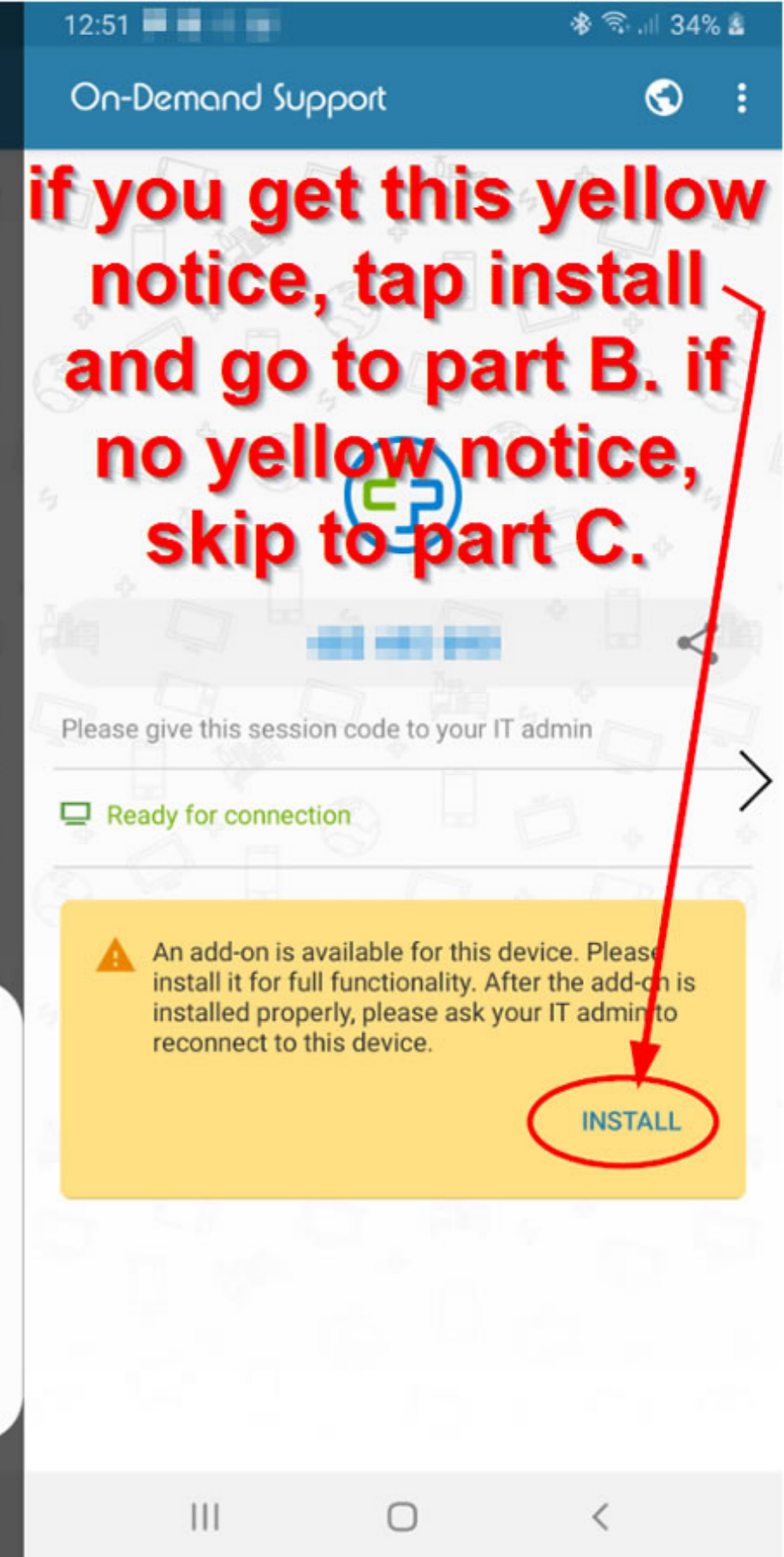
