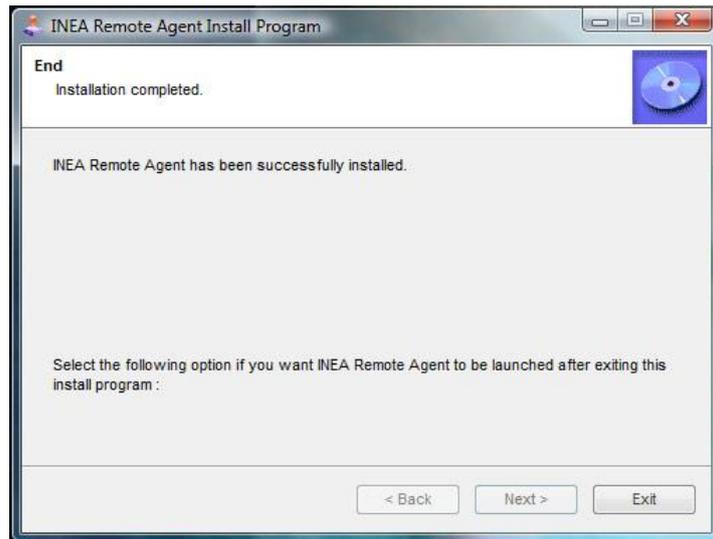
The software will suggest a directory to save the software into (shown below). Click 'Next >'.



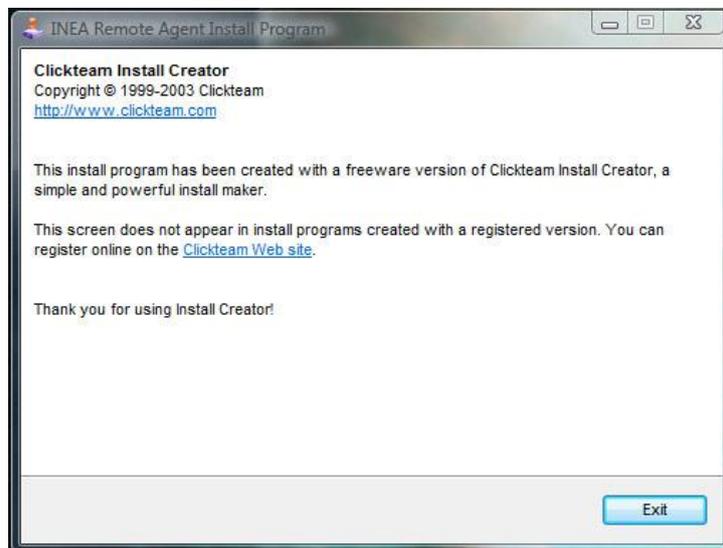
The installation software will then ask for you to confirm that you wish to install the **RemoteAgent** software (shown below). Click 'Start'.



The **RemoteAgent** software will now install on your PC and once complete will say 'Installation Completed' (shown below). Click 'Next >'.



There will be a final screen which you can exit from by clicking on the 'Exit' button. (shown below).



A new window will appear titled 'RemoteAgent Installer'. This is where you will require your RemoteAgent ID and your PIN Code (below).



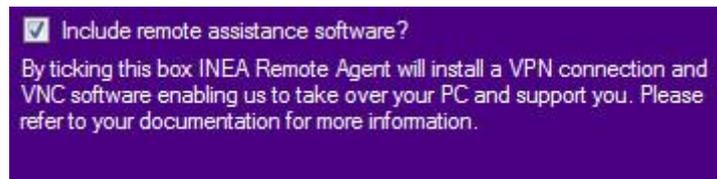
If you haven't yet got a RemoteAgent ID and PIN code you will need to sign up for one by contacting GetSeenOnScreen on 01424 752 272.

If you have got a RemoteAgent ID and PIN Code you need to enter them into the appropriate boxes.

You will then need to select which aspect ratio your screen is.

4:3 screens are more square looking whereas 16:9 are standard widescreen screens.

The purple box (shown below) is ticked and allows us to log into your computer remotely and help you fix any problems that you may be experiencing.



If you untick this, we will not be able to assist you with any problems with the system as we will not be able to see your computer.

**It is highly recommended that you leave this ticked.**

Once you have completed these sections, click on the large red Install button (shown below).



Once it is installed it will ask you to restart your computer. Restart it and then the **RemoteAgent** should be on start.