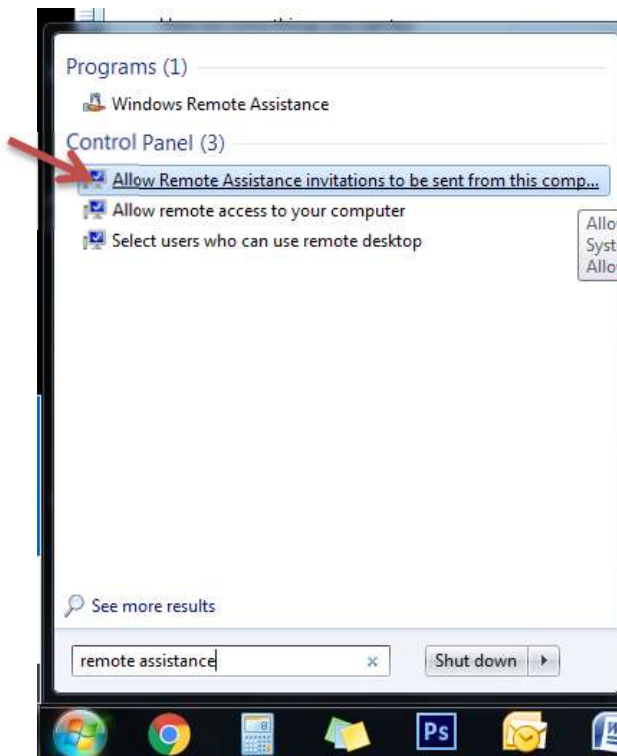


How To Allow Us To Connect To Your Windows Computer To Solve An Issue

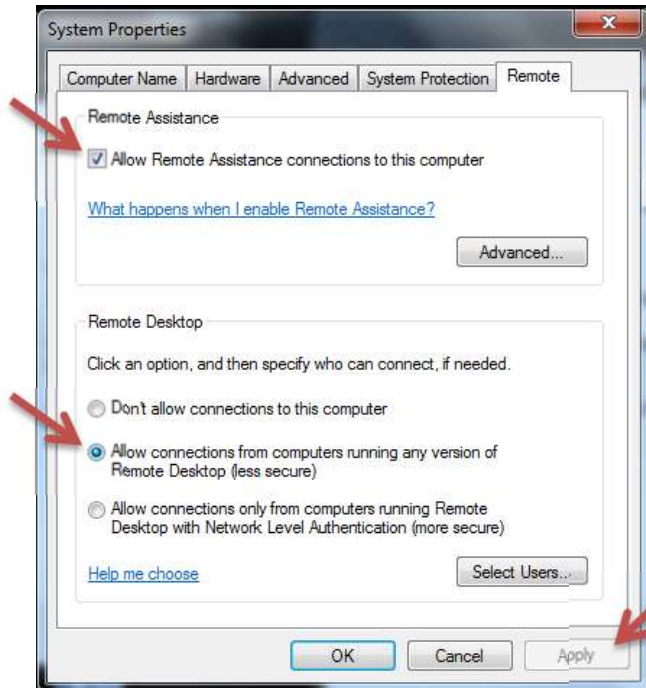
For TheMalaysian.com tech support to be able to help you with your issue, there are a couple of steps to take. This guide will help you:

- ✓ Get your PC to enable remote assistance
- ✓ Save the Invitation file from your PC
- ✓ Email us the Invitation file and password
- ✓ Allow our Tech Support dept to connect and access your PC to sort your technical problem out

Steps



- 1) Click the Start button and search for “Remote assistance”
- 2) Click on “Allow Remote Assistance invitations to be sent from this computer”



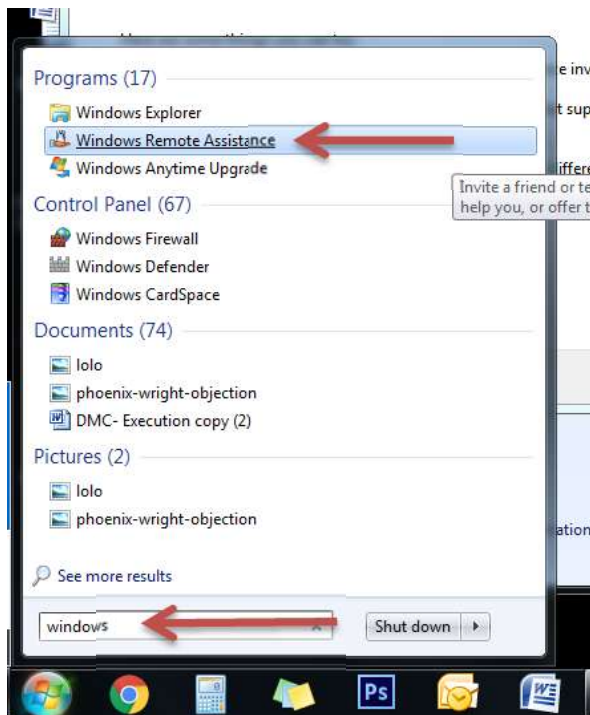
3) Make sure to **tick the box** "Allow remote connections from this computer" is ticked

