

DOCUMENTED WORKFLOW

Connecting to Remote Workforce

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EK3 TECHNOLOGIES
— PROVEN SOLUTIONS —

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Jacksonville, FL 32207

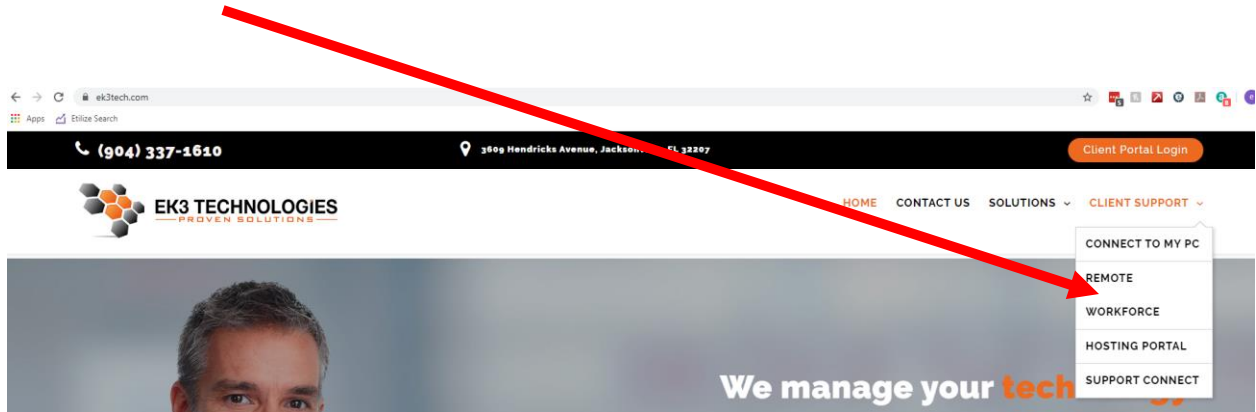
904.337.1610
www.ek3tech.com

This workflow allows you to access your workstation in the office from anywhere that is connected to the internet. This workflow assumes that you have already received your login credentials from EK3 Technologies support or your management team. If you have not received these credentials please email support@ek3tech.com.

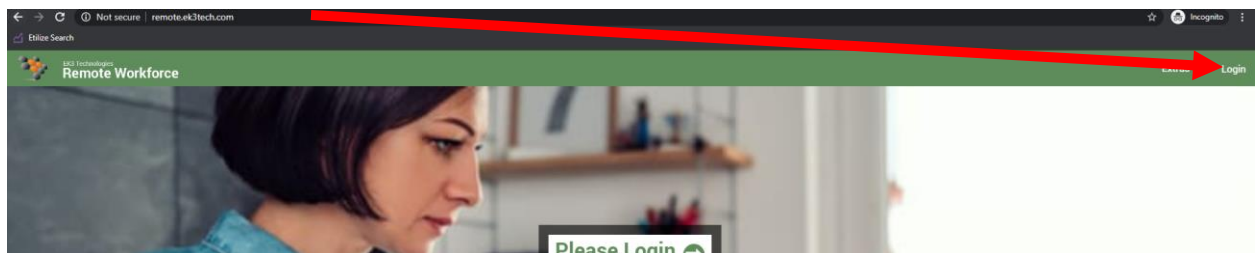
1. Open your internet browser (Chrome, or Firefox)
2. In the address bar, type <http://www.ek3tech.com>