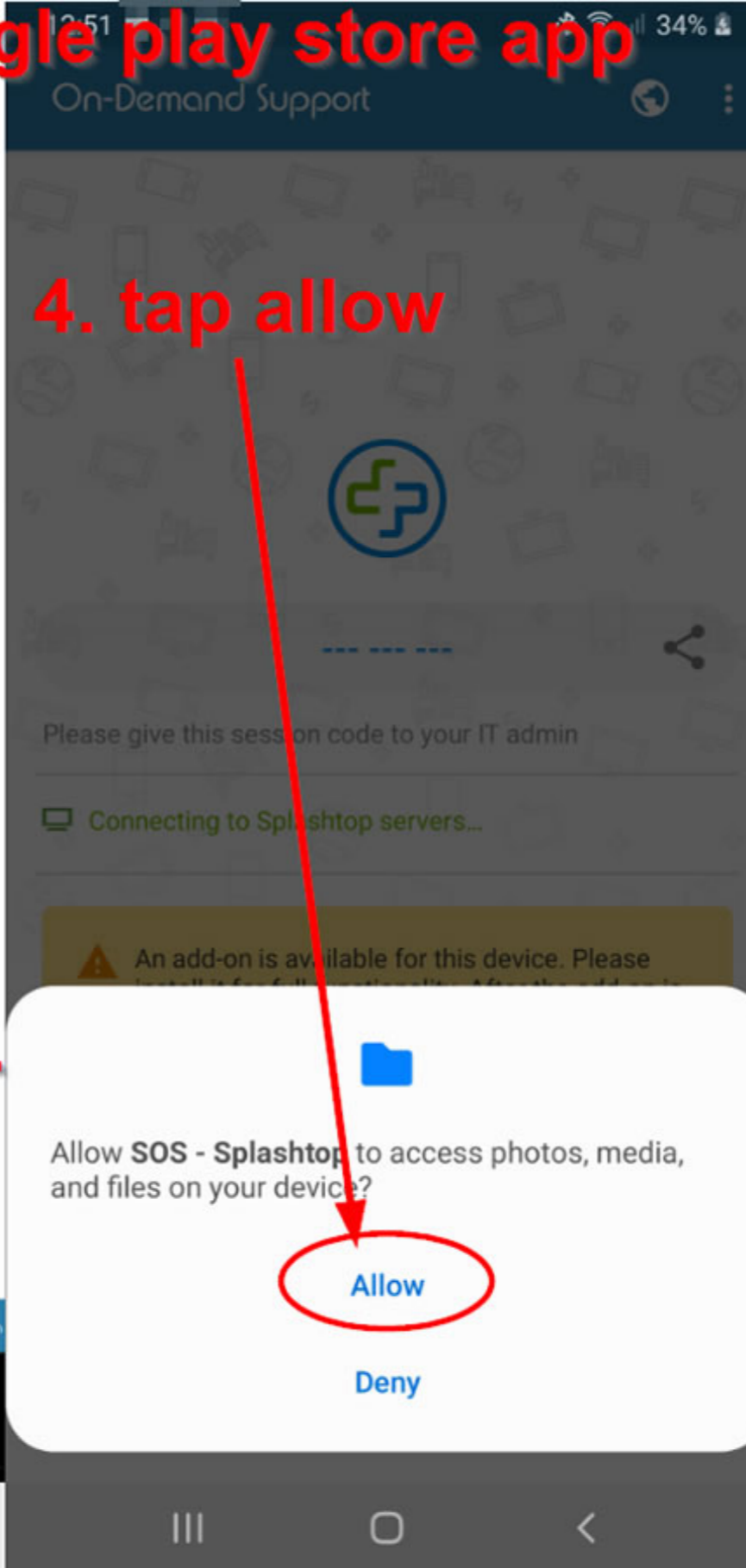
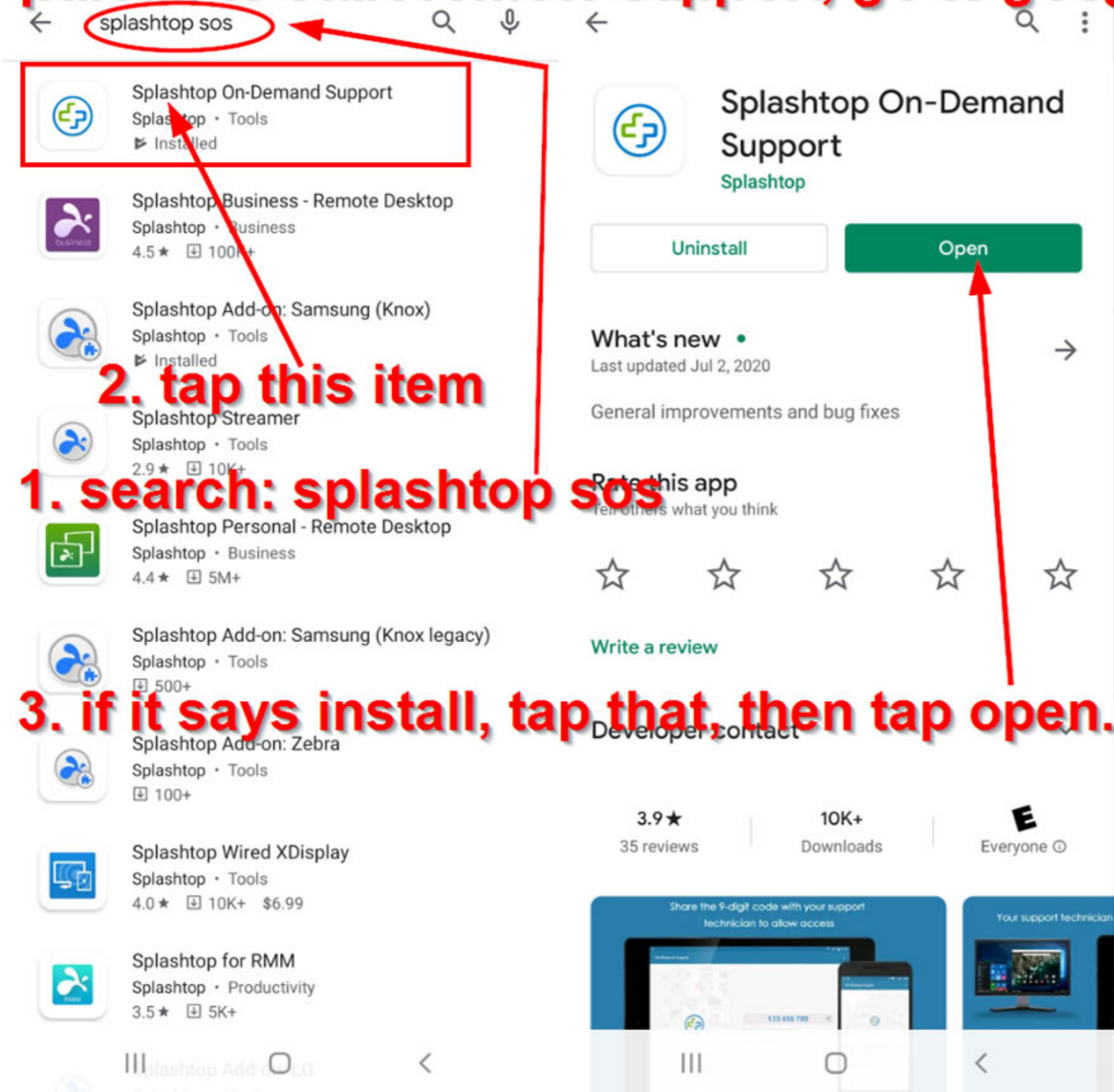
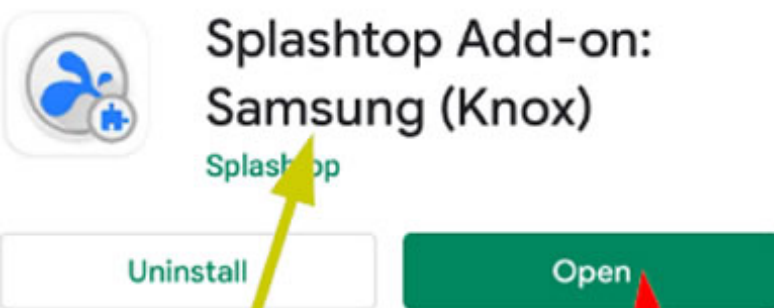


