

How to Share Your Screen



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Document Revision History

Version	Date	Edited by	Summary of Change
1.0	29 October 2019	Curtis Adams	Initial Draft
1.1	27 January 2020	Curtis Adams	Update screens to match HmC changes

Table of Contents

1. Share Your Screen Session2

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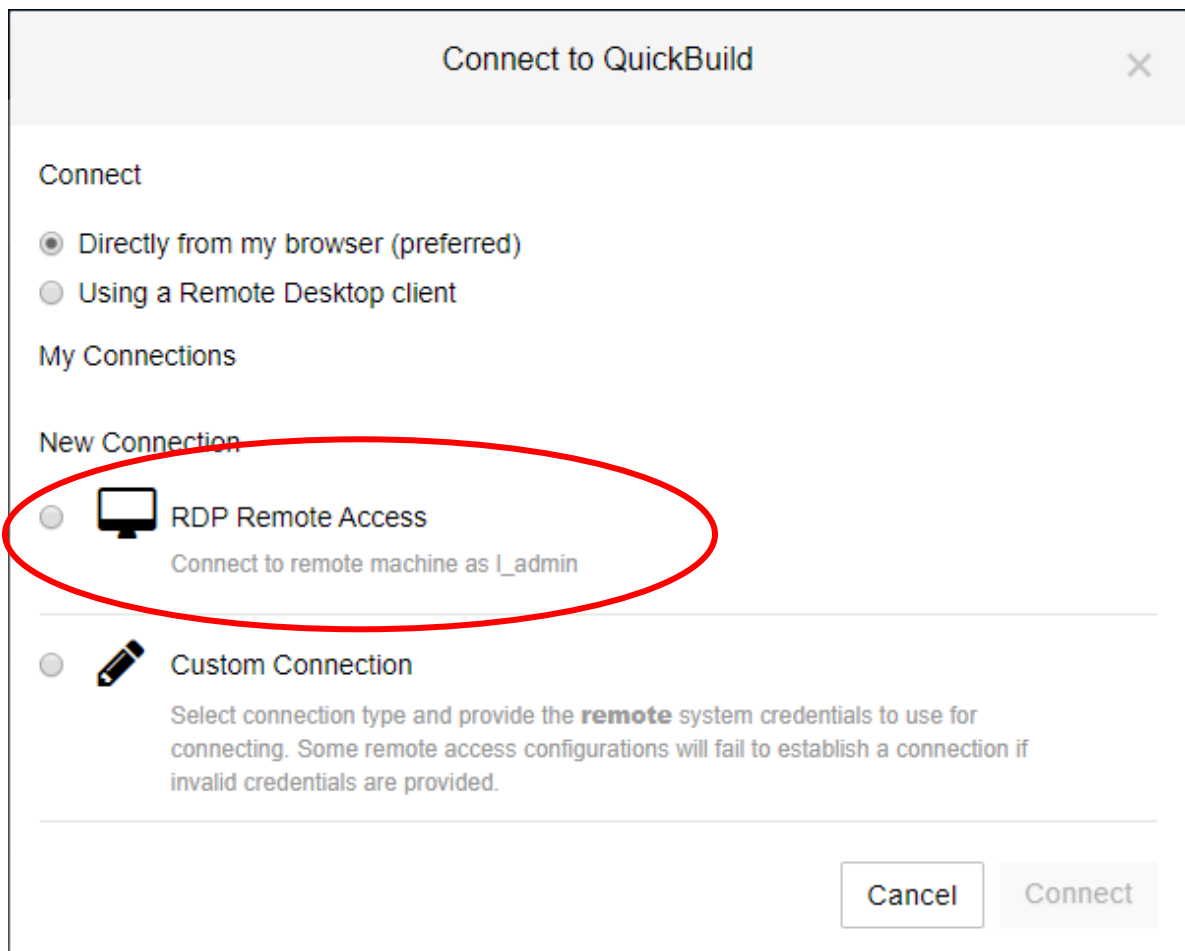
If an issue resolution would benefit from the support person viewing what is being displayed on your computer, then you or the support person should request a Shared Session. An email will be sent to the support person inviting them to connect to your session. The support person will only be able to view what you have displayed. The support person cannot interact in any way.

Note: You can share your screen with other people, but the person must be a member for the project to be able to access the shared screen. If the person isn't a member of the project, they will not receive the email notice from HmC.

1.1. Connect and sign in to HmC. (See Access Instructions for details.)

1.2. Select and choose to connect to the remote desktop.

1.3. When the **Connect to** window appears, choose **RDP Remote Access** under New Connection.



- 1.4. The Share this session field should appear. Enter the email address of the support person you wish to view your session and click **Connect** button.

Connect to QuickBuild


Connect


Directly from my browser (preferred)

Using a Remote Desktop client

My Connections

New Connection

 RDP Remote Access
Connect to remote machine as I_admin

 Custom Connection
Select connection type and provide the **remote** system credentials to use for connecting. Some remote access configurations will fail to establish a connection if invalid credentials are provided.

Connection

Username

Password

Low-bandwidth mode

Share this session:

Cancel

- 1.5. An invitation email will automatically be sent to the email address you entered. Once the support person clicks the link in the invitation email they will be able to view your session and see what you see.