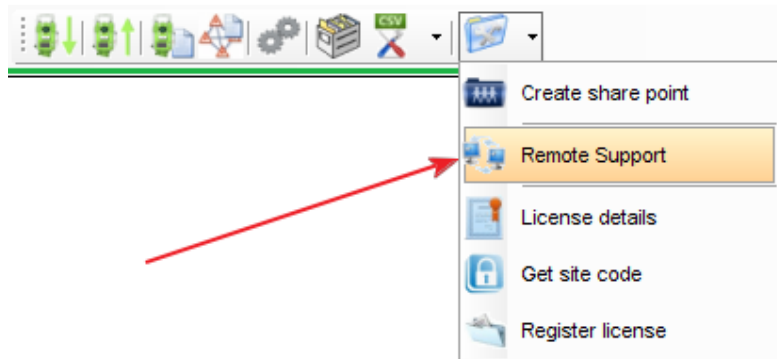


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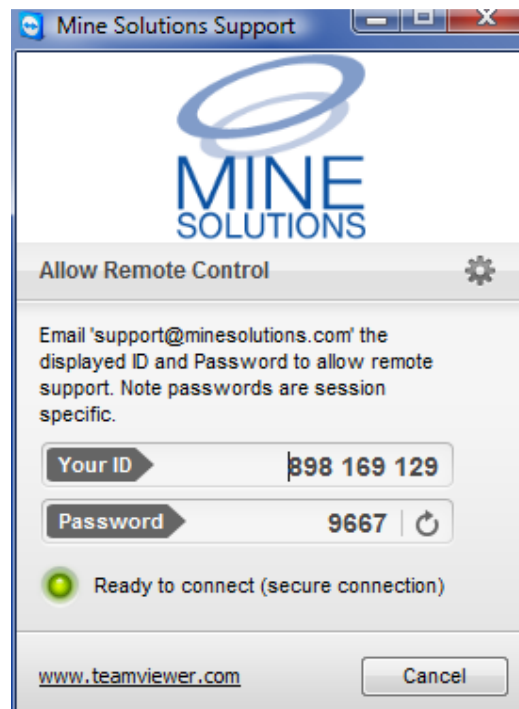


MSO Remote Support

To setup a remote support login select the Remote Support option from the MSO administration drop down menu as show



Selecting this option will start the remote client on your computer. As this is an internet link you will need to give the program permission to run. Once you have done this the remote client will display as follows



All that is required from here is for you to email the 9 digit ID number and 4 digit Password to support@minesolutions.com. Please note the password is session specific and that the remote client must be running to permit access to your computer.