

Go to: <http://www.lesolsoncompany.com/support/>

Click the “Start a Remote Control Session Now” link.

Les Olson Company - Microsoft Internet Explorer provided by Les Olson Company

http://lesolson.com/support/

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▶ **WELCOME TO LES OLSON COMPANY ONLINE**

WELCOME TO THE LES OLSON COMPANY SUPPORT PAGE:
This area is dedicated to our extended support options and includes the ability to have a representative from our I.T. or Solutions group remotely diagnose and repair your system. Please speak to a solutions or I.T. representative prior to attempting to connect for this service.

CUSTOMERS PLEASE CLICK HERE TO BEGIN A SUPPORT SESSION (AFTER SPEAKING TO A REPRESENTATIVE)
[Start a Remote Control Session Now](#)

Please Review [this Tutorial](#) if you are having difficulty starting your session.

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Request Assistance → Wait for Tech → Install Software → Receive Assistance

Tour
Take the Tour to learn how Virtual Assist works

FAQ
Why do I have to install software to receive assistance?

What if I deal with sensitive information?

[More FAQs >](#)

To begin a virtual assist session with your technician, please enter your name and click the Request Assistance button. In just a few moments, there will be an established remote desktop connection between your computer and your technician.

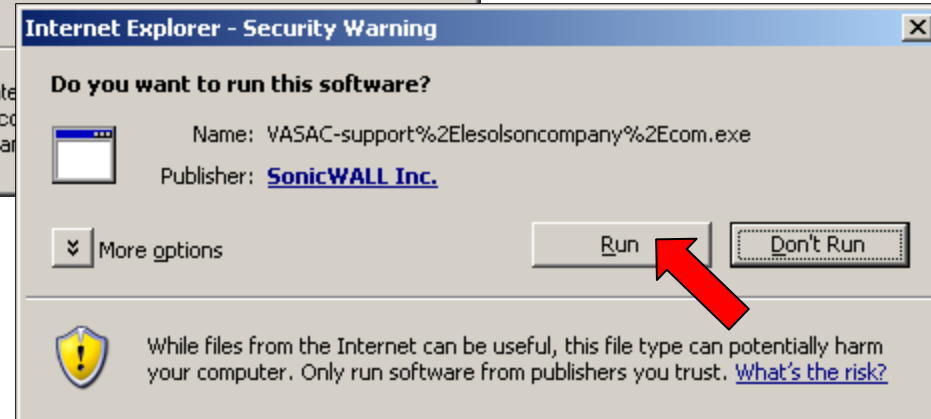
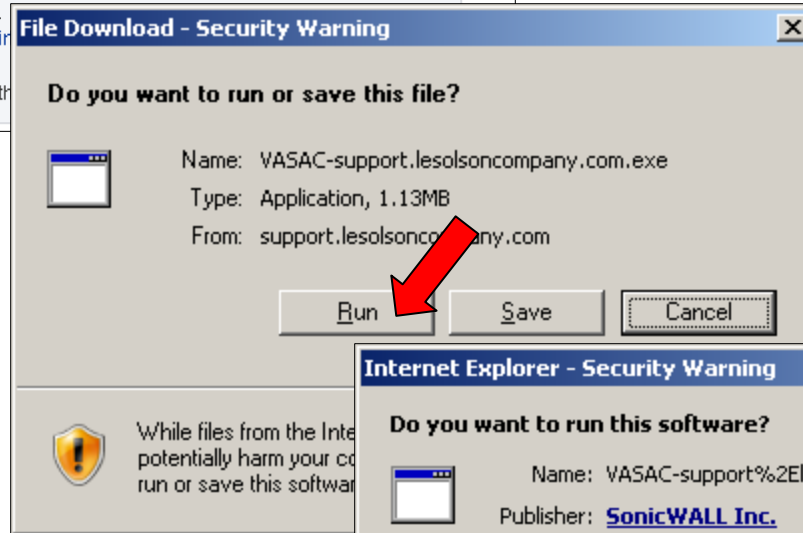


Request help directly by saving the Virtual Assist Client software to your computer. You may also go to the Virtual Assist Client page.

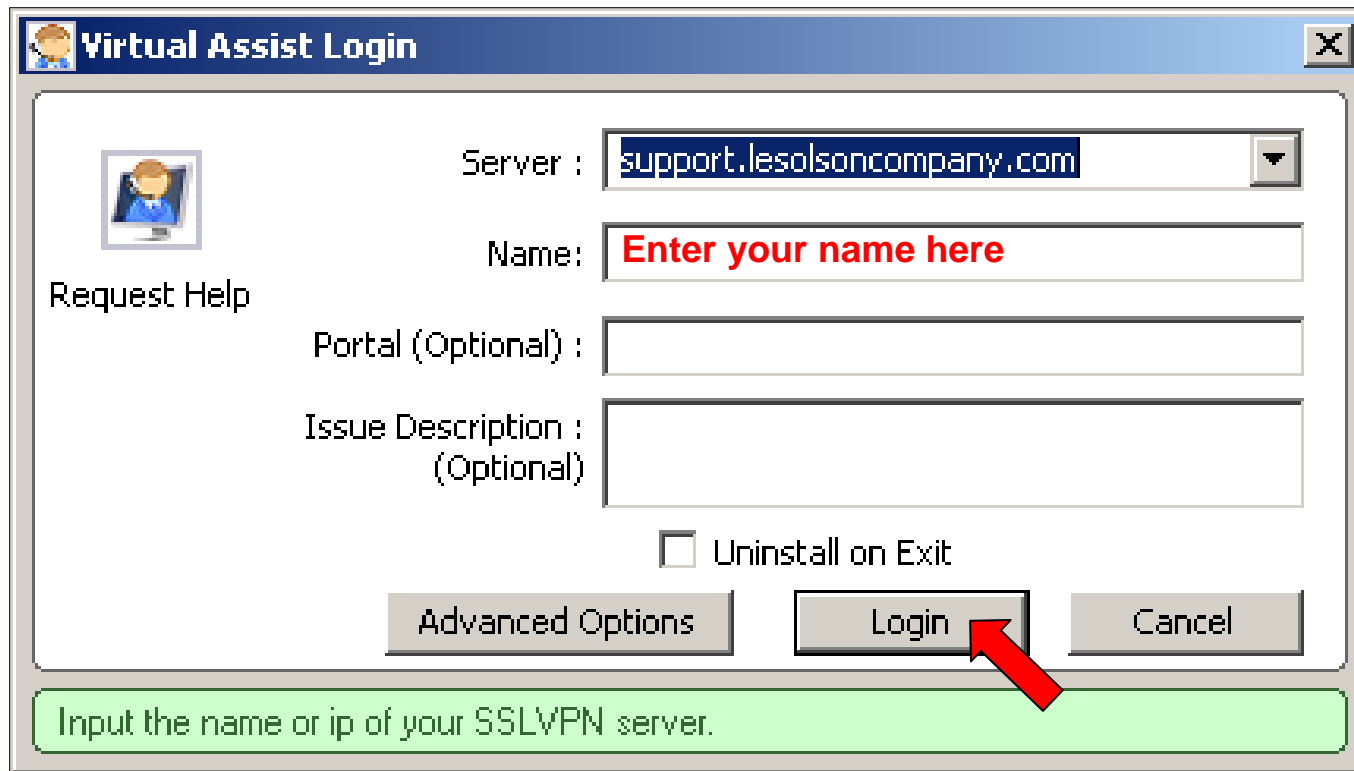
Click "Virtual Assist Client"

Click Run

Click Run

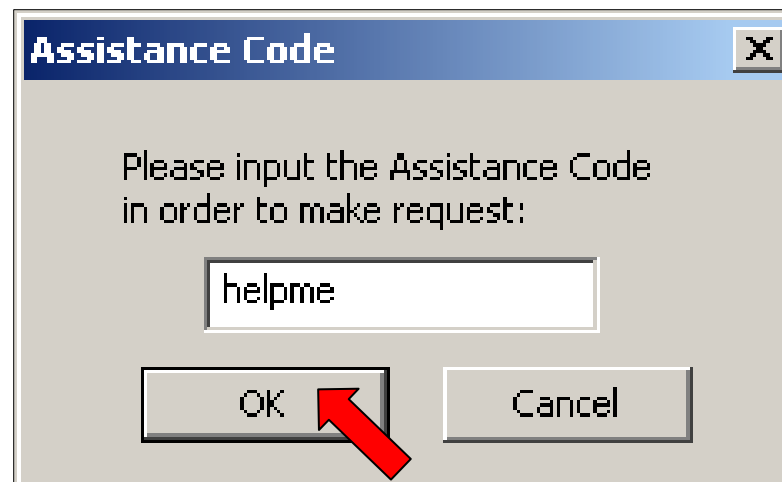


Enter your Name and click Login



The screenshot shows a dialog box titled "Virtual Assist Login". On the left, there is a small icon of a person and the text "Request Help". The main area contains several input fields: "Server" with a dropdown menu showing "support.lesolsoncompany.com", "Name" with the red text "Enter your name here", "Portal (Optional)", and "Issue Description (Optional)". There is an unchecked checkbox for "Uninstall on Exit". At the bottom, there are three buttons: "Advanced Options", "Login" (with a red arrow pointing to it), and "Cancel". A green banner at the bottom of the dialog box contains the text "Input the name or ip of your SSLVPN server."

Enter helpme and click OK



The screenshot shows a dialog box titled "Assistance Code". It contains the text "Please input the Assistance Code in order to make request:". Below this is a text input field containing the word "helpme". At the bottom, there are two buttons: "OK" (with a red arrow pointing to it) and "Cancel".