

DOCUMENTED WORKFLOW

Using the Remote Workforce Client

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The Remote Workforce client allows you to manipulate your workstation in the office, at home, on the road, or anywhere that you have internet access. To connect to Remote Workforce please see the Connecting to Remote Workforce Documentation. This document assumes you have already connected to the service and your workstation.

Once connected the following toolbar is located at the top of the window. In full screen this will be hidden and you will need to move your cursor to the top of the screen to have it appear.

This document is separated into sections based on the function of the toolbar.

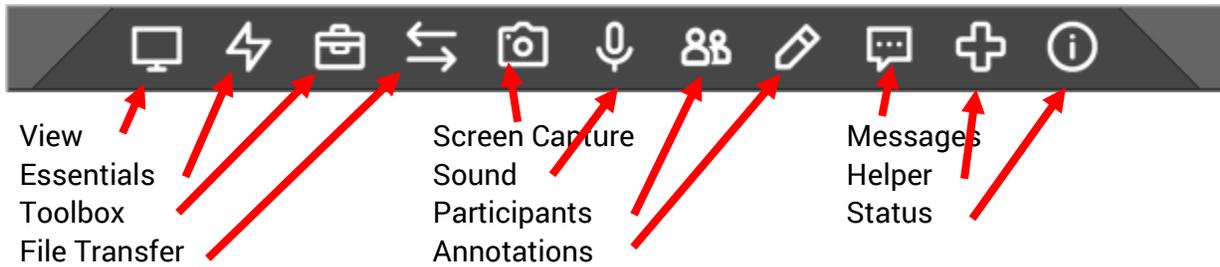


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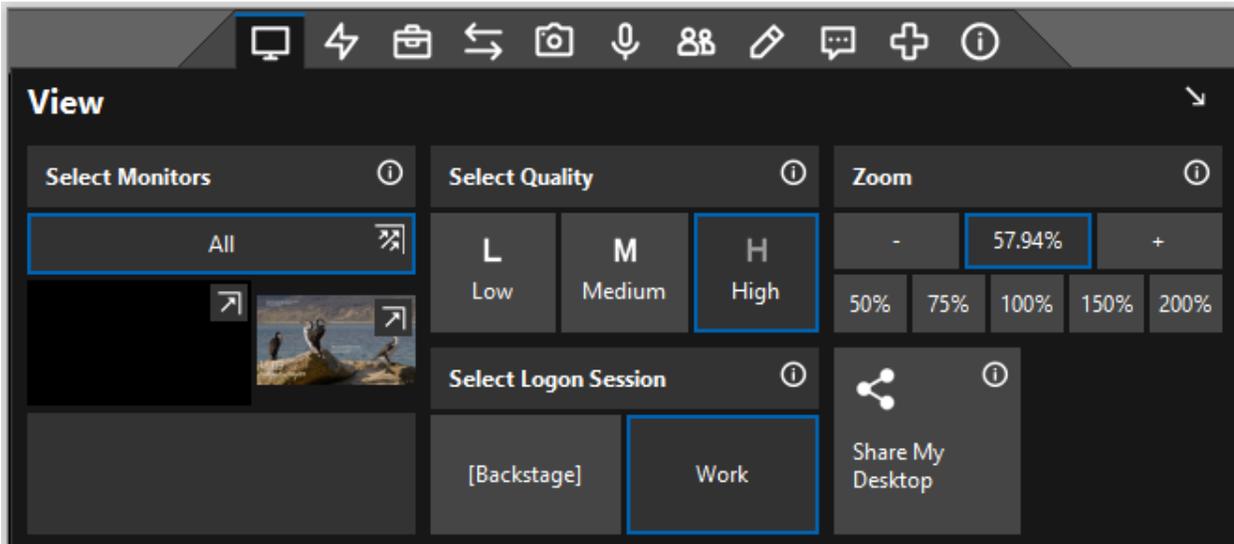
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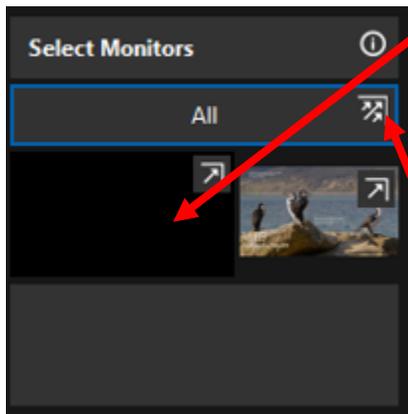


View



This window is split into 4 different sections, see below:

Select Monitors:



If your workstation has multiple monitors, by default all monitors are displayed on the screen upon login. You can select a single monitor or all monitors to view. To select a single monitor click on the monitor to display.

