

PA On-Line Support

Call Suzanne (0467 001 6650)

or Peter (0466 394 429)



- 1. Click on the blue **Support** icon on your Desktop or in the address box of your Internet Browser type <u>www.practiceaccounts.com.au/index3.html</u>
- 2. In the bottom right corner of the web page, click the underlined link.

Remote Support

This functionality will enable you to initiate a secure remote support session with a member of the Practice Accounts Support Team.

ONLY click the link below AFTER speaking to PA Support - to arrange a mutually agreeable time to run the support/training session.

Click HERE to INITIATE Remote Support

3. You should then see the following prompt

Do you want to run or save PA-Remote Connect.exe (11.2 MB) from practiceaccounts.com.au?	Run	Save	•	Cancel	×	
						Tf

Click Run and the required remote connection software will be down-loaded or you could save the file and run the file from the downloads folder in your computer.

- 4. You may see the User Account Control message "Do you want to allow this app to make changes to your device" if you see this message, click Yes.
- 5. Click OK or Yes to any further message prompts and within a few seconds, the following connection codes will be displayed:



NOTE - (this is only an example - the codes change with every connection

- 6. Advise PA Support, the Internet ID and Password and they will then be able to remotely connect to your computer.
- 7. Note this is only a one-time connection, which after disconnection, cannot be restored without proceeding through all of the above steps.
- 8. Clicking the 'X' in the top right-hand corner of the above form will Drop the connection from PA to your computer.