

# Remote Support for MUMS

The following instructions are intended to assist a MUMS local by setup remote access to technical support.

## One Time Down Load of Remove Software

- Using Internet: [www.crossloop.com/download](http://www.crossloop.com/download)
- Click on Download Free
- Click on Run (Twice)

(note if RUN option does not appear, then do a save to a temp spot on your hard drive and then double click the CrossLoopSetup.exe file that was saved)

## One Time Installation of Software:

- Click OK for English
- Next on Welcome Screen
- Click on "I Accept..." then Next
- Leave check on "Create a desktop icon"
- Uncheck "Create a Quick Launch Icon"., then Next
- Click on Install button
- Uncheck "Launch Crossloop" then FINISH

## Using Software anytime you are on Phone with MUMS Support

- Click on your CrossLoop Connect Desktop Icon
- Click on LATER on setup of account (It is not required)
- Click on Share Tab
- Give the 12 digit Access Code to Support person
- Then Click on Connect button