4) Make sure to **choose** "Allow connections from computers running any version of Remote Desktop"

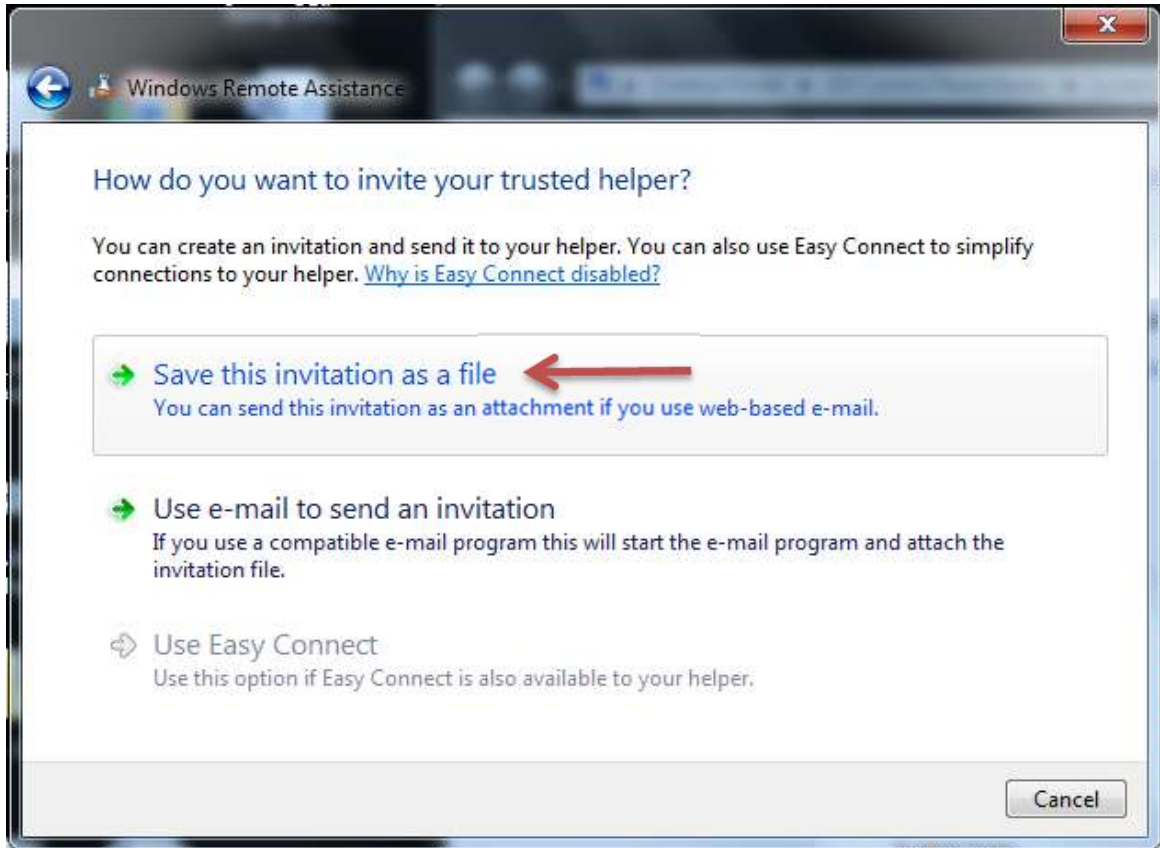
5) Click **APPLY**

6) Click **OK**

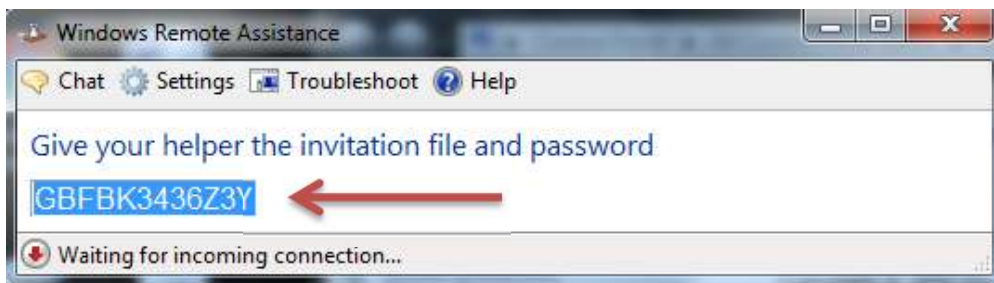
7) Click on Start and search for Windows Remote Assistance



