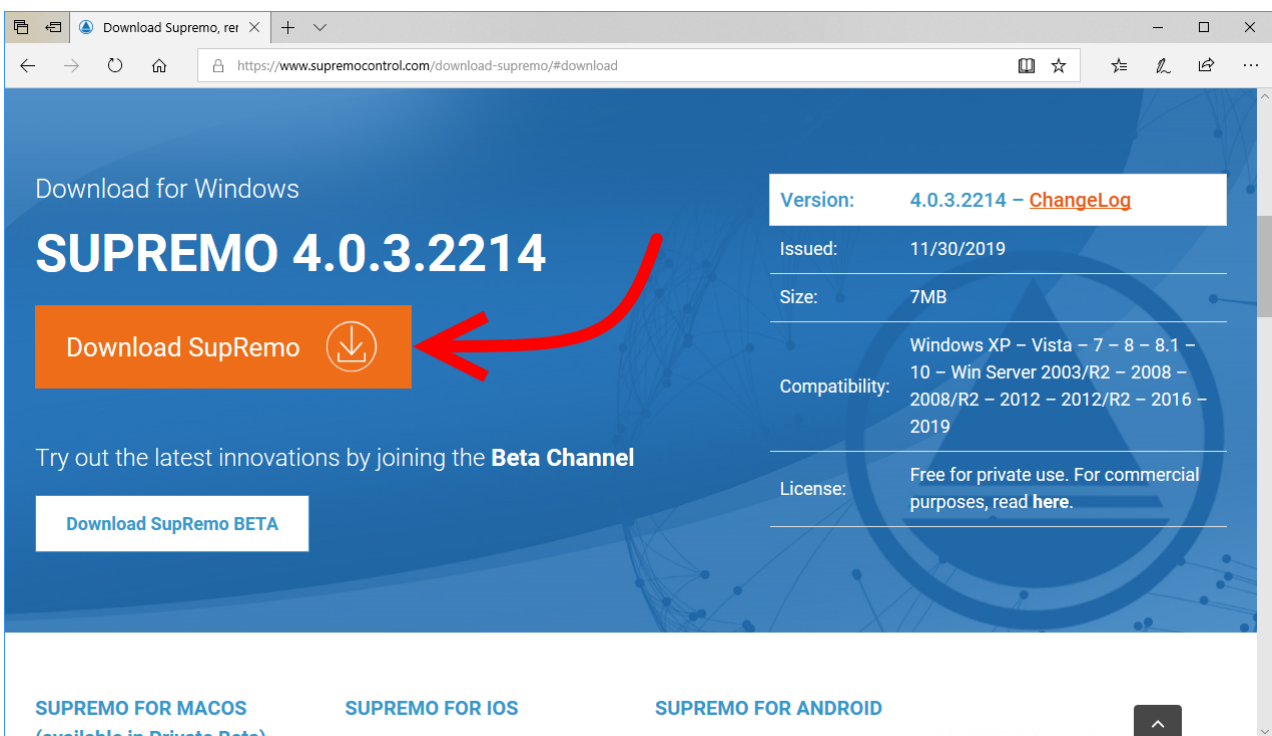


Remote support via SupRemo

[Top](#)

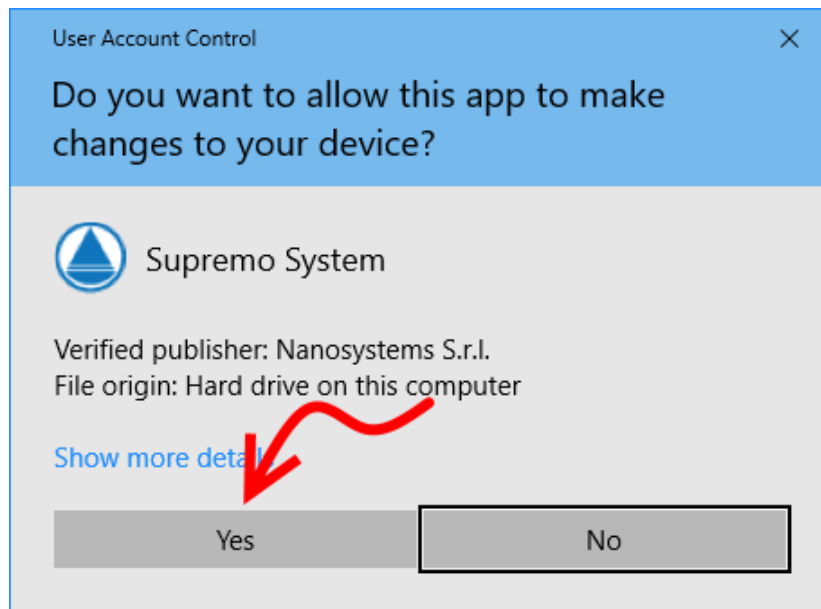
For remote support, we use reliable and user-friendly software - **SupRemo**. **SupRemo** doesn't require installation and configuration of firewalls so it is safe for a computer system. Setting up a remote connection via **SupRemo** takes about a minute. To do this, please follow the steps below.

Step 1. Download **SupRemo** at [supremocontrol.com/download-supremo/#download](https://www.supremocontrol.com/download-supremo/#download). It is free for private use.

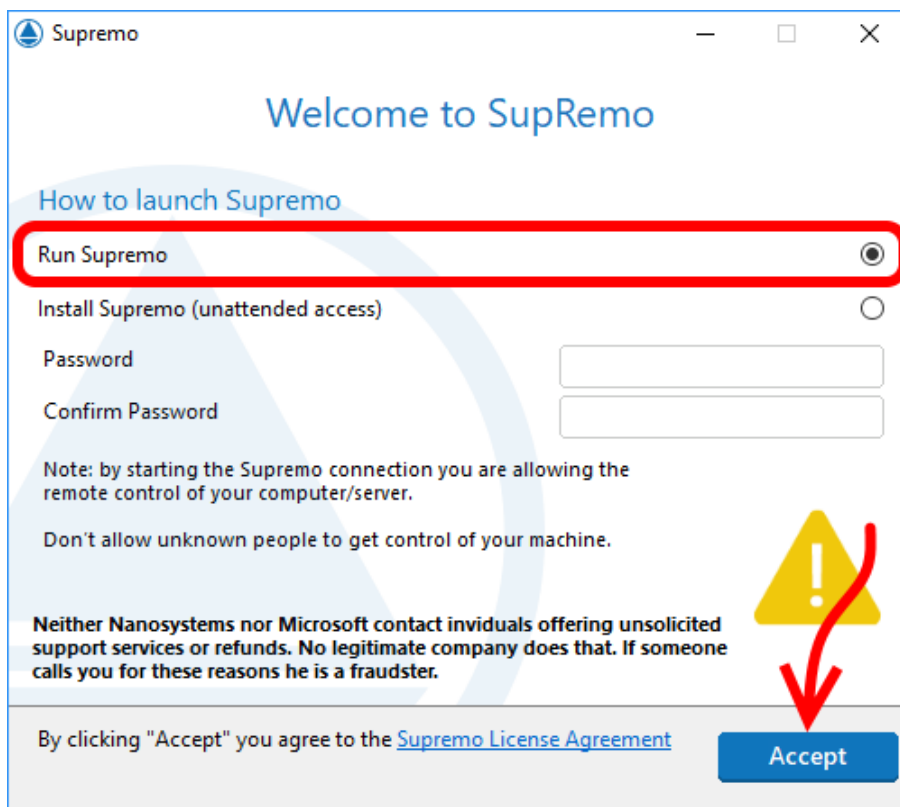


Step 2. Run **SupRemo**.

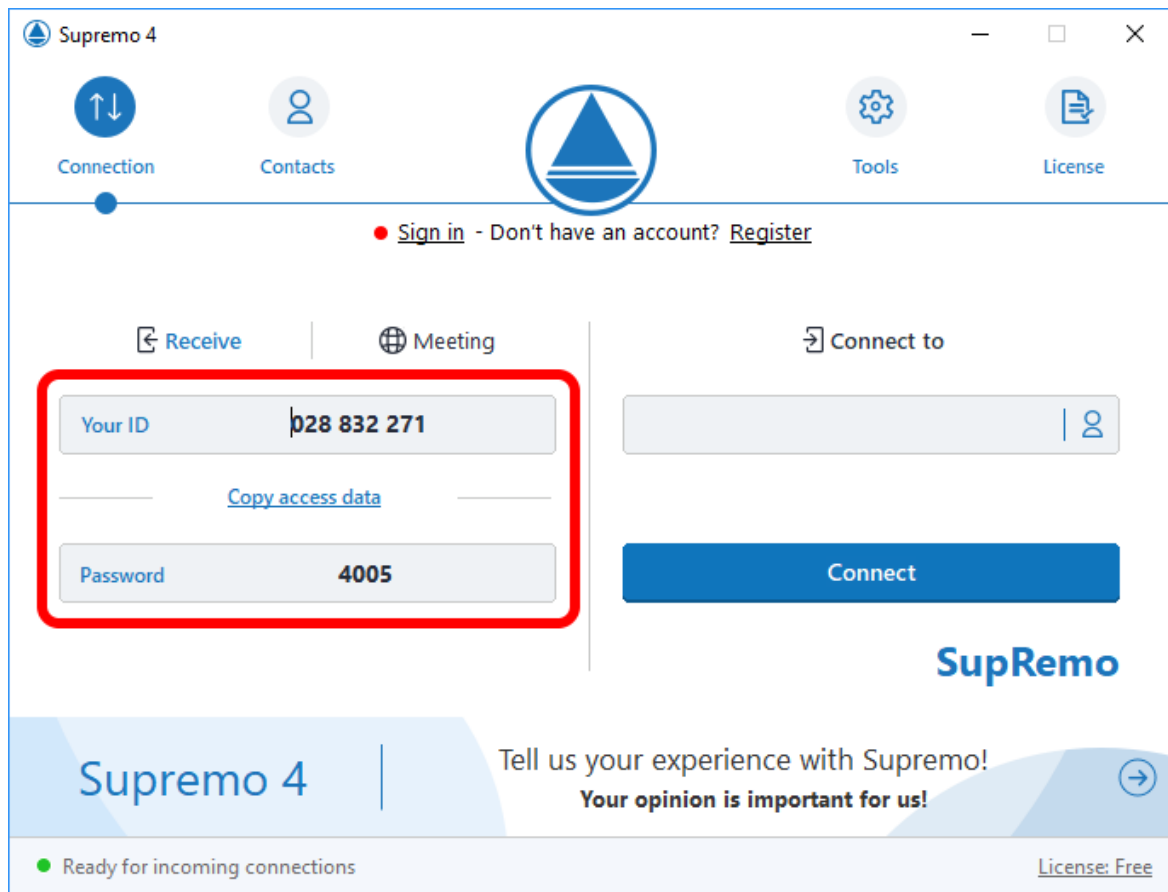
⊕ [When you run **SupRemo**, you may see a security warning. In this case, to confirm that you want to run **Supremo.exe** click **Run**.](#)



Step 3. In the appeared **Welcome to SupRemo** window choose **Run Supremo** (as set by default) and click **Accept**.



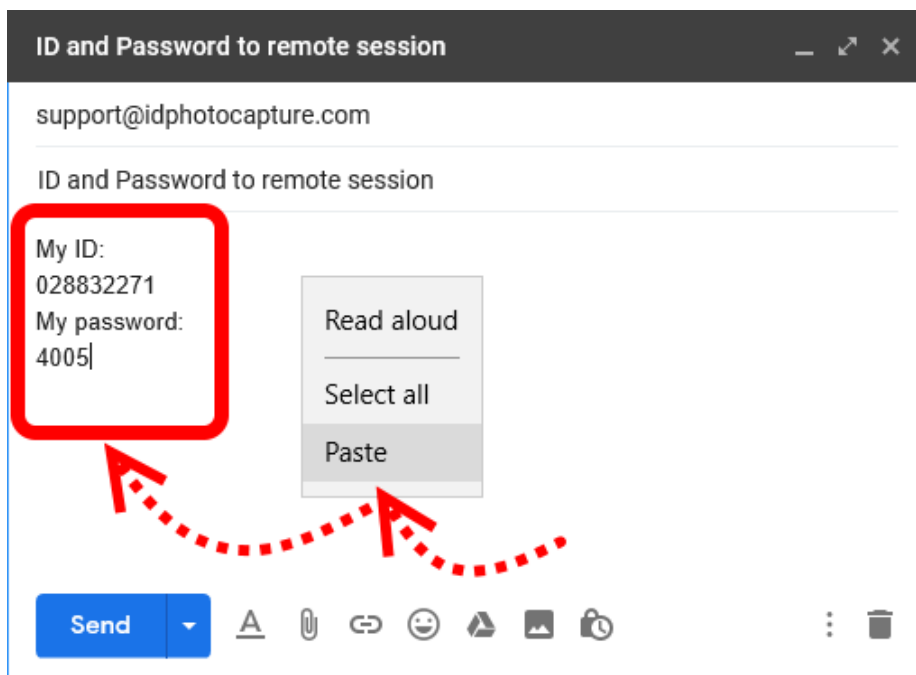
Step 4. In the **Supremo** window that opens, you will see **Your ID** and **Password**.



Copy this data.

➦ [To copy **Your ID** and **Password** at once click **Copy access data**.](#)

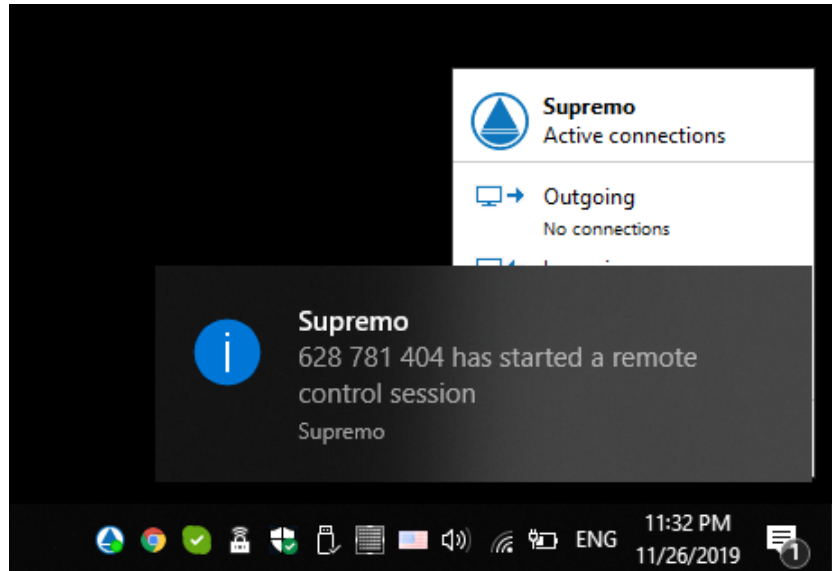
Then paste them into the message and send to our support. Please send the data in the same way which you contacted us when you set this support session. If you used email, please send the message to support@idphotocapture.com.



Done! Now everything is ready to set up the remote connection.

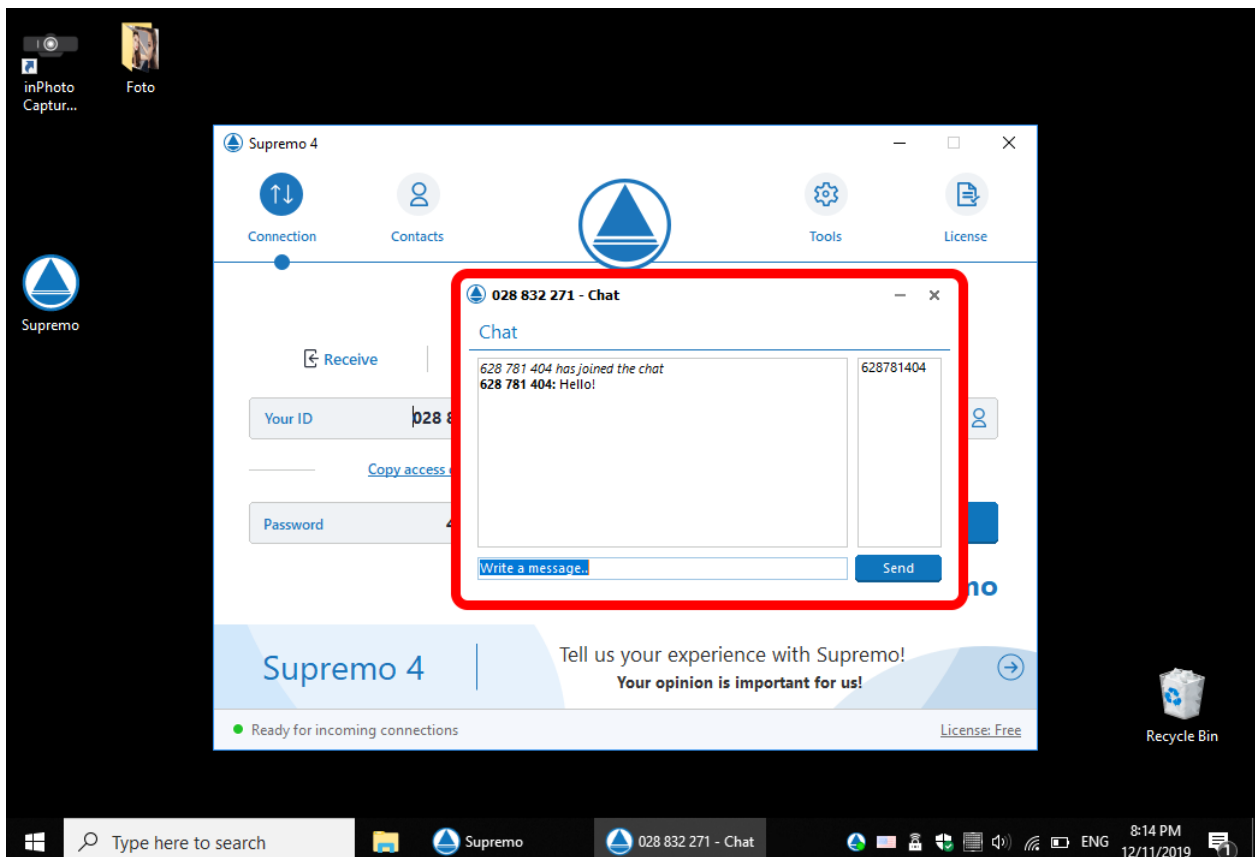
Start of remote session

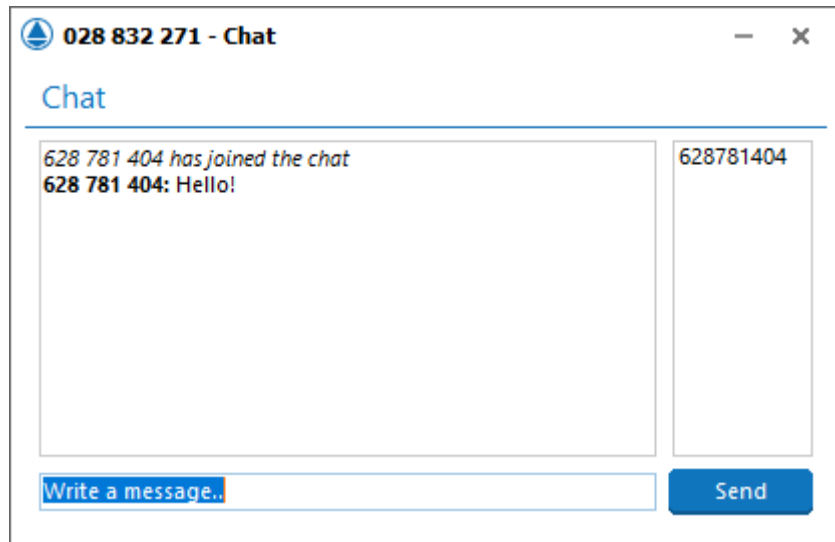
When our support engineer has connected to your computer a pop-up message will appear in the lower right corner of the screen.



Text chat

During the remote session you can keep in touch with us via a text chat.

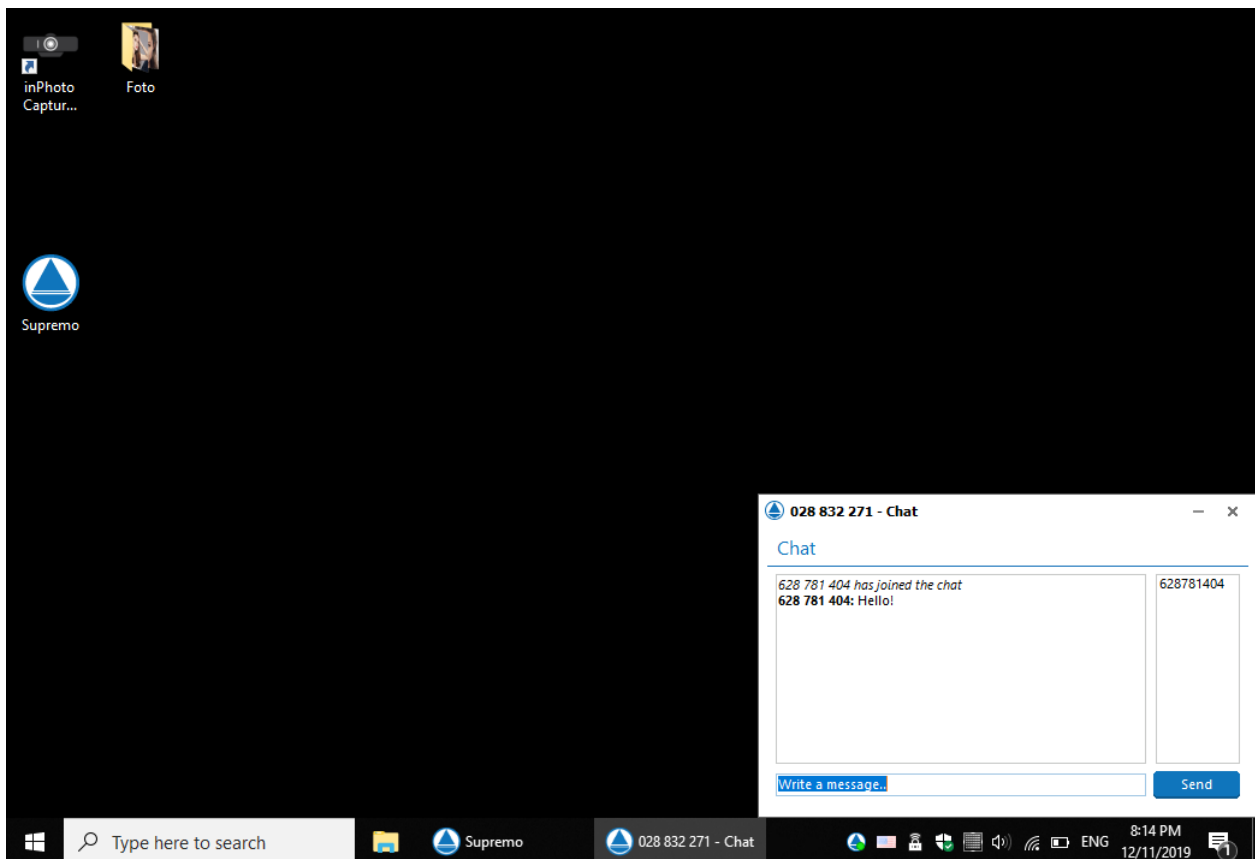




You can minimize the main **Supremo** window and place the chat window where it will be convenient for you to monitor messages. For example, in the lower right corner of the screen.

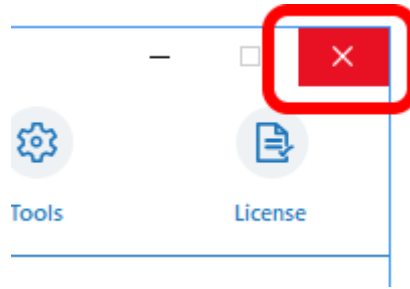


The text chat window can only be opened by the connecting partner (in this case, only by us). So, please don't close the text chat window until the end of the remote session to you can write us a message.



End of remote session

To end the remote session simply close the **Supremo** window.



If the remote session is ended by us you will see a pop-up message as shown bellow.