# part A: to start remote support, go to google play store app

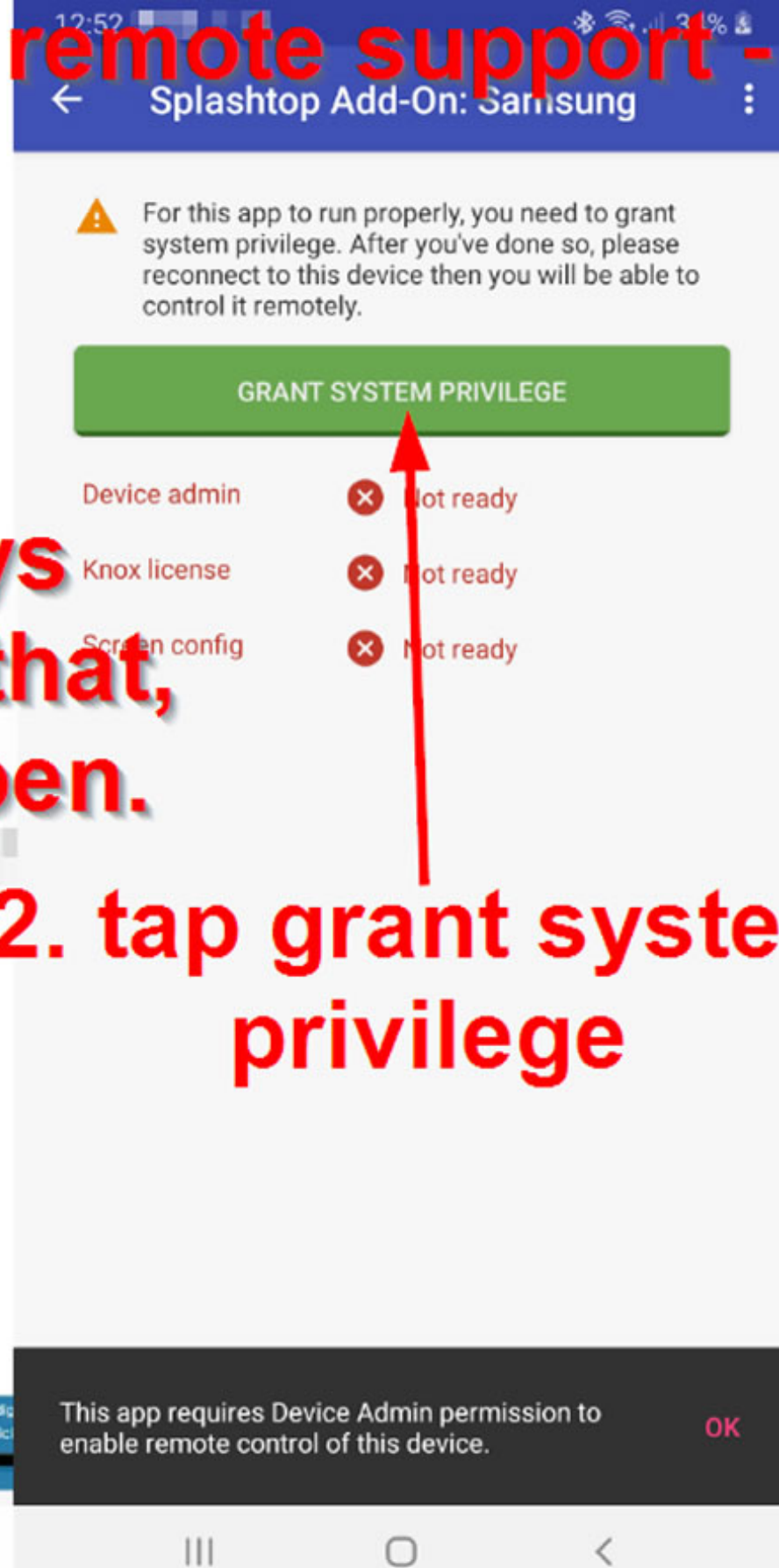


# part B: starting remote support - additional step for some phones



1. if it says install, tap that, then tap open.

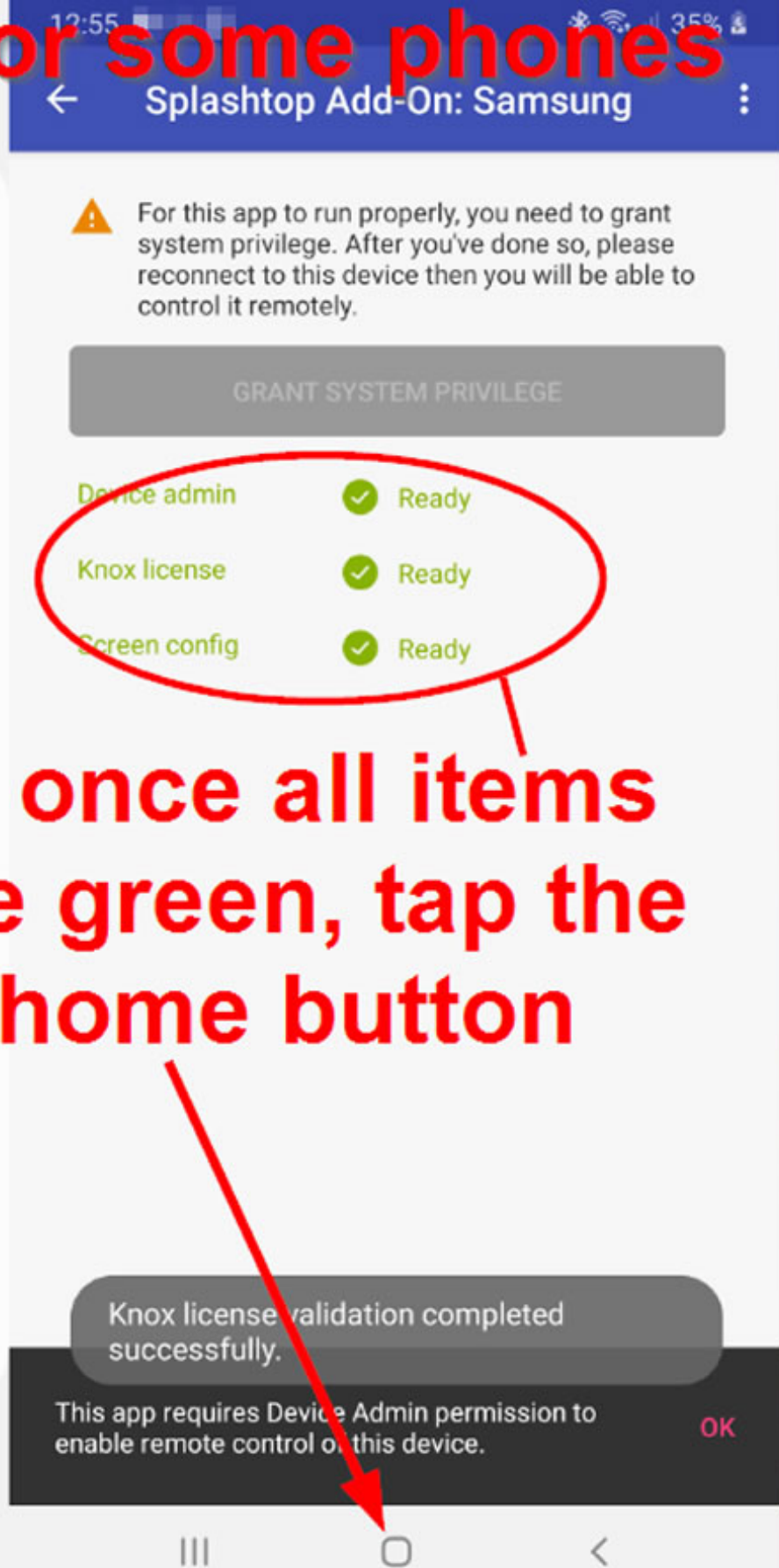
the name of this Add-on may vary per phone make/model