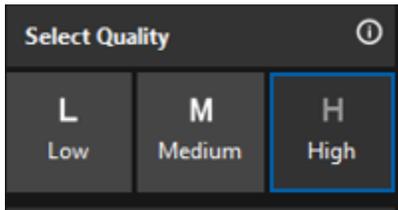
If your viewing workstation has multiple monitors you may click the triple arrows icon to split each monitor in a separate window.

Tip: Each window remembers its position on a monitor and will use that position the next time you open the host client.

When monitors are separated you can drag and drop files and shortcuts between each window.



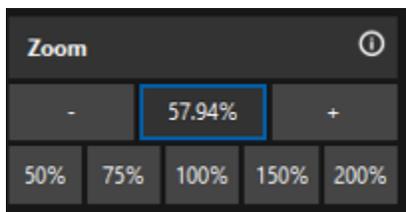
Select Quality



This option is used when the internet connection you are using has low bandwidth. This adjust the quality of the picture, to help with screen refresh speed.

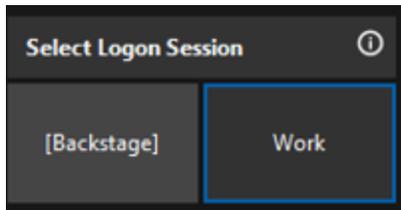
- High (true color) – This option provides a true-color representation of the guest machine.
- Medium (~256 colors) – View the guest machine with, at most, 256 colors.
- Low (grayscale) – This option provides a grayscale representation of the guest machine.

Zoom



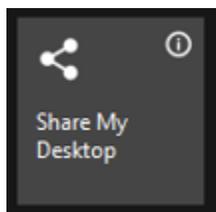
Enlarge or shrink the display in the client window.

Select Logon Session



This option is not used

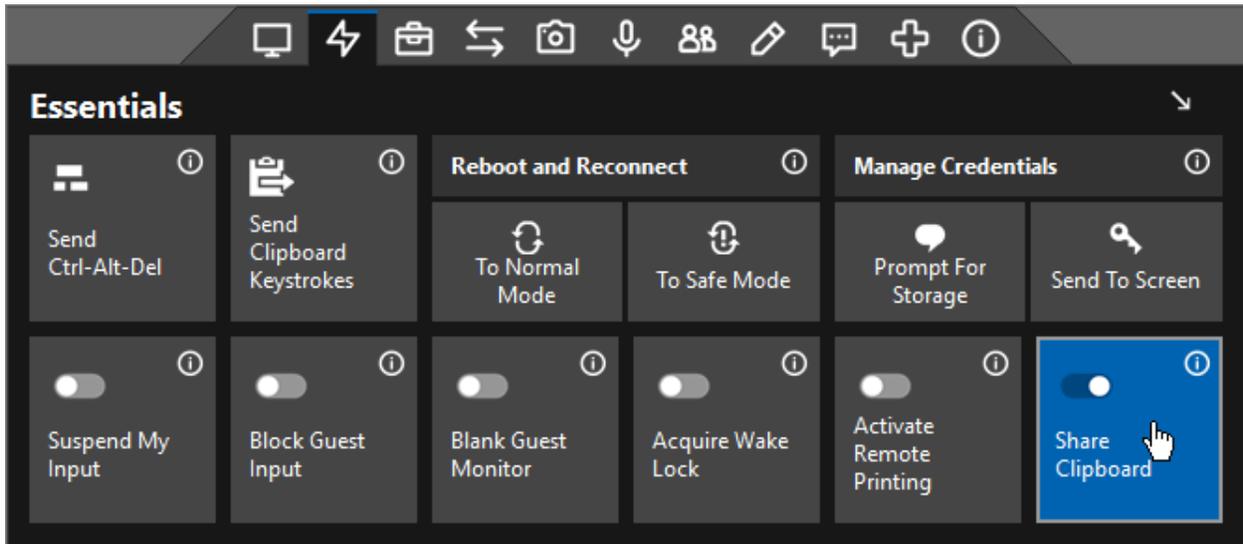
Share my Desktop



If someone is at the office workstation this allows you to share you local desktop with that person. This is not used often.

