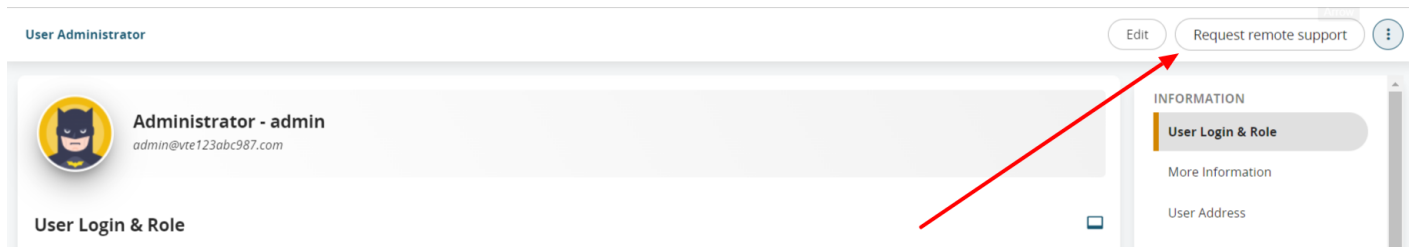


# 2.7.1 Request Remote Support



The button **Request Remote Support** is used to create temporary credentials that must be provided to the vtenext HelpDesk if needed.

Clicking that button makes this pop-up appear:

### Remote Assistance Access

You are about to allow the remote access with your user. Choose the duration, visibility options, then click Confirm.

Duration: 8 Hours ▼

Visibility options

☐ Allow to see messages

☐ Allow to see talks

CancelConfirm

Here you can select the duration of the validity of these credentials and you can also choose to disable the modules Conversations and Messages for this temporary user. This function is provided to protect your privacy. Once you are done you have to click the Confirm button in the bottom-right pop-up side. After this, a new pop-up will appear. From that new pop-up you can copy your temporary credentials and provide them to the HelpDesk.


## Remote Assistance Access

### The remote support access has been activated

Send these credentials to your support provider so that they can login with your user and verify the issue.

**Notice:** Share this information only with your support provider, using the usual communication channels (es. mail, helpdesk portal, phone, etc). Do not share this information with third parties.

URL: http [redacted]  
User Name: admin  
Password: al [redacted]  
Security code: 465 [redacted]  
Timeout: 2023-08-24 20:41:36

 Copy to clipboard

**Notice:** after closing this windows, the credentials won't be visible anymore. Be sure to copy them.

Close

Notice that once you have closed the pop-up, the temporary credentials will not be recoverable. So, if you don't copy the credentials before closing the pop-up you need to Regenerate credentials. Infact, if you click again the button "Request Remote Support" and the latest credentials created are still valid, this pop-up will appear:

## Remote Assistance Access

The remote support access is already active and will expire in 8 hours (24-08-2023 at 20:41).

Revoke credentials

Regenerate credentials

Cancel

As you can easily see, you can **revoke the credentials** or you can **regenerate new temporary credentials**.

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