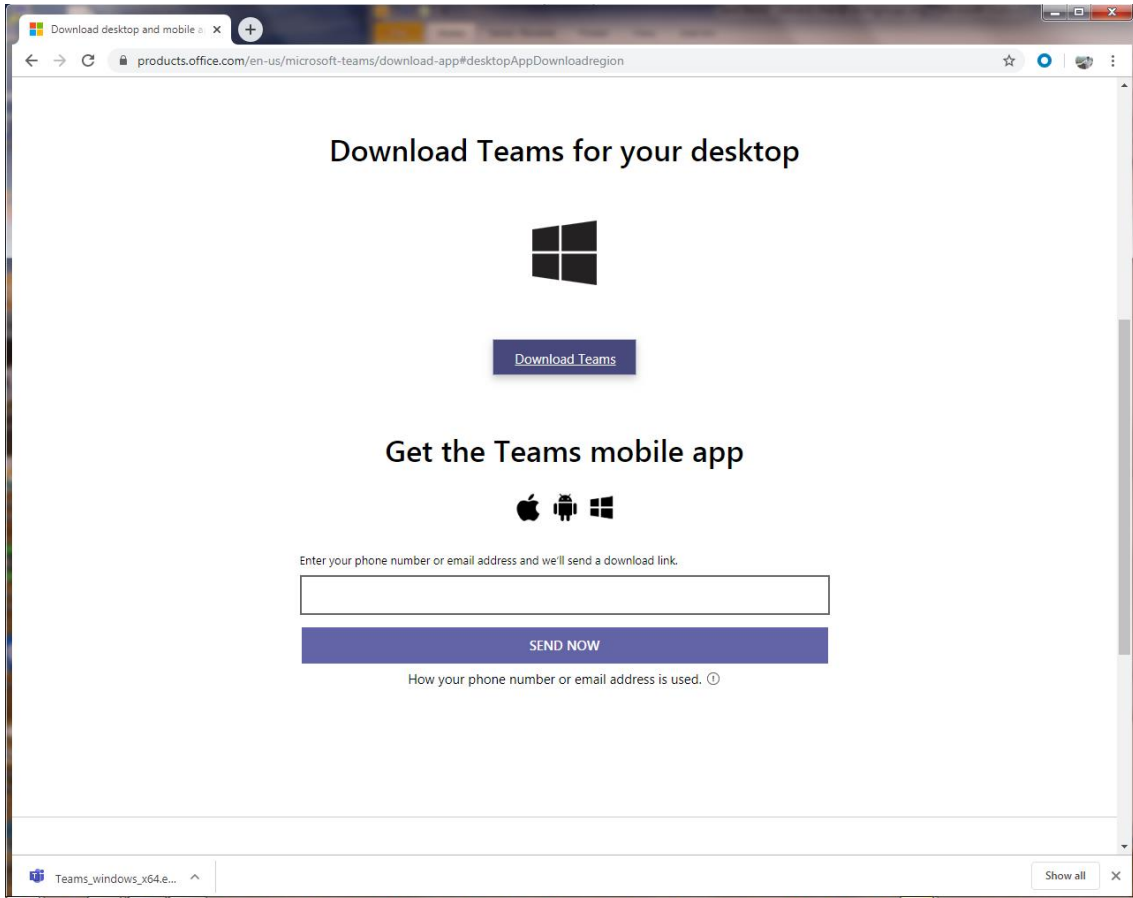


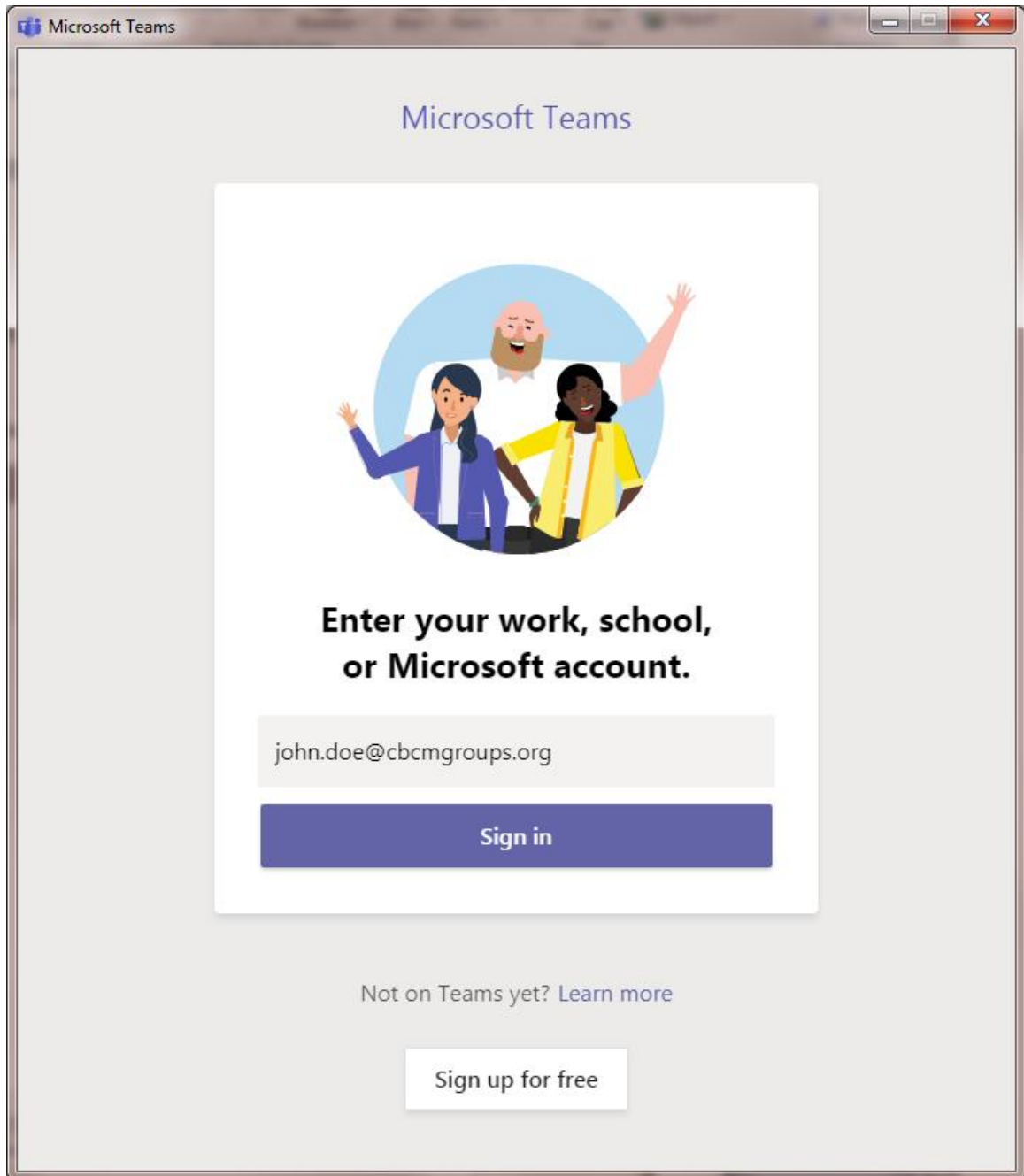
How to Get Help from IT Staff

When you have some issues on your computer and want our IT Help Desk to solve them for you, you may follow the instructions below to get help from our IT.

1. Download the Remote Control software “Microsoft Teams” from <https://products.office.com/en-us/microsoft-teams/download-app>
2. Click [Download Teams] button twice to download and install the software in your computer.

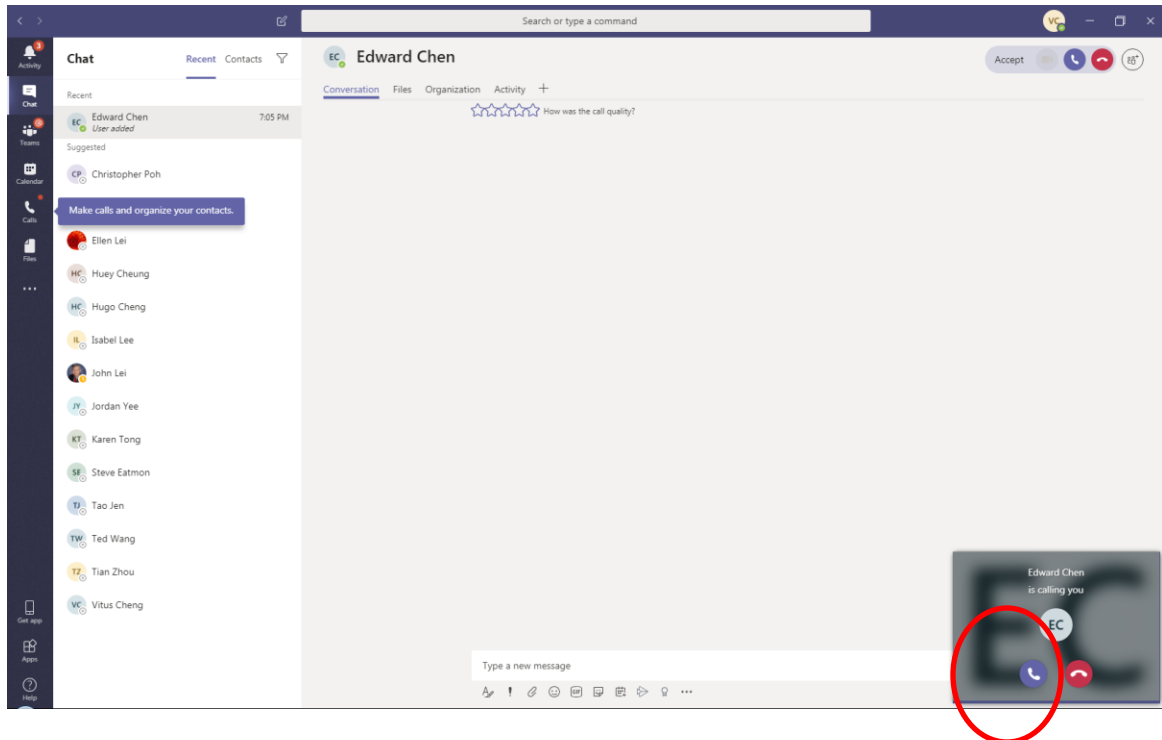


3. Execute **Teams_windows_x64.exe** and login by using your Office 365 account and enter password.

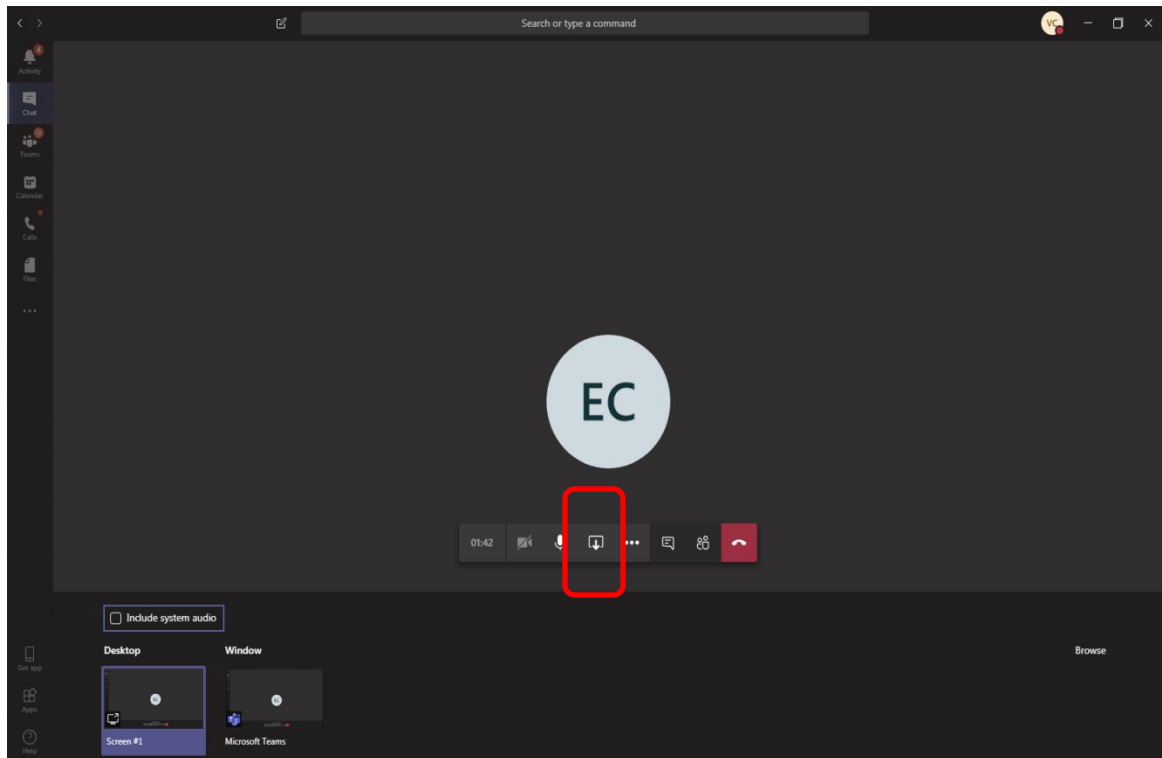


4. Call IT Help Desk (e.g. Edward Chen +1-301-924-4855 x 168). Report Your Office 365 account. For example, john.doe@cbcmgroups.org.
5. You'll receive a welcome message from Microsoft to join the Help Desk group. In the meantime, you'll receive a video call from IT Help Desk.

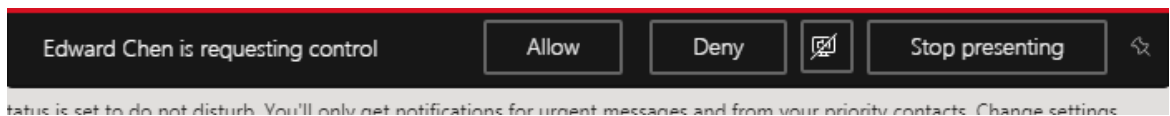
Please accept the call by clicking the **PURPLE** button.



6. Now you can click the **[Share]** button and select **Screen #1**.



7. Once you receive “xxx is requesting control” message, click [Allow] button to continue.



8. Now the IT Help Desk can control your computer. You can talk about your issues now.