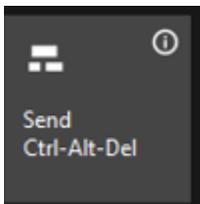


Essentials



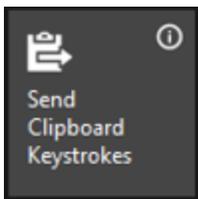
This window is split into many different sections, see below:

Send Ctrl-Alt-Del



Send the Ctrl-Alt-Del command to the connected machine.

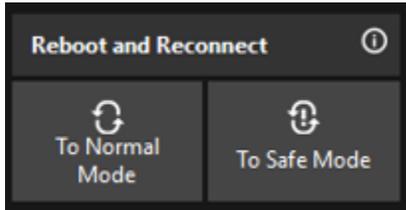
Send Clipboard Keystrokes



Send any text that has been copied to your clipboard as keystrokes to the connected machine. This is useful for entering credentials on a connected machine without having to copy-and-paste text into the session. Send Clipboard Keystrokes data persists as long as your clipboard contains that data.



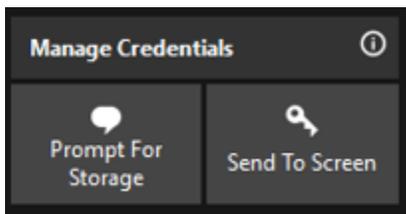
Reboot and Reconnect



Restart the connected machine. Once the reboot has completed, the session will automatically reconnect.

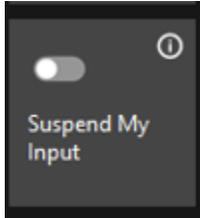
- To Normal Mode – Reboots the connected machine normally
- To Safe Mode – Not Used

Manage Credentials



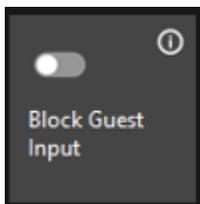
This function is not used.

Suspend my Input



Disable your keyboard and mouse control. This will also suspend clipboard syncing with the connected machine.

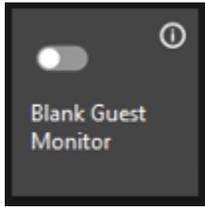
Block Guest Control



Removes the connected machines keyboard and mouse control. Useful if someone is at the connected workstation.

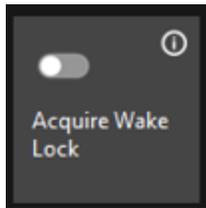


Blank Guest Monitor



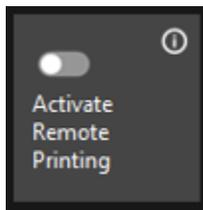
Obscures the connected machines monitor(s), showing only a solid background with the words EK3 Remote Workforce. This is useful when performing confidential work when remote.

Acquire Wake Lock



Prevent the connected machine from automatically-locking, going to sleep, playing a screensaver, or hibernating. The wake lock will automatically expire when you close the host client window.

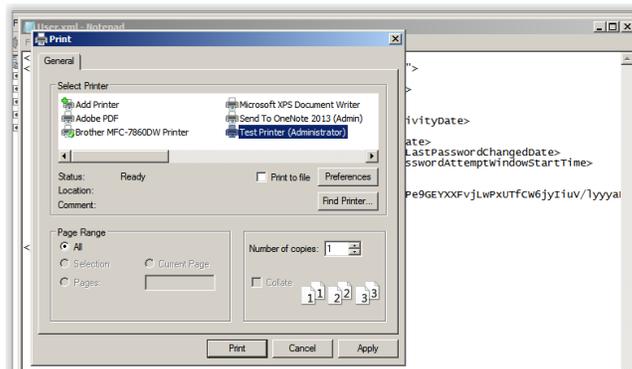
Activate Remote Printing



As long as the requirements for remote printing are met, you should be able to print from a remote session to your local printer without any additional configuration. If you have any trouble please contact our support team

1. Once you click this option wait a few minutes
2. Open the print dialog for your document
3. Select your local printer from the list of available printers

From your print dialog, find the area where all available printers are listed. Next, select your remote printer. There may be a brief delay as your local printer(s) populate in the printer dialog..



