ITarian

Remote Access
User Guide

ITarian Remote Access – User Guide

ITarian **Remote Access** is a peer-to-peer communication tool that uses the secure RTP protocol to remotely connect to managed endpoints. The tool uses standard technologies and protocols so no additional software or hardware is necessary.

This document explains how to download and install the product and how to take remote control of endpoints

- **Download and install ITarian Remote Access**
- **Connect to endpoints**
- **How to use the remote manager toolbar**
- **Get support and suggest a feature**

Download and Install ITarian Remote Access Tool

The ITarian remote access is free of charge and can be downloaded from **https://remoteaccess.itarian.com**

- Visit **https://remoteaccess.itarian.com** and click 'Get Now for Free' at top-right
- Enter your email address and click 'Get Free Now'
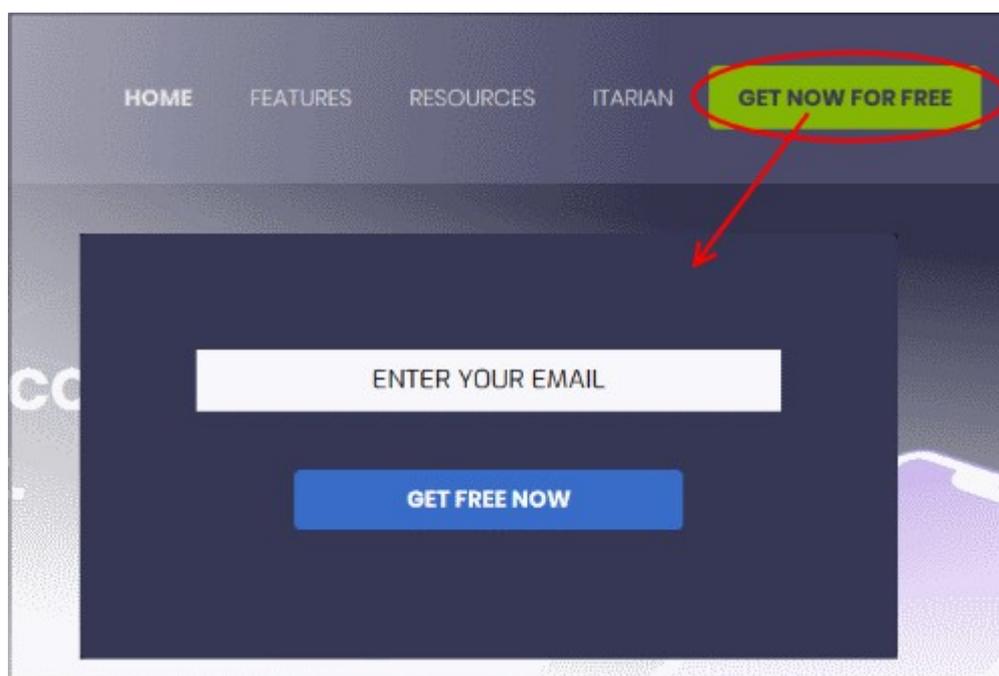
- Click 'Save File'
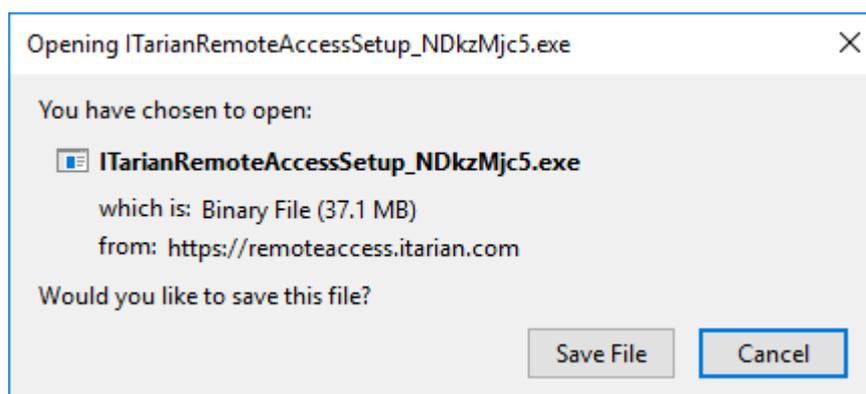
The setup file will be saved to your default download location.

- Run the setup file to start the installation process:
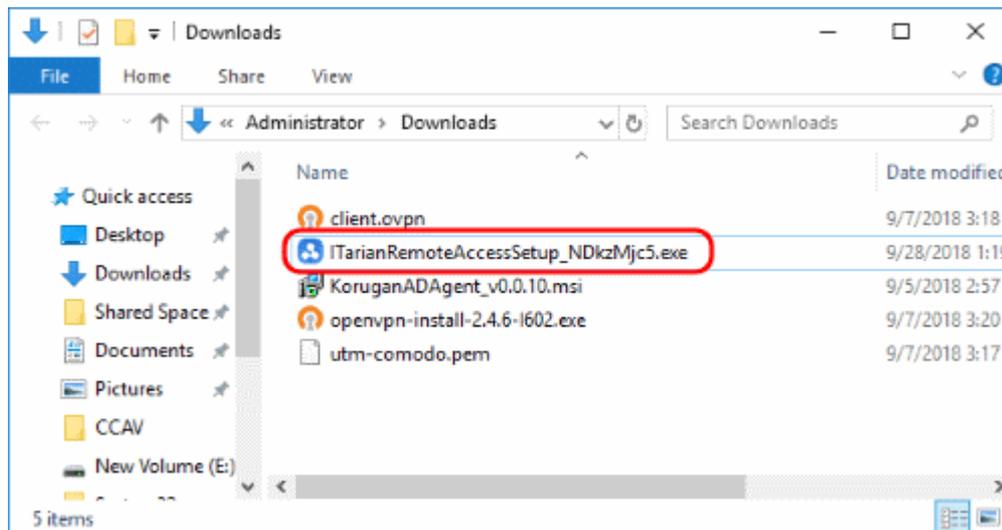
- Read the license agreement, accept the license terms and click 'Install'
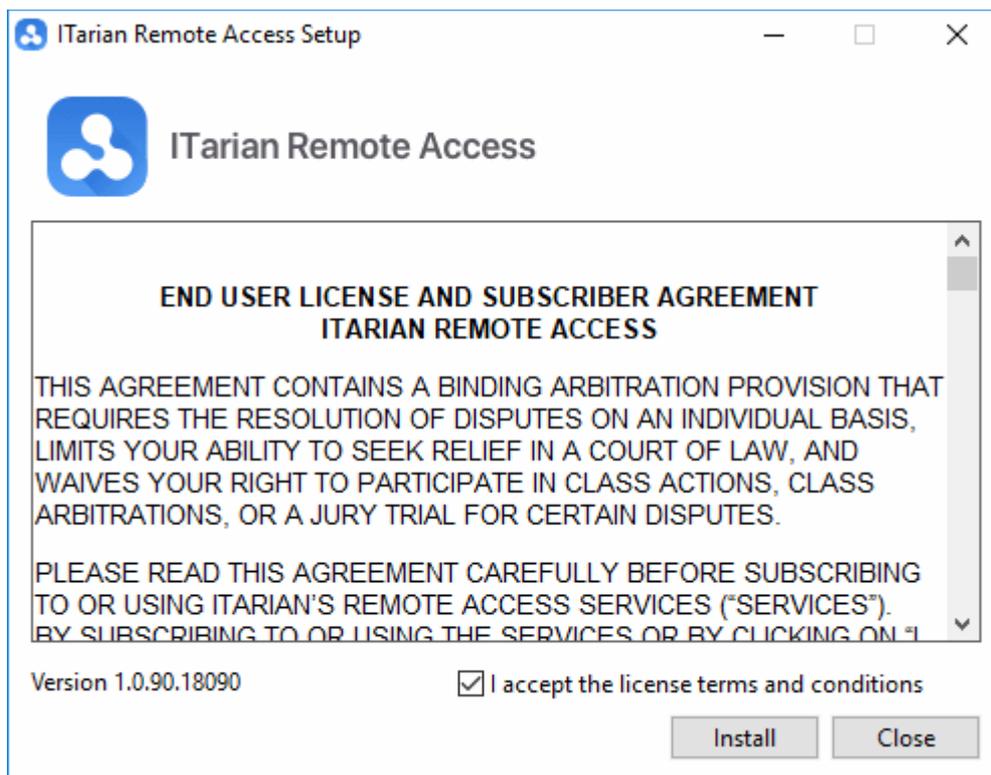
- After installation, click 'Launch' to open the app:
