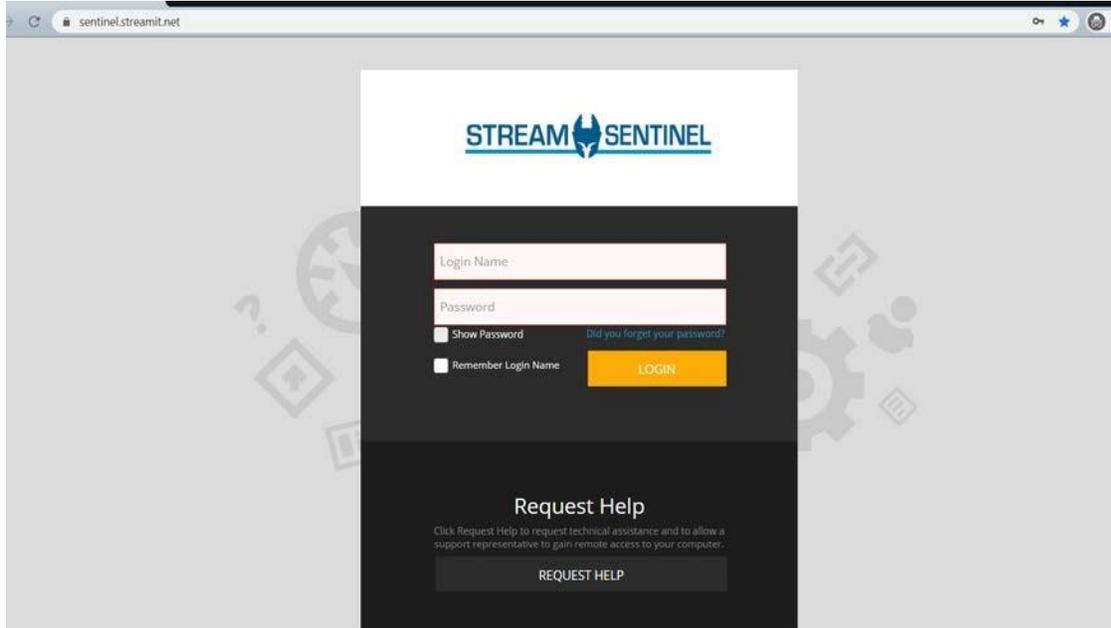


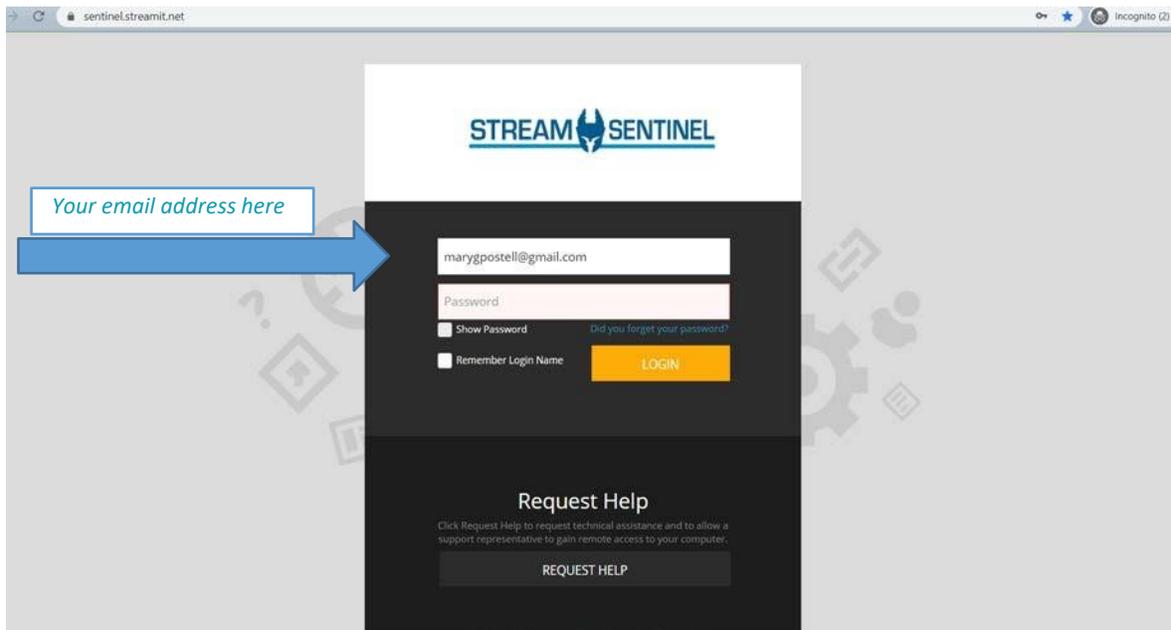
To remotely access the computer for the first time:

1. Navigate to our website: sentinel.streamit.net

Link will take you to the webpage below:

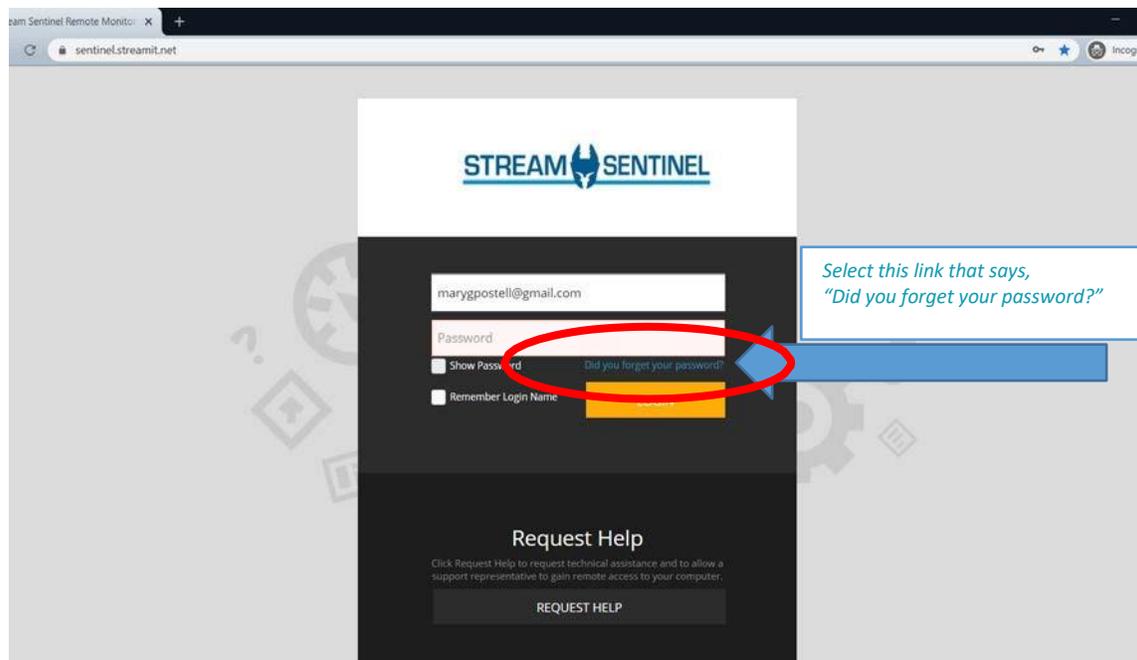


2. Enter your email address as a username.



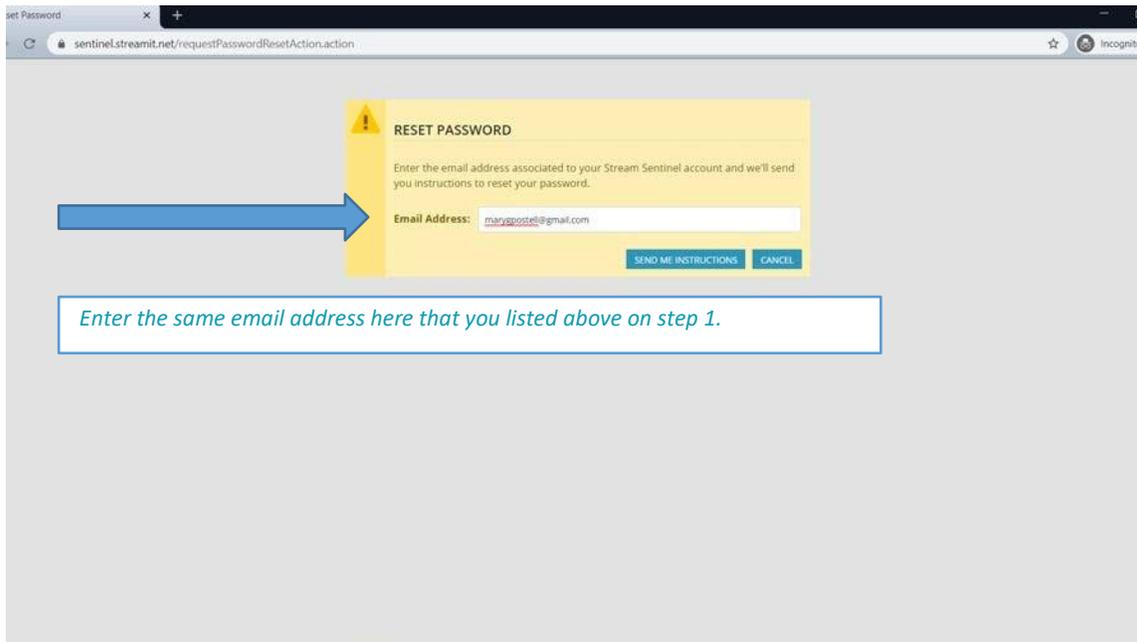
3. Enter password: Select "Did you forget your password" at the login screen to set your password. This will send a reset link to your email address.

Select "Did you forget your password" at the login screen. This is also how a password is created if you are logging in for the first time:



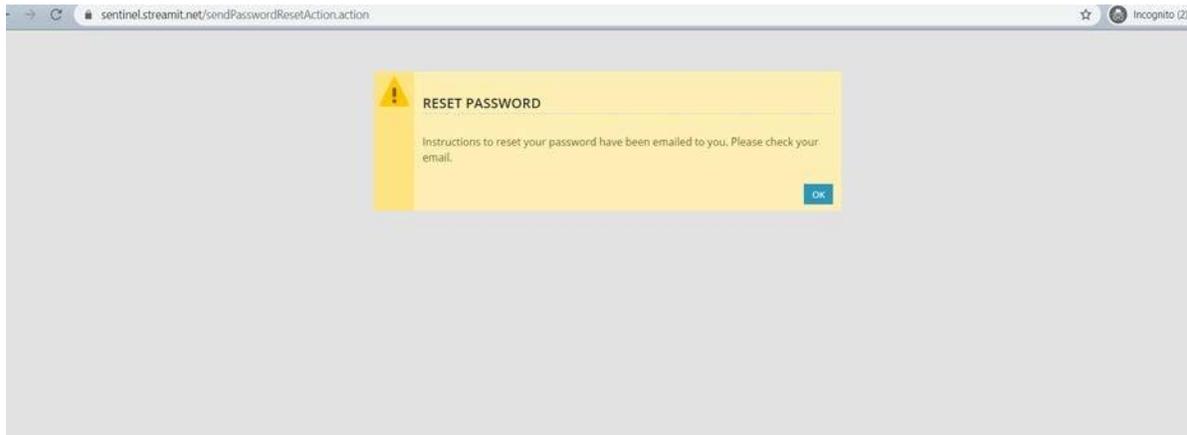
Select this link that says, "Did you forget your password?"

Link will take you to the page to "reset" or create your password:



Enter the same email address here that you listed above on step 1.

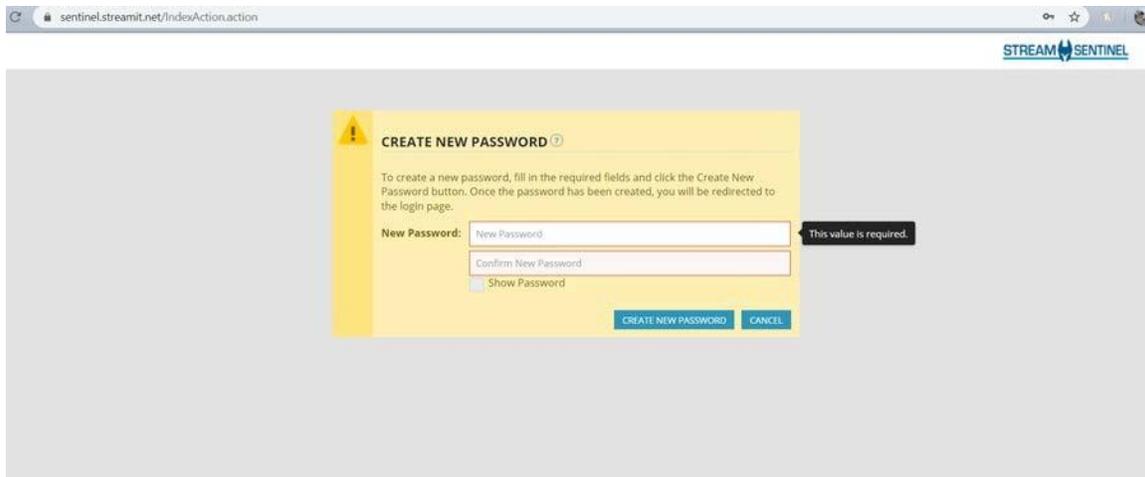
You should see this message after you enter your email address:



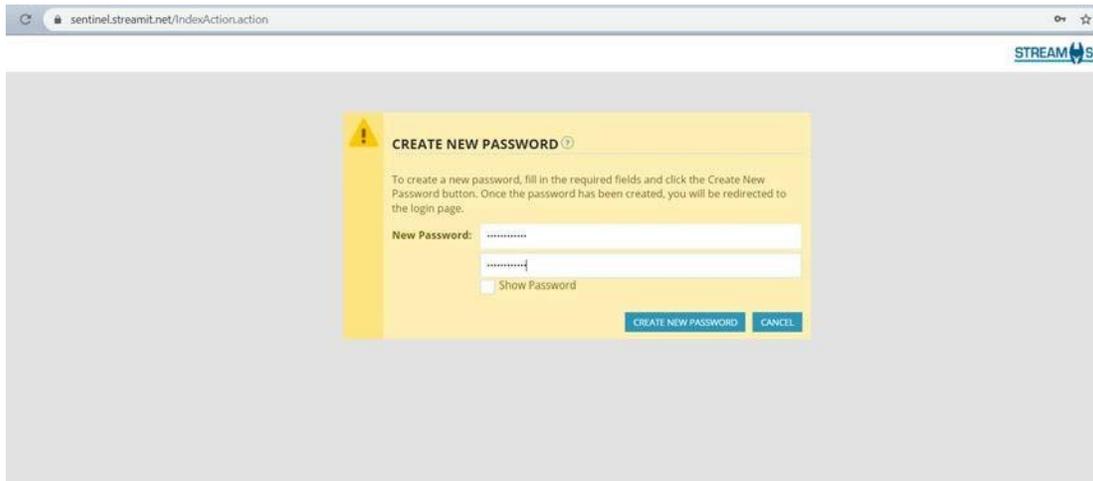
Check your email. The link comes from sentinel@streamit.net and **EXPIRES** in 1 hour:



Link takes you to this screen where you create your password:

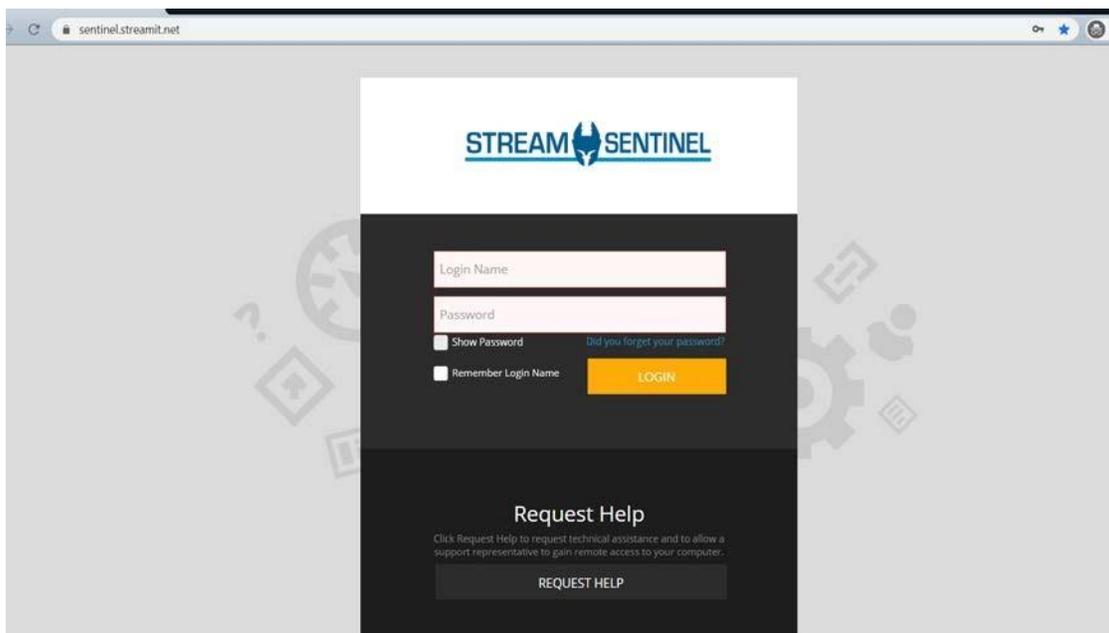


Once you type your new password in both slots click the button that says, "Create New Password":



The screenshot shows a web browser window with the URL 'sentinel.streamit.net/IndexAction.action'. The page features a yellow 'CREATE NEW PASSWORD' modal box. Inside the modal, there is a warning icon and the title 'CREATE NEW PASSWORD'. Below the title, there is a paragraph of instructions: 'To create a new password, fill in the required fields and click the Create New Password button. Once the password has been created, you will be redirected to the login page.' There are two password input fields, one for the 'New Password' and another for a confirmation. A 'Show Password' checkbox is located below the second field. At the bottom right of the modal, there are two buttons: 'CREATE NEW PASSWORD' and 'CANCEL'.

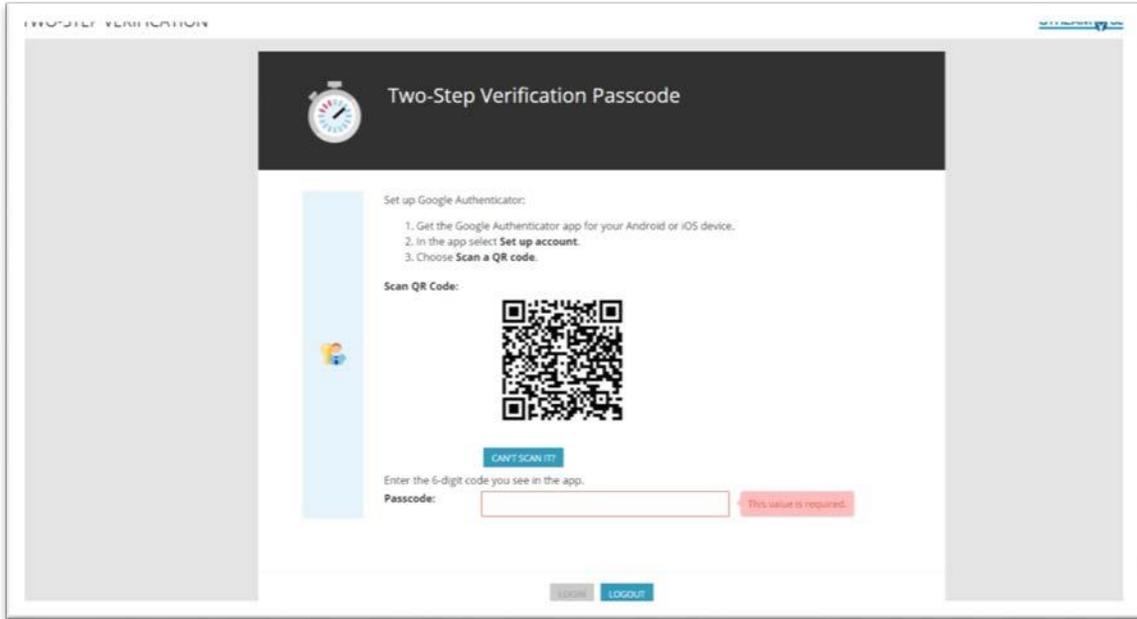
You will be taken back to the original screen where you will enter your email address and the password you just created. Then click the "Login" button:



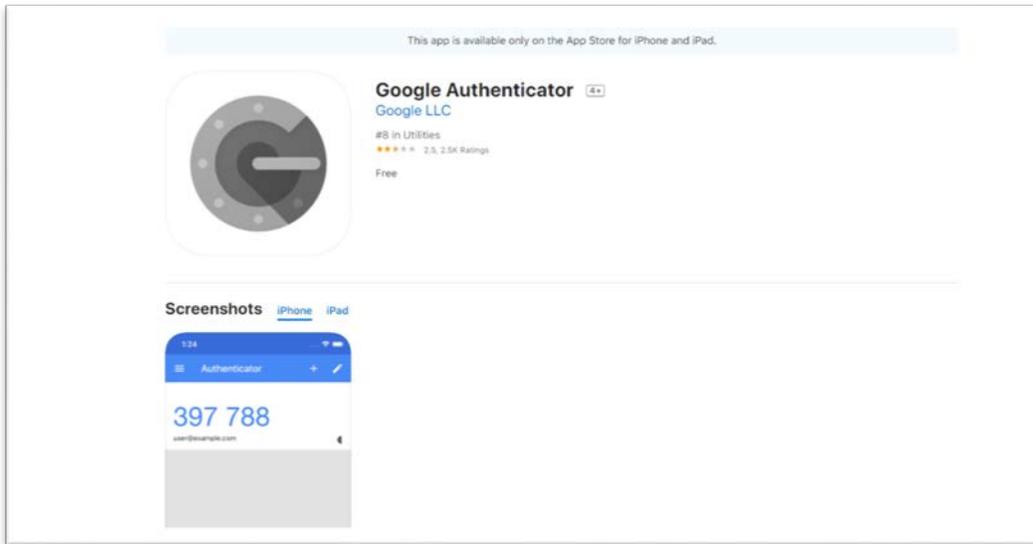
The screenshot shows the Stream Sentinel login page. At the top, there is the 'STREAM SENTINEL' logo. Below the logo, there is a dark grey login form. The form contains a 'Login Name' input field, a 'Password' input field, a 'Show Password' checkbox, and a 'Remember Login Name' checkbox. To the right of the password field, there is a link that says 'Did you forget your password?'. Below the checkboxes is a yellow 'LOGIN' button. At the bottom of the form, there is a 'Request Help' section with a 'REQUEST HELP' button. The background of the page is light grey with faint gear and puzzle piece icons.

4. After you successfully login with your email and new password, you will be presented with a page with a QR code on it. At this point please download "Google Authenticator" from the app store on your smart phone. Once downloaded and installed, open the app and scan the QR code on the webpage. This will link your Google Authenticator app with your Sentinel login so it can create single use login codes to secure your account.

This is the screen that you will need the Google Authenticator APP for:

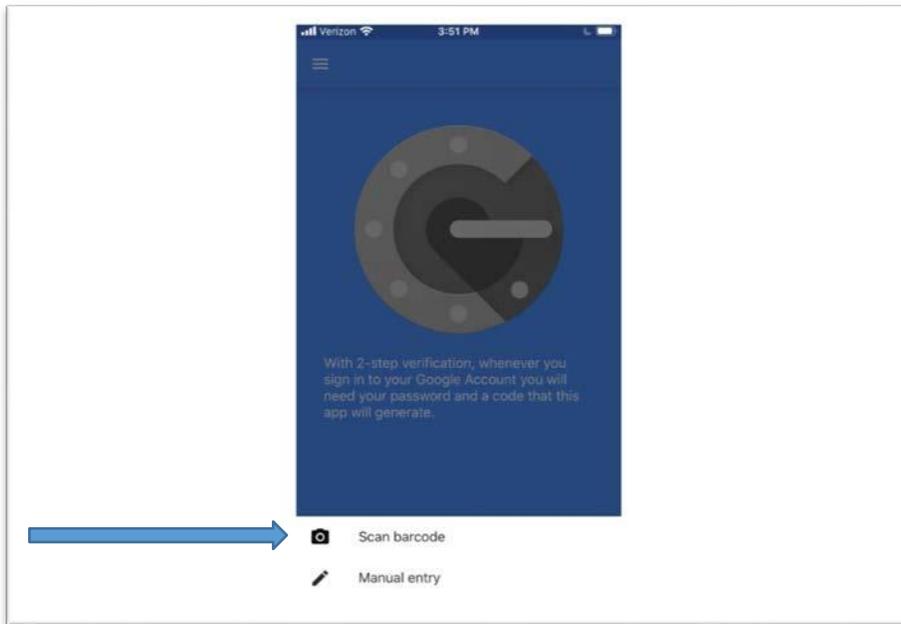


Go to your APP store and search for "Google Authenticator" the app page will look like this. The APP is free. **Please download now:**

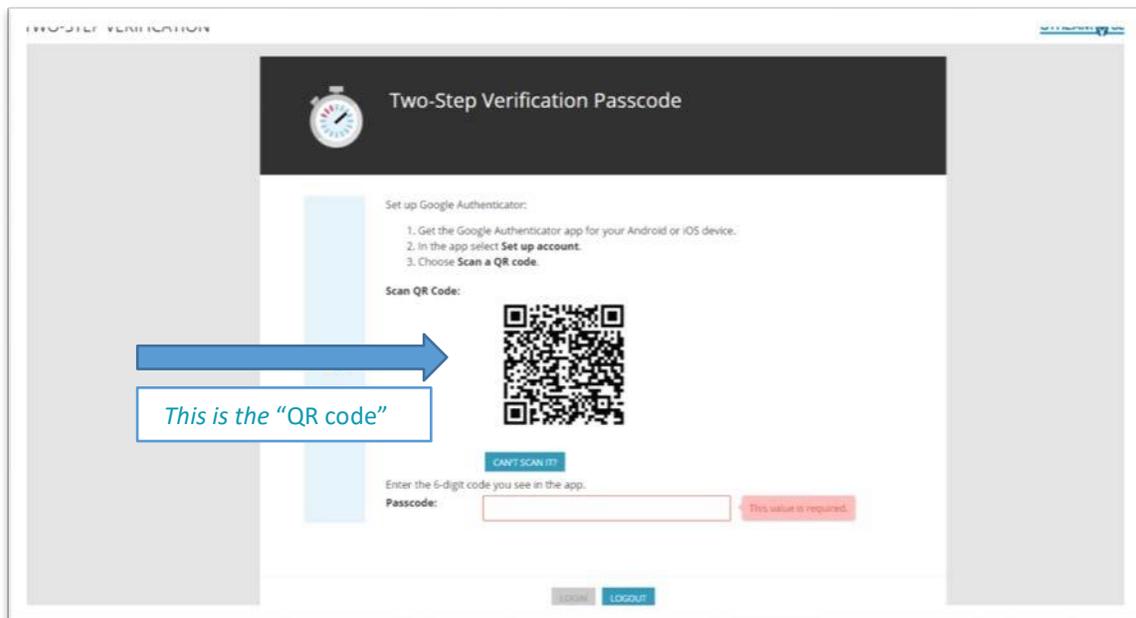


Once downloaded open your Google Authenticator APP. Click “Begin Setup”. Then the options “Scan Barcode” or “Manual Entry” will pop up as you see in the picture below.

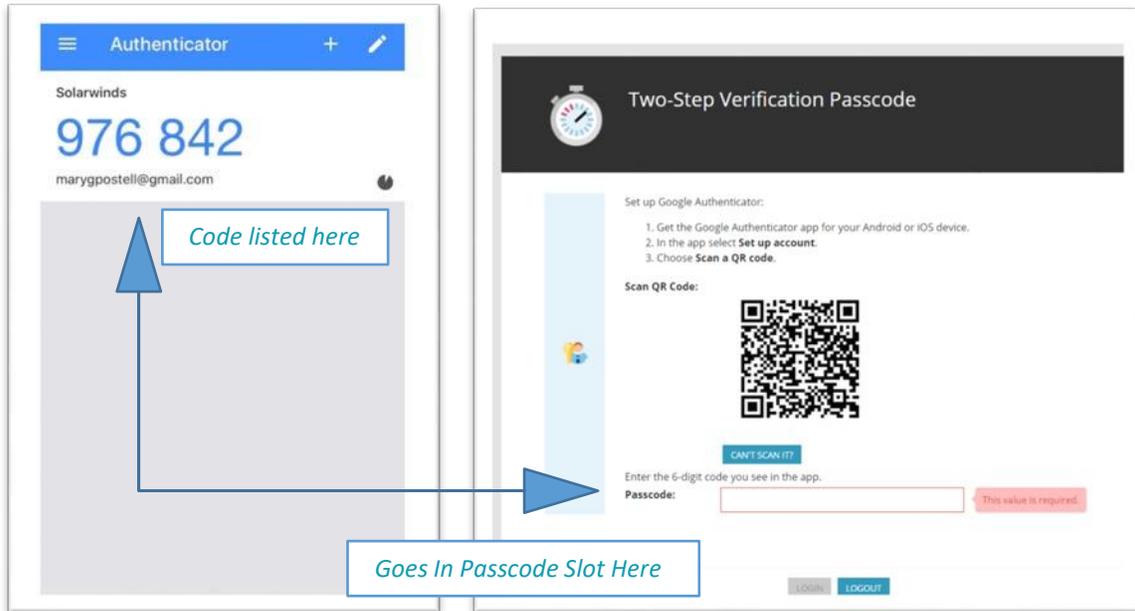
Click “Scan Barcode”:



The APP will ask if can access your camera. Please allow camera access. This will allow the APP to use your camera to scan the QR code on the screen like you’re taking a picture and the APP will scan it.



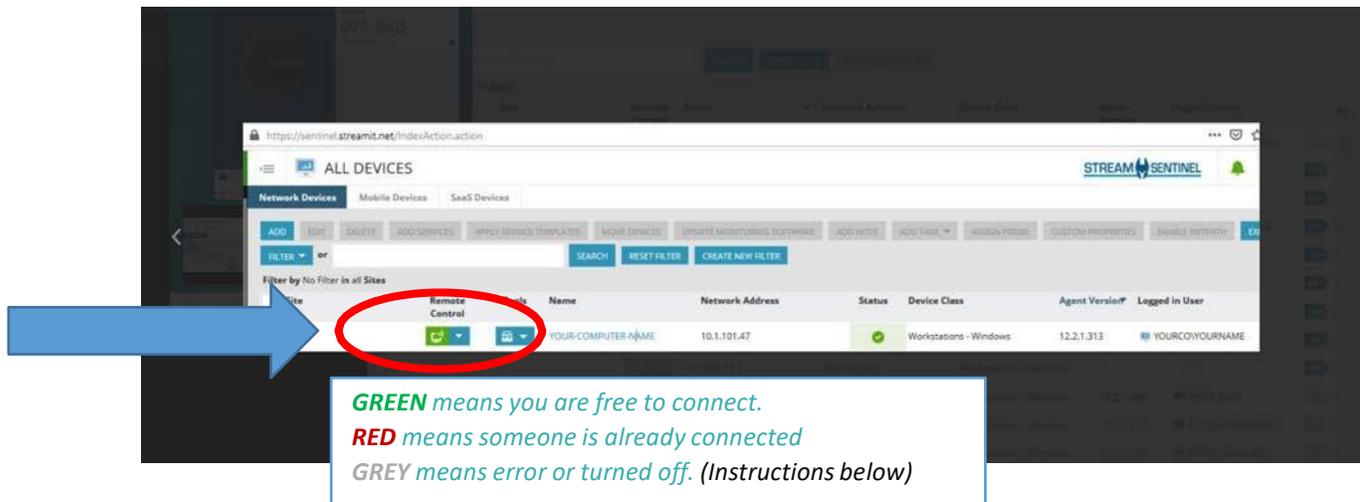
After scanning the QR code your APP will show a series of numbers as seen in the picture below (left picture). The numbers change every 6 seconds so quickly enter the numbers from your APP into the Passcode slot on your computer.



*FYI: You will not have to take a picture of the QR code to access Sentinel next time. Your APP will save the QR code internally. In the future you will simply open your Google Authenticator APP on your phone and input the 6 digit code for your Sentinel account on your login screen when prompted.

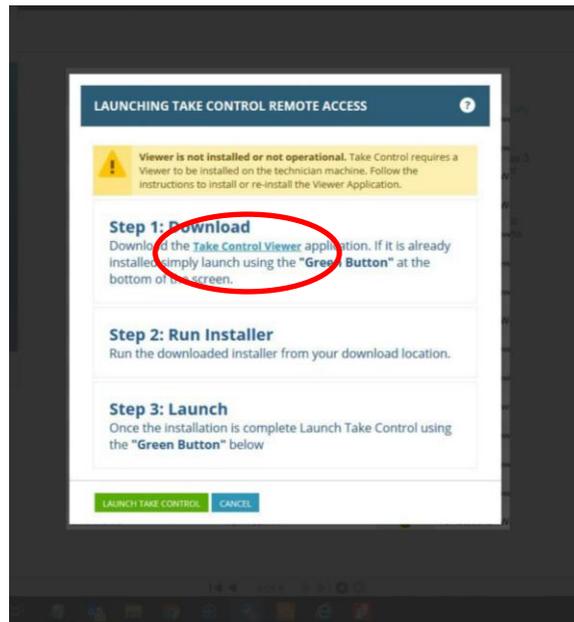
Now that you are logged into Sentinel:

- 5. Once you're in, you will see a page with the list of devices. Some devices will have a green icon next to it, some might have red. Red icon indicate someone else is already connected to that computer. *(through our tool Sentinel, not locally) You will still be able to join the session anyway, if needed, only you will BOTH be controlling the same computer, at the same time.



GREY- If the icon is grey then the computer is probably turned off. Have someone physically turn the computer on. If the button is still grey 30 minutes after the computer is turned on please contact the helpdesk via email at support@streamit.net

6. Click on monitor icon of the computer you want to join. It will show you a message that has 3 steps needs to be completed. Your computer should start the download of the MSP client software. Once fully downloaded, run that installation file while providing windows any permission it requires.



7. The client computer interface window will then open. You will need to click on "Remote Desktop" button at the top left of the screen to "Send Ctrl+Alt+Del" command to access the login screen.