

Remote Worker Solution

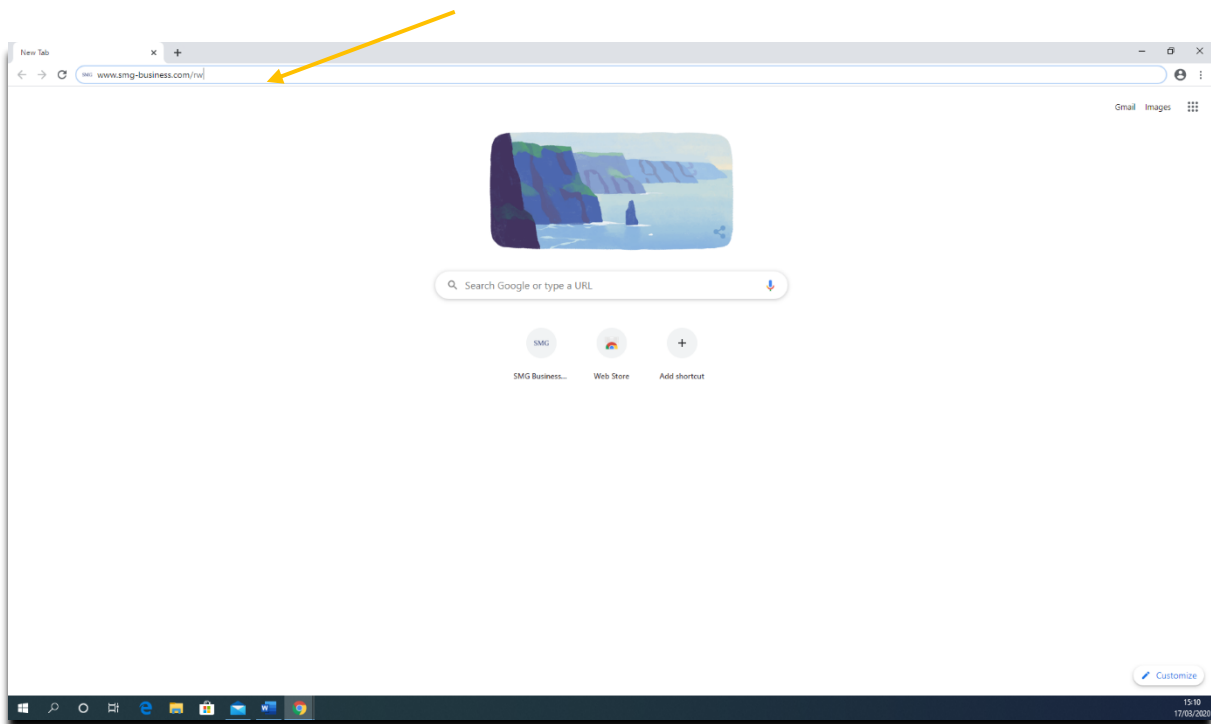
This guide will walk you through the process of installing the software on your home computer so you can remotely control your office PC. We have published a video of the process and this is accessible by visiting <https://www.smg-business.com/rw>

Your home computer needs to be in good working order and have a minimum of Windows 7 and 4GB of RAM.

We are unable to provide technical support covering non-business systems but if you run into problems installing this software please contact Lauren Hillier on our service desk (Tel: 020 7898 3500).

