Remote Access Directions for DVC IT Phone Support

When talking with a DVC IT Support Staff, you will be asked to complete the following for remote access support:

Step 1. Go to www.join.me

Step 2. Choose Share (which will also download the Join.me program) and open it on a PC. On a Mac, double-click on the downloaded program, which will open it.

Step 3. With the program open, click Share.

Step 4. Click on the Join.me address bar (see below) where you see something like the following sequence: join.me/674-954-208:

Step 5. Read off the code that is in the message on your screen.

Step 6. When prompted with the following message “Can Viewer 1 Have Control,” click yes to share your screen.