Share Clipboard

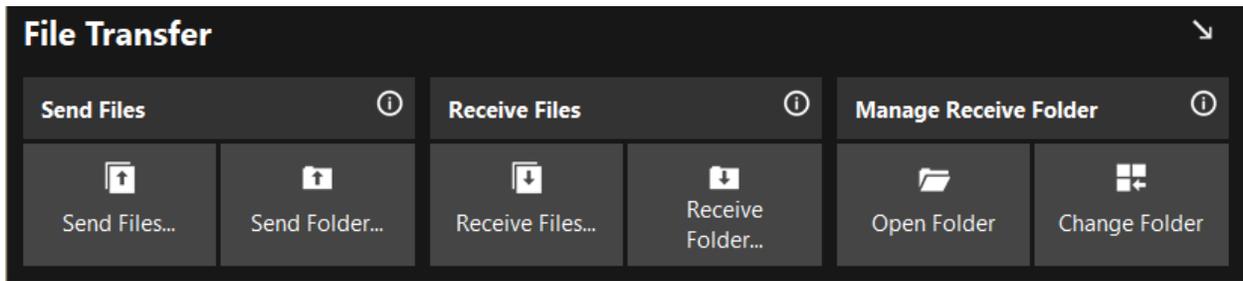


Sync your local clipboard with the connected machine’s clipboard.

Toolbox

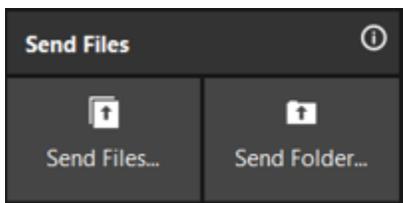
This option is not used by Workforce users.

File Transfer



This window is split into 3 different sections, see below:

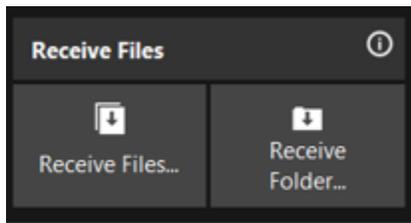
Send Files



Transfer files or folders to the connected machine. The Send Files or Browse for Folder dialog will open, and you can select which file or folder to send. On the connected machine, an explorer window will open and the file or folder will be saved (in Windows) to the “c:\documents and settings\%username%\My Documents\EK3 Remote Support Tool\Files” Folder.

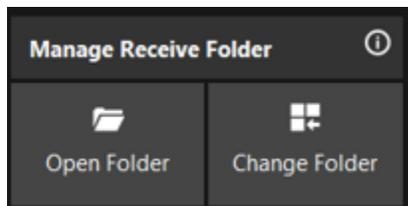


Receive Files



Receive files from the connected machine. The Send Files dialog opens on the connected machine, and either the guest or the host can navigate to the desired file. When the file is selected, click Open to receive the file. An explorer window will open on your machine, and the file will be saved to the “c:\documents and settings\%username%\My Documents\EK3 Remote Support Tool\Files” Folder.

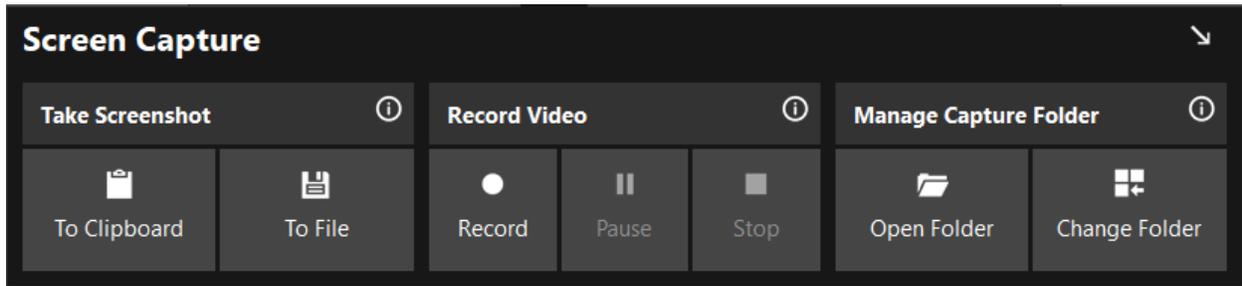
Manage Receive Folder



Change where files are received on your machine.