3. Once this website is loaded, hover your mouse over Client Support and choose "Connect To My PC"

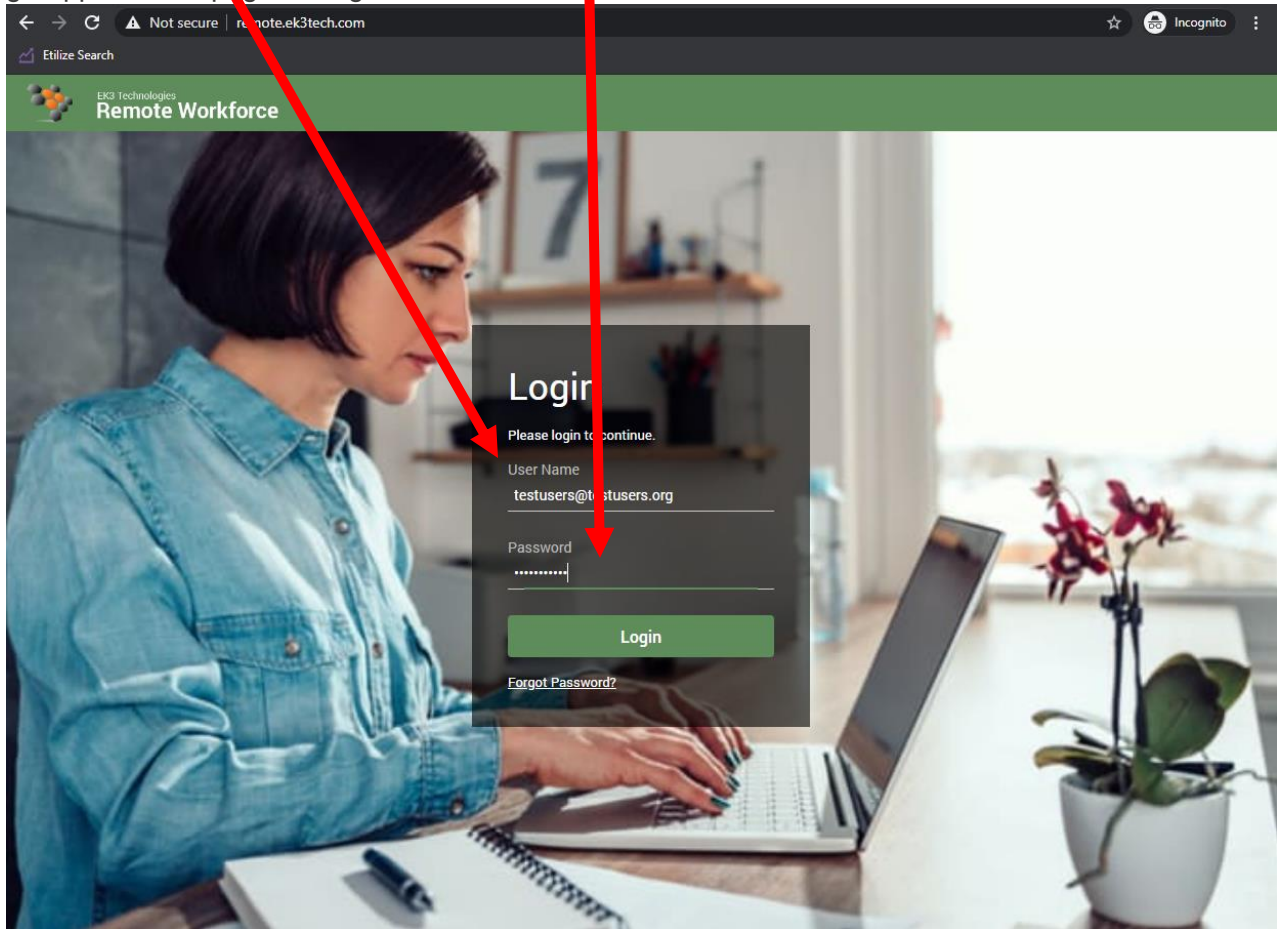


4. Click Login in the upper right hand corner.



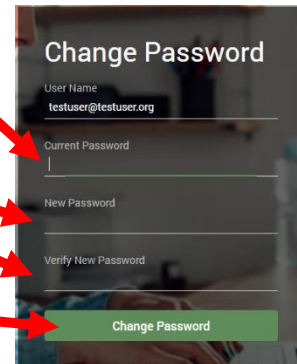
5. Enter your login Credentials and press login. : (These credentials are created by EK3 Technologies)

https://docs.connectwise.com/ConnectWise_Control_Documentation/Get_started/Administration_page/Appearance_page/Change_the_visual_theme_of_an_instance



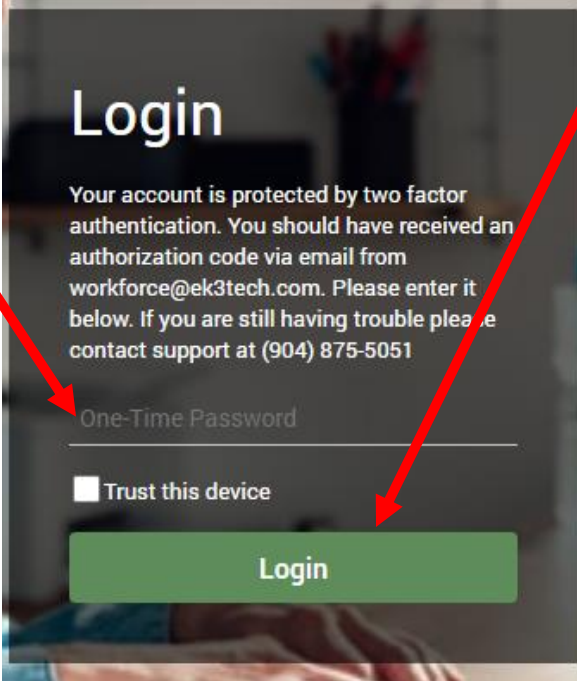
a. Upon first login you will be required to change your password. This makes sure that the password used here is know only by you. To change your password use the following steps. (Note: Your new password should be 8 characters and contain letters, numbers and symbols)

- 1) Reenter the password you were given
- 2) Enter a new password
- 3) Reenter same password from step 2
- 4) Press Change Password.
- 5) You will be required to complete step 5 above Again with your new password.



6. Next you will be asked to retrieve the authentication code from your email. This is provided as extra security for your workstation and verifies that only you can access your workstation.

You will receive a code from workforce@ek3tech.com enter that code and click login. To bypass this in the future you may click trust this device.

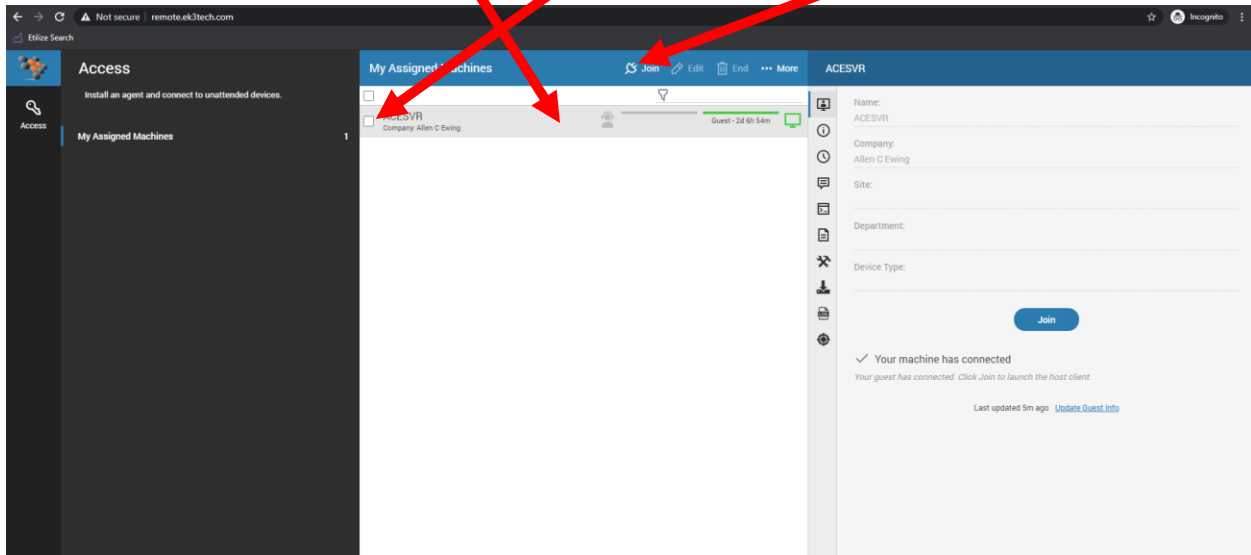


The image shows a login screen with a dark background. At the top, the word "Login" is written in large white letters. Below it, a paragraph of text explains that the account is protected by two-factor authentication and that an authorization code has been sent via email from workforce@ek3tech.com. It asks the user to enter the code and provides contact information for support at (904) 875-5051. There is a text input field labeled "One-Time Password". Below the input field is a checkbox labeled "Trust this device". At the bottom of the form is a green button with the word "Login" in white. Two red arrows point from the text above to the "One-Time Password" field and the "Trust this device" checkbox.

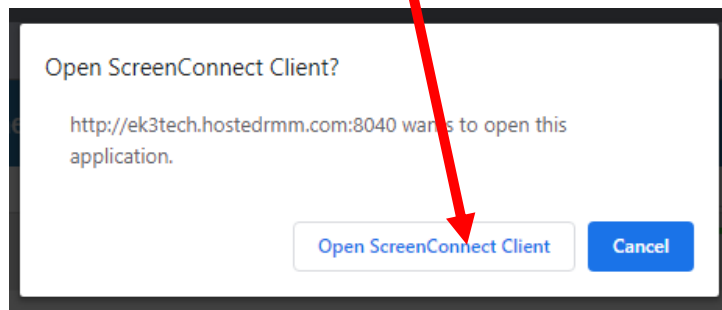
*This can also be set to text you if you prefer, just ask our support team to update it.



1. Once logged into the portal you will be presented with a new dashboard displaying all the workstations/servers you have access to. To access your workstation or server either double click on the Workstation Server Name, or tick the box to the left of the name and click join.



8. Your computer should now be downloading a small file, open the file and you will be connected with your workstation.
 - a. If you've already connected to your workstation you will received the following message. Click Open Screen Connect Client.



7. You should now be connected to your workstation. Refer to the guides below to use ScreenConnect.