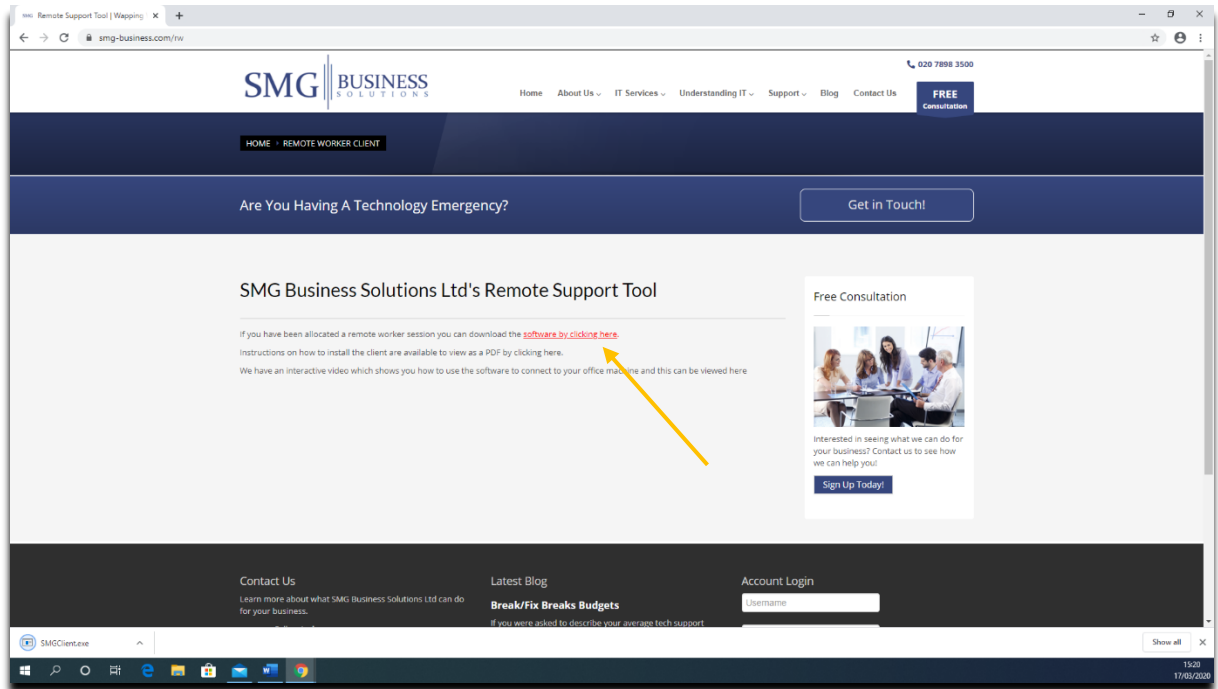
Initial Setup

1. **Open your web browser** (we recommend using use google chrome) and **go to** <https://www.smg-business.com/rw>