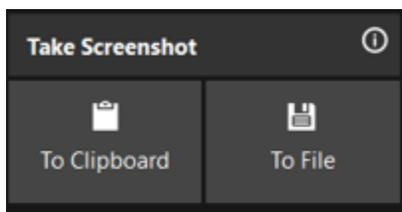


Screen Capture



This window is split into 3 different sections, see below:

Take Screenshot

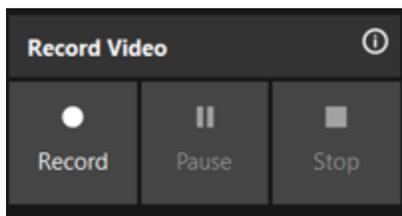


Take a screenshot of the connected machine and copy it to:

To Clipboard – Copy the guest machine screen to the clipboard. It can then be pasted as an image.

To File – Save the screenshot as a file (in PNG format). This file will be located in the “c:\documents and settings\%username%\My Documents\ EK3 Remote Support Tool\captures” folder by default.

Record Video



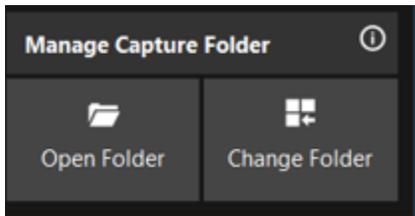
Take a video recording of the connected machine’s screen(s).

- **Record** – Begin recording the session.
- **Pause** – Suspend recording until "Record" is selected again.
- **Stop** – Stop recording the session.

This file will be located in the “c:\documents and settings\%username%\My Documents\ EK3 Remote Support Tool\captures” folder unless otherwise specified.



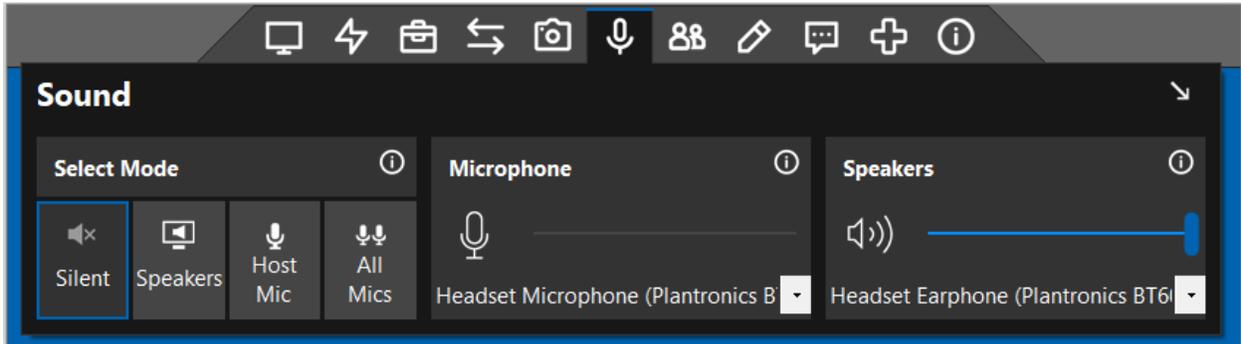
Manage Capture Folder



Open the capture folder or change the location where screenshots and videos are stored

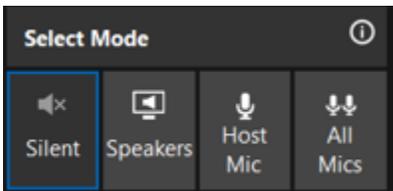


Sound



This window is split into 3 different sections, see below:

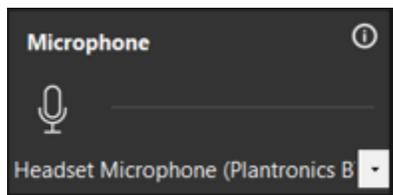
Select Mode



Select what sounds and microphones can be used.

- Silent – Do not capture any sound.
- Speakers – Capture the sound that is played through the speakers of the machine.
- Host Mic – Listen to the microphone of the host.
- All Mics – Listen to all microphones; useful for conferencing.

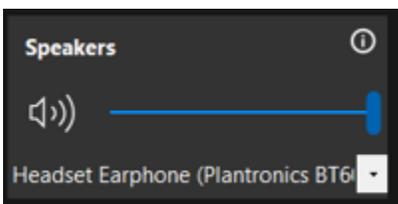
Microphone



Choose a specific microphone to use during the session. If more than one microphone is available, it will be in the drop down menu.

You can also choose to mute your microphone using the slider.

Speakers



Choose specific speakers to out the sound of the connected machine during your session. If more than one speaker option is available it will be listed in the dropdown.

You may also adjust the volume of the speakers using the slider.



Participants

This option is not used for EK3 Remote Workforce

Annotation

This option is not used in EK3 Remote Workforce

Messages

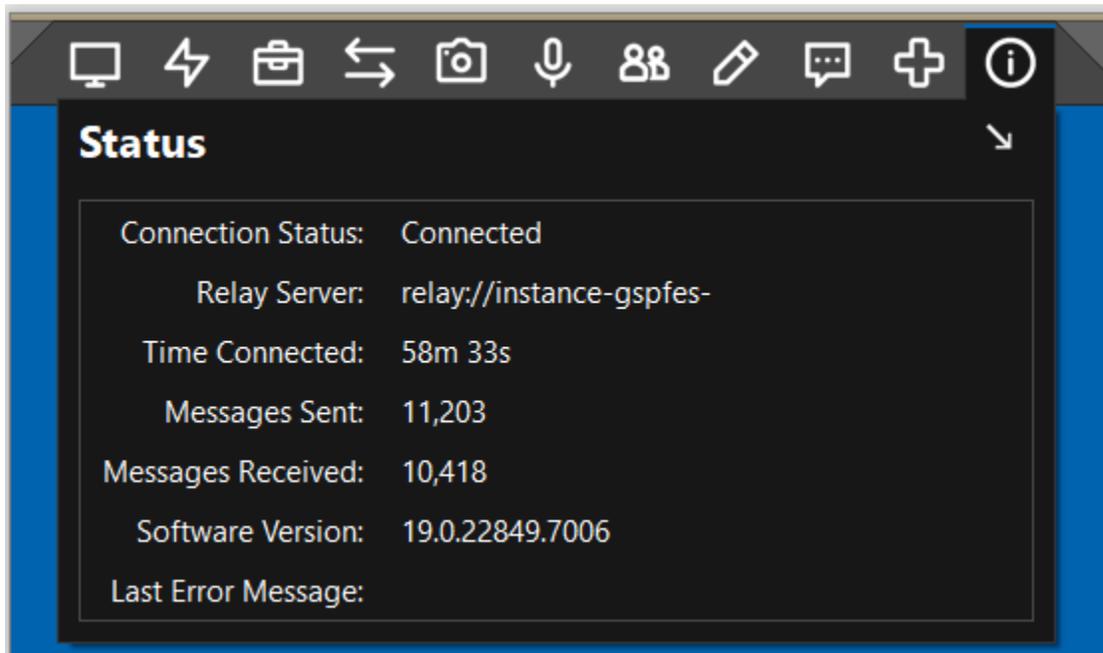
This option is not used in EK3 Remote Workforce

Helper

This Option is not used in EK3 Remote Workforce



Status



For the host client on a Windows machine, the Status menu has the following information:

- **Connection Status** – Displays the current state of the connection between the client and the ConnectWise Control server.
- **Relay Server** – Displays the callback URI of the client.
- **Time Connected** – Displays the amount of time that the client has been connected to the server.
- **Messages Sent** – Displays the amount of traffic sent to the server.
- **Messages Received** – Displays the amount of traffic received from the server.
- **Software Version** – Displays the client's current version of ConnectWise Control.
- **Last Error Message** – Displays the most recent error message and if a Windows session can be elevated to handle [Windows UAC](#) messages.

