

## ZENworks Remote Desktop

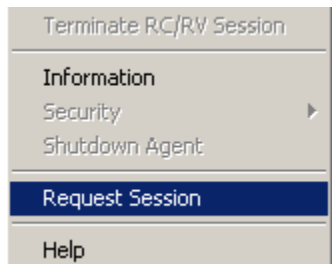
**Note:** *ZENworks Remote Desktop will be used in a conservative manner.*

1. In order for the HelpDesk to assist you with **Remote Desktop**, the end-user will have to initiate contact with the HelpDesk. To start this process the HelpDesk will have to give you our **IP** address and you will have to enter this into **Request Session** window.

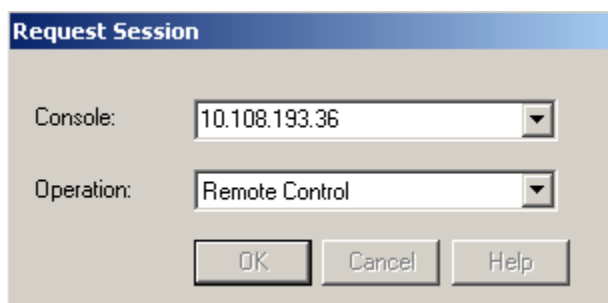
2. If **ZENworks Remote Desktop** has been installed, you will see this icon on the bottom, right taskbar. If you do not see this icon in your system tray, then please install **ZENworks** from your **NAL**. To install, click **Start, Run**, type **NALwin32**, click **OK**.



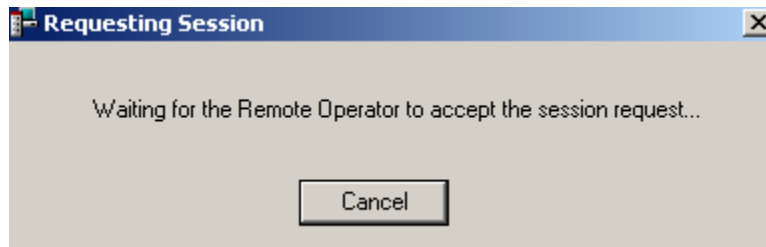
3. Once installed, you can request a session for remote assistance.
4. Begin by right clicking on the icon for **ZENworks**, select **Request Session**.



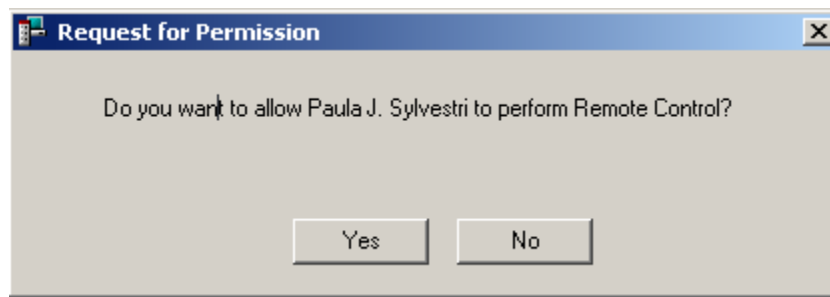
5. Enter the **IP address** that you have been given into the **Console** field, the default for **Operation** is **Remote Control**. Click **OK**.



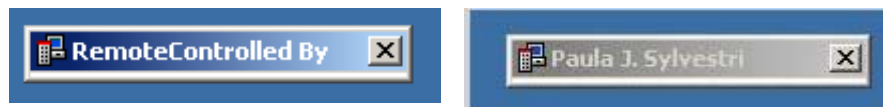
6. The **Requesting Session** window will now display as you wait for acknowledgement of your request.



7. In the **Request for Permission** window, click **Yes**.



8. In the upper right corner of your desktop, there is a window which displays either **Remote Controlled By** or the name of the HelpDesk person assisting you.



9. Either you or the HelpDesk can end this session at any time. To end this session click the **X** in the **Remote Controlled By** window.