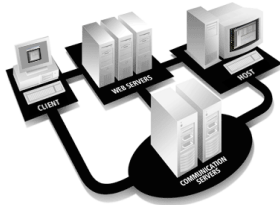




3578 Hartsel Dr Bldg E, Ste 230  
Colorado Springs, CO 80920  
Phone: 719-219-9489/866-585-9203  
Fax: 719-314-3910  
Website: [www.ITBalance.com](http://www.ITBalance.com)  
Online Store: [www.FirewallSuperstore.com](http://www.FirewallSuperstore.com)

## Remote Access Guide

IT Balance has been in business since 1999 offering a wide range of services to help organizations succeed.



### System Requirements –

- Windows XP/Vista/Windows 7
- Internet Explorer Version 7 or higher (32-bit)
- MAC OS X or higher
- Safari Version 4.04 or higher

### Using the Portal –

1. Open your web browser and navigate to:  
<http://www.itbalance.com/content/managed-services-support>
2. Click on the “Support Portal Login” image
3. A new window should open requesting login username and password. (If a new window does not open, you may have need to allow pop-ups from IT Balance website)
4. Enter your user name and password supplied by the IT Balance account manager. If you have forgotten this information please contact your company representative to recreate your account.



Select the system type, then click “LMI Remote Control” to login.

5. After you login to the portal successfully, you will see a menu with the systems you have been allowed to access. Select the appropriate system, or the function you need to use on the menu, i.e. File Manager.



## Remote Control

After successfully connecting to your remote system, you will then be prompted for your system login. This is typically your account you use every day at work, but may be different and created specifically for remote access. Check with your company representative if you have forgotten this information.

After logging into the remote system you will have a menu available to select the task you need to perform. If you have been allowed full control for the system, you will see a “Remote Control” link in the right sidebar. Click the button to use the system just as if you were sitting in front of it at your desk.

If you require this functionality and the “Remote Control” link is not found on your menu, contact your company representative.



## File Manager and File Sharing

The **File Manager** functionality allows you to transfer files from your local computer to the remote system. The interface looks and behaves similar to the Windows file explorer. You will typically see files on your local computer on the left and the remote computer on the right. You can copy from one system to another by dragging the file to the desired destination. All permissions on the local and remote computer still apply. The security for file access is based on your remote system login.

**File sharing** allows you to share a file with anyone on the Internet. Click the link for detailed instructions on how this works and how to use it.