

Allowing LACA to access your computer using NetMeeting

Follow these instructions when you want someone to be able to see your desktop and assist you with a problem.

1. Make sure NetMeeting is installed on your computer. To do this, follow the instructions at <http://www.laca.org/technicians/netmeeting/>
2. Find out your computer's IP address. The LACA NetMeeting page will show you your IP address. Just visit <http://www.laca.org/technicians/netmeeting/>
3. Contact LACA. Let the support person know that you want them to connect to your computer using NetMeeting.
4. Double Click NetMeeting icon on your desktop to start NetMeeting.



5. Give the LACA support person your IP address. They will place a call to your computer. You will see an Incoming Call box in the bottom right corner of your screen. Click Accept to accept the call.
6. Click on the share program icon at the bottom of the NetMeeting window.



7. Click **Desktop** under **Share Programs** section



8. Click the **Share** button
9. Click **Allow Control** under **Control** menu.
10. Click Close
11. When prompted, click **Accept** to allow the LACA support person to control your computer.

LACA can now see and control your desktop, and can help you resolve your problem. Your desktop can ONLY be seen if the following things have happened:

1. NetMeeting is running
2. You have clicked "ACCEPT" to accept an incoming call.
3. You have voluntarily shared your desktop.

No one can connect to your computer without your knowledge