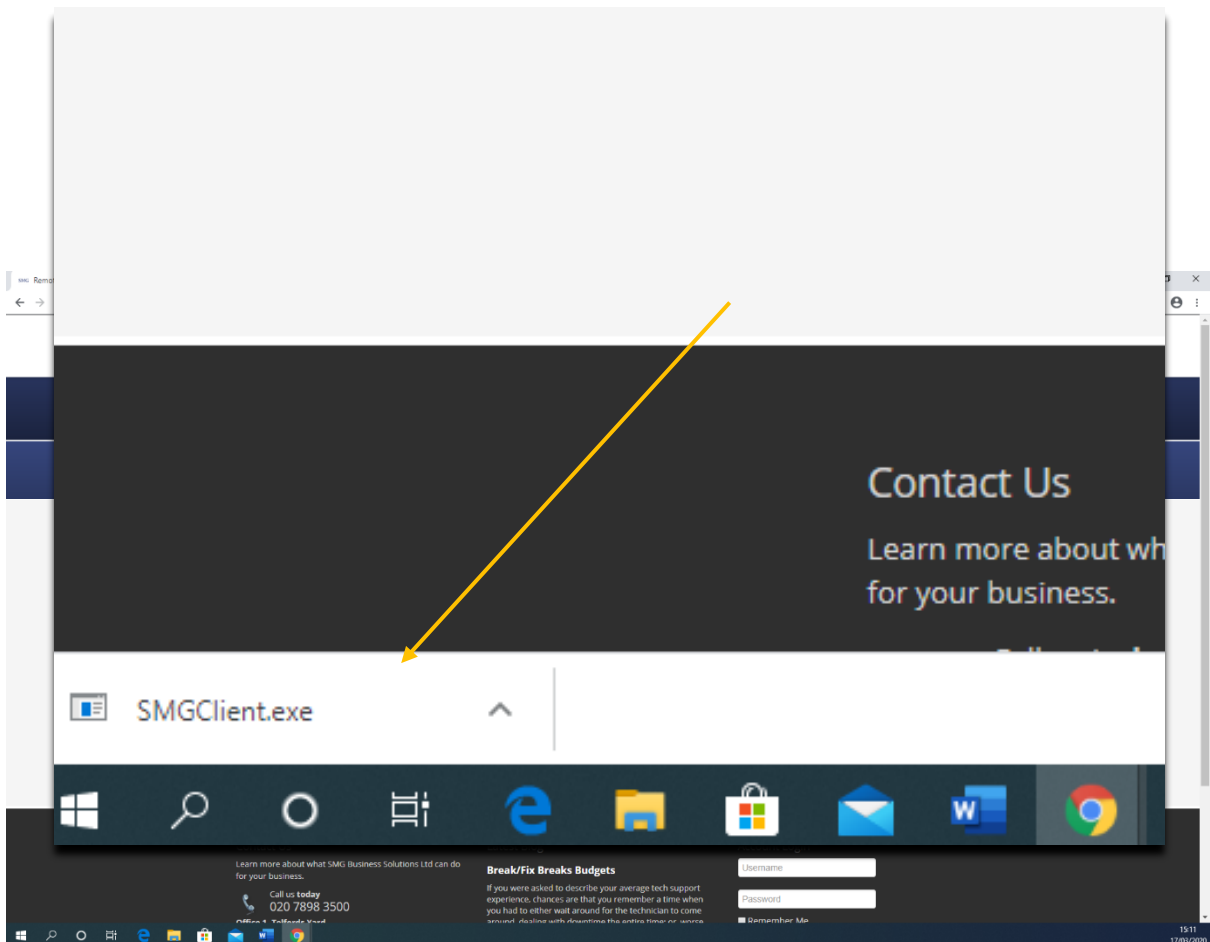


2. **Download the allocated SMG remote worker solution software** by left clicking the highlighted red text **'software by clicking here'**

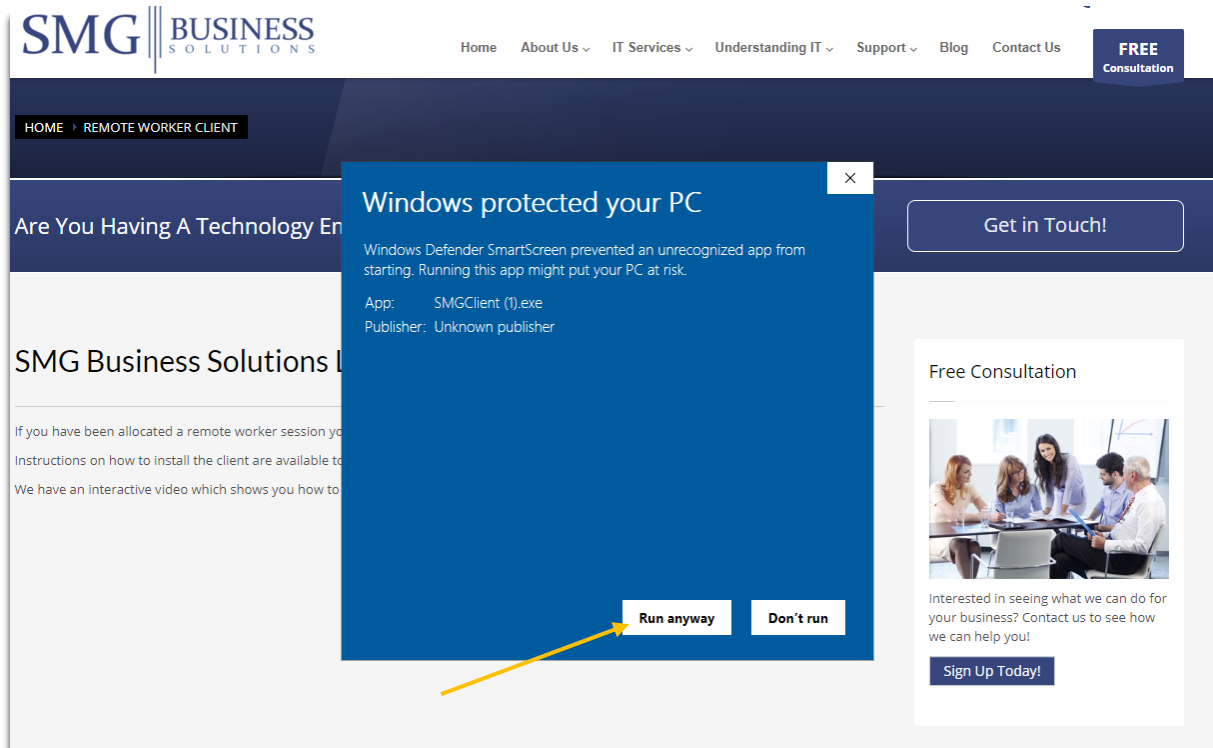
3. At the bottom left of the screen you will see a tab called 'SMGClient' left click and open



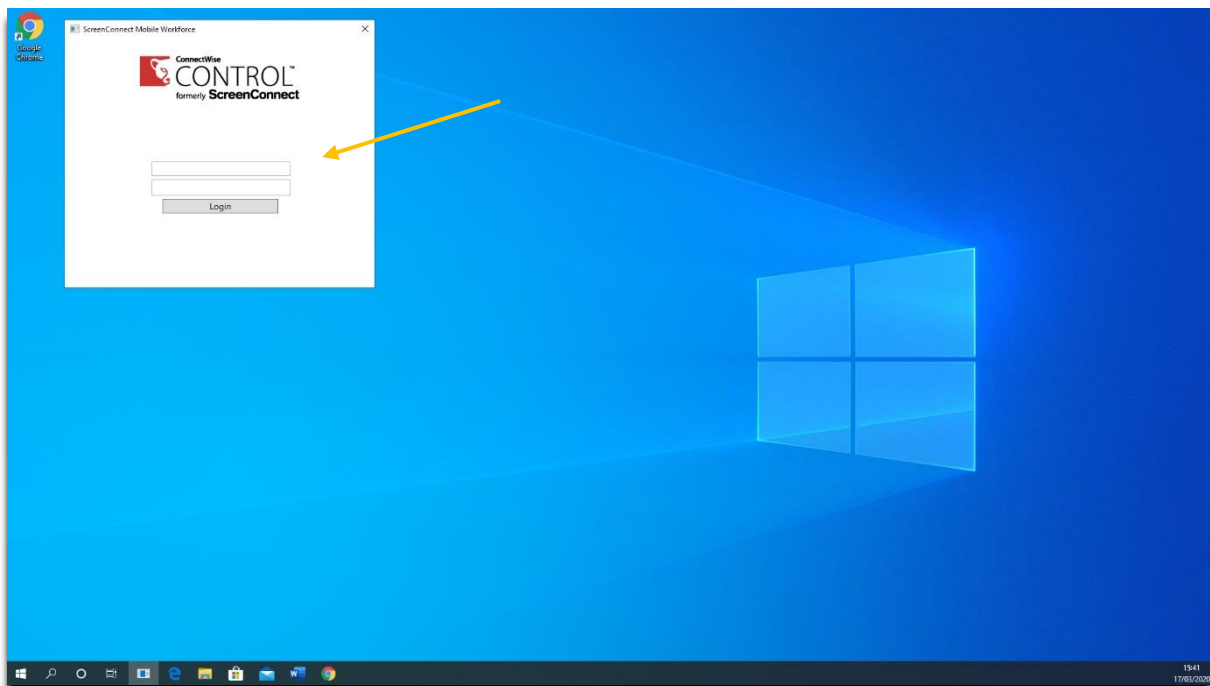
4. You will now need to left click on the arrow and click 'open' to start installation



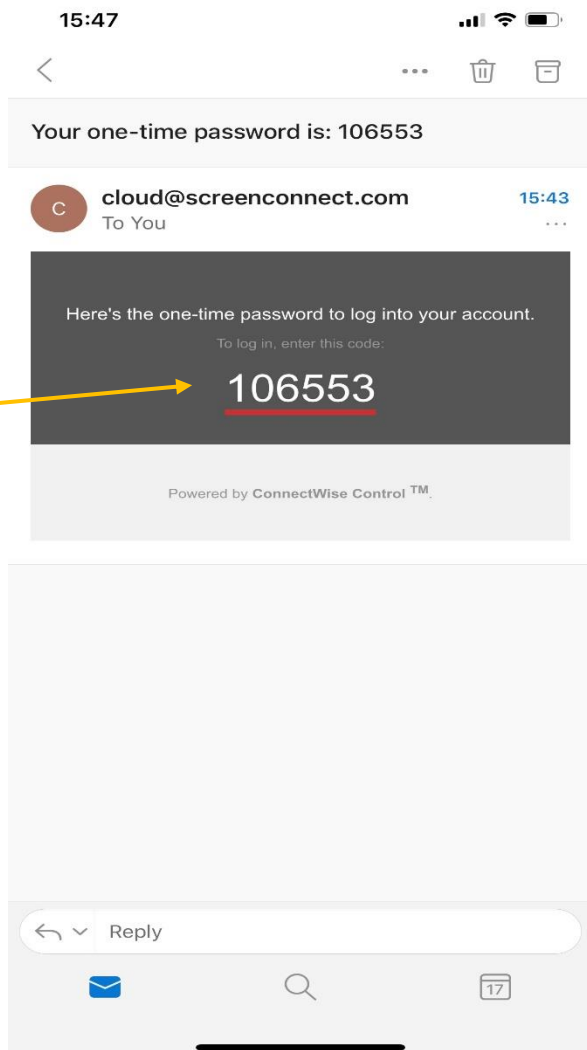
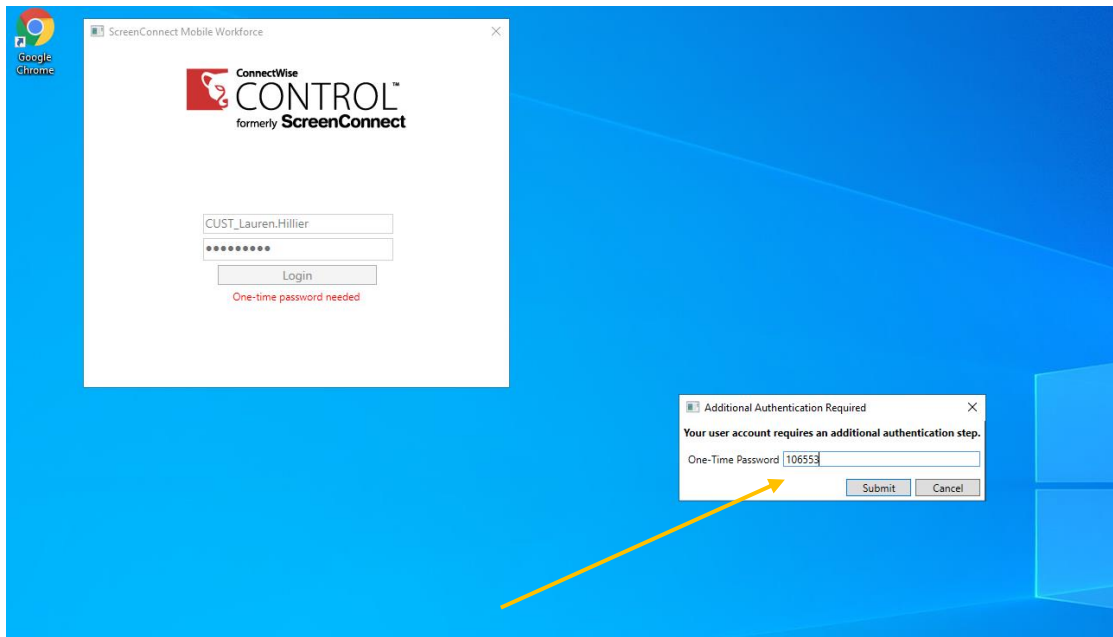
5. You will now see a windows security message on this occasion ignore and click on 'more info' then click 'run anyway'



6. You will now see a login screen appear in a white box where you will need to enter your allocated remote log on details, username and password



7. Your user account requires an additional authentication step. This **one-time 6-digit password** will be sent to your personal/allocated email
8. Enter the **one-time 6-digit code** into the additional authentication required box and click **submit**.



One-time 6-Digit Authentication Code

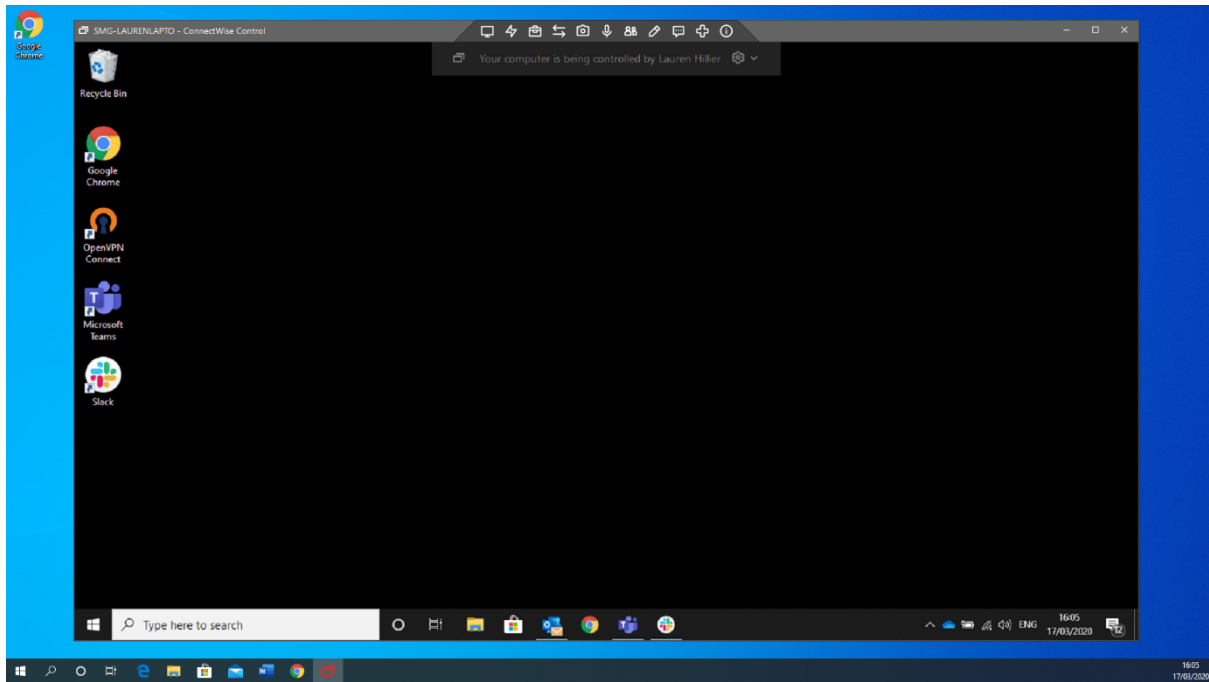
You will need to login to your personal email and enter the one-time 6-digit code into the Additional Authentication Required Box.

You will be required to do this each time that you log on to 'the remote worker solution'. Each time you will be emailed with a new one-time 6-digit password.

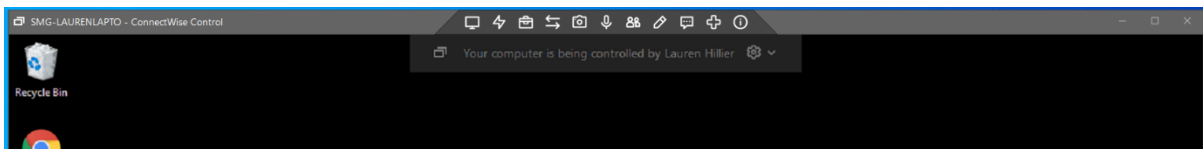
Please note: If you take too long to enter the one-time 6-digit password you will be sent an email with a new 6-digit one-time code.

If you are using email on your phone it should look like the image on the left, it may appear slightly different depending on the device your using.

9. **You should now be logged in**, you can open full screen and use your workplace desktop PC as normal.



For full screen Please click on the square in the right-hand corner to use full screen



Controlling the screen connect screen

Using the toolbar at the top of the screen you may select full screen to use your work desktop pc as normal, it's unlikely you will need any of icons in the middle.