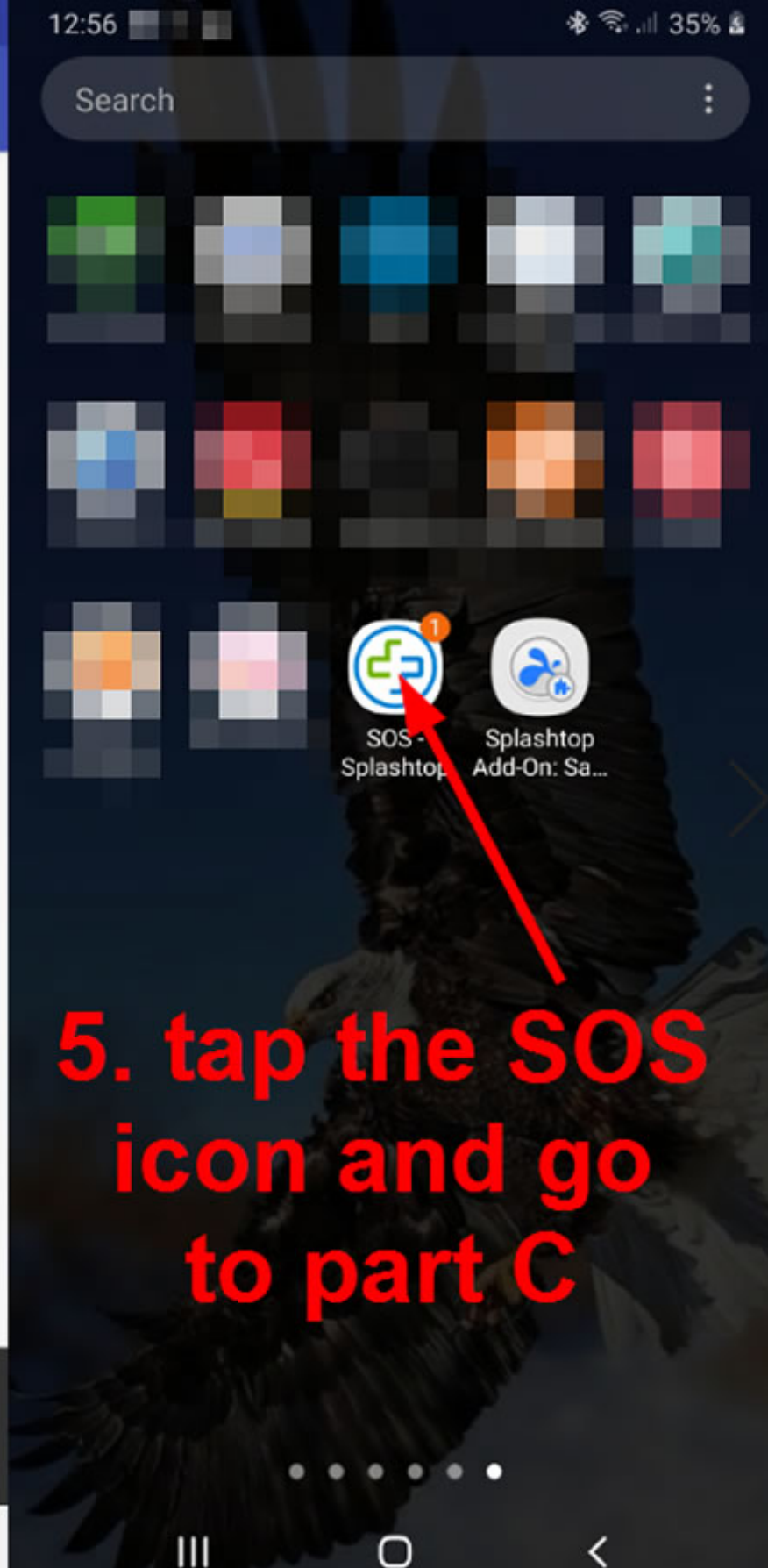
2. tap grant system privilege



3. tap activate



4. once all items are green, tap the home button



5. tap the SOS icon and go to part C

# part C: starting remote support

On-Demand Support



**1. give this 9-digit code to your technician**



Please give this session code to your IT admin

 Ready for connection

On-Demand Support



**2. when prompted, tap allow**

## Connection Request

A remote user wants to connect to this device.

(This request will expire in 26 seconds)

REJECT

ALLOW

 Ready for connection

On-Demand Support



**3. your technician will now guide you through what to do.**



Please give this session code to your IT admin

 Being accessed by  dollaradaysites.net 

when technician has disconnected, to close the app:

