

Using Your Remote Access Account

How to Guide

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End-user remote access accounts allow users to remotely access PCs, laptops, and other devices from another location using safe, robust cloud connection technology. Your end-user account gives you access to up to 10 devices through a special web portal called the End-User Area.


Before you can log into the End-User Area portal, you'll need to set up your N-able™ single-sign-on (SSO) account credentials. When your account is created, you will receive an enrollment notification email. When you get the email, follow the instructions below:


1. Open the email, and use the **Create Login** button to set your password and create your new remote access account.
2. After your new account is created, you will be prompted to download a small application called the Take Control Viewer. The Viewer is used to remotely access computers and devices from the End-User Area.
3. After the application download is complete, open the Viewer. This automatically logs you into the End-User Area, where you can view the devices your IT service provider has input on your behalf.

The screenshot shows the Focus IT End-User Area interface. The header includes the Focus IT logo with the tagline "We're focused on keeping you up and running." and the user name "Shari BarnettHome". The main content area is titled "End-User Area" and contains a search bar and a table of devices.

Computer Name	Last seen	🔍	📶
CORETOOLS01	1m ago	🔍	📶
PRD777MON01	1m ago	🔍	📶
SE-COREIT-0049	1m ago	🔍	📶
SE-COREIT-0106	2m ago	🔍	📶
SE-COREIT-0188	1m ago	🔍	📶
SE-CoreIT-0192	14h 54m ago	🔍	📶

4. Use the Connect icon  next to the device you want to remotely access, and that will automatically start a remote session. During a session, you can use the Remote Desktop and File Transfer tabs, as well as the Computer, Session, View, Commands, and Interactions menus. Explore these menus to see what you can do during a remote access session.

Note: If the Connect  icon is grayed out and not clickable, it means that device is offline and cannot be accessed remotely.

5. If you select the Ticket icon  next to the device, you will generate a Deferred Support Request. A Deferred Support Request is a notification to your managed services provider that you need assistance or have a question.

To get the most from your remote support session, view in full-screen mode, and make sure your color resolution setting is 24-bit.

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