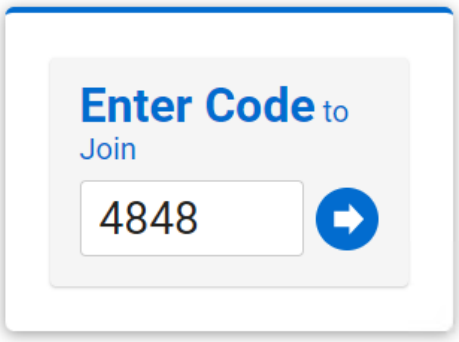
Establish a Remote Support Connection

During a routine troubleshooting process, our technicians may require temporary remote access to your computer. Use this process to connect to a secure remote session a Horizon technician has prepared for you.

Procedure

1. Open a web browser and navigate to https://horizon.help.
2. You will be prompted to enter a code; Your technician will provide your personal code, type the code and click the blue arrow button:



3. A file called **ScreenConnect.Client.exe** will be downloaded, click the file to run the remote connection tool.

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