Create and icon on your desktop for easy log in

1. **Open your files and folders, open Downloads, right click -Send to | Desktop (Create Shortcut)**

Logon after Initial Setup (Daily Use)

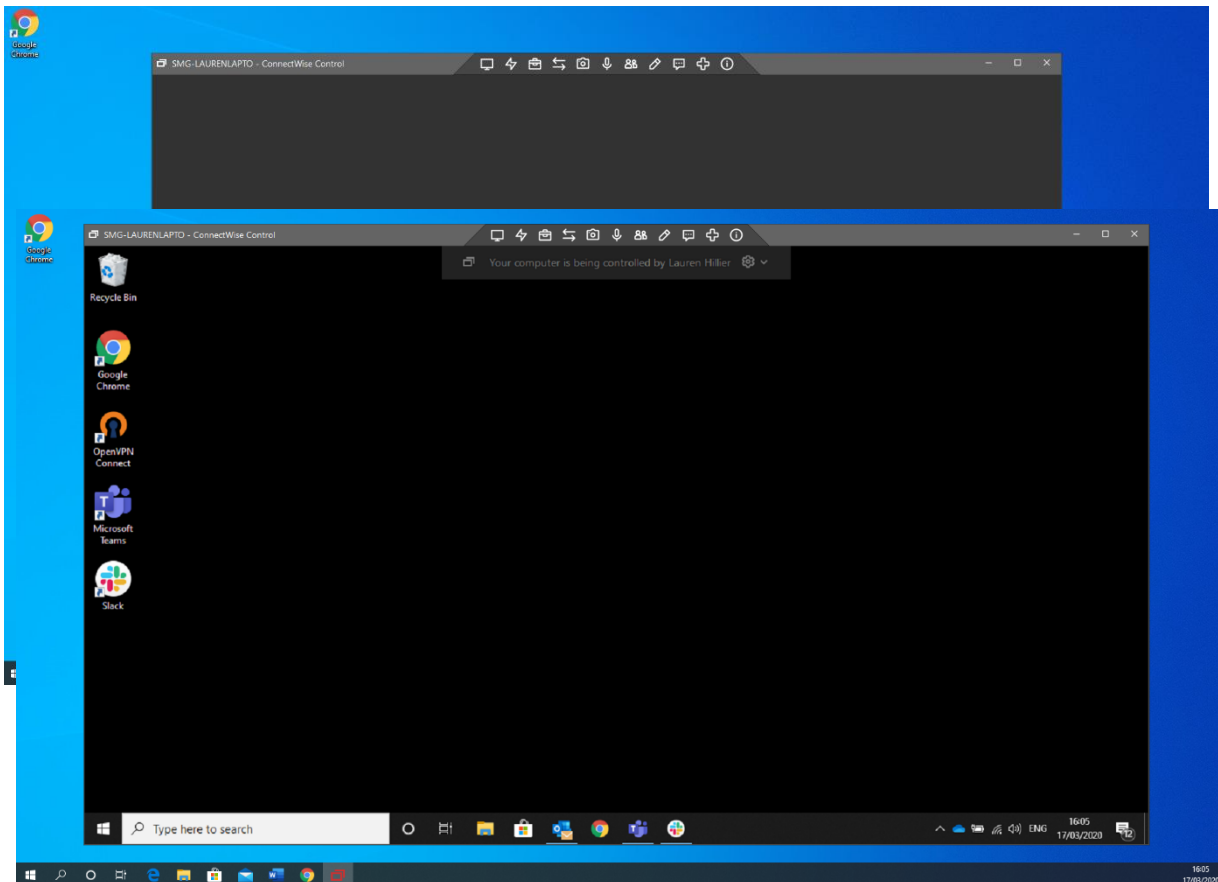
1. Click on your saved desktop icon or access via website link
2. Enter username and password
3. You will now receive a one-time 6-digit password to your personal email
4. Enter the one-time 6-digit password from your email
5. You can now log on.
6. You will now be connected remotely to your work desktop pc

Troubleshooting Guide

1. **If you are not connected to the internet**

You must be connected to the internet in order to use screen connect you may get the following message:

The remote name could not be resolved: 'smgclient.screenconnect.com'



2. **Waiting for your guest** If you have successfully connected to the session, but your guest has not connected you will need them to connect for your session to begin. This may have happened if your work Office PC has gone to sleep or lost power. We have changed the settings to ensure your machines will stay on to allow you to connect remotely from home.
3. **If you are connected your screen should appear as below, you may click on full screen and it will be mirroring your workplace desktop pc as usual.**