- 8) Click on “**Save this invitation as a file**”
- 9) Save the file to your Desktop



- 10) **Copy** the password that appears

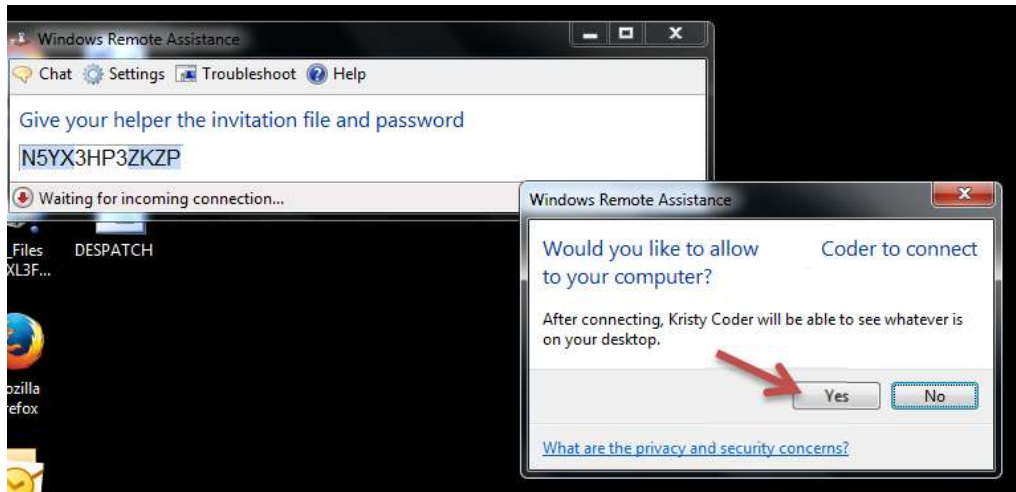


- 11) Open Gmail / Yahoo / Hotmail
- 12) Compose a new email to contact@themalaysian.com

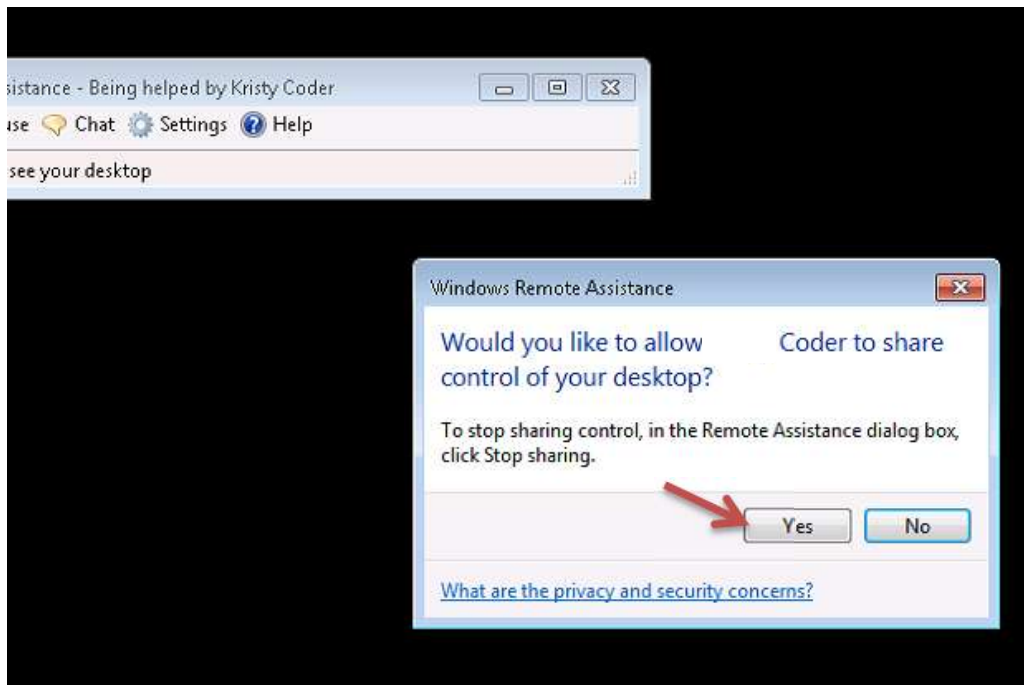
13) Attach the invitation file to the email (from your Desktop) and paste the password in the Message Body

14) Call us to schedule a tech support PC session <http://www.themalaysian.com/contact-us>

When our Tech Support Dept connects to your computer, and you see the “Would you like to allow the connection to your computer?” **Click YES**



When you see the “Would you like to share control of your desktop?” **Click YES**



Our Tech Support Dept will then assist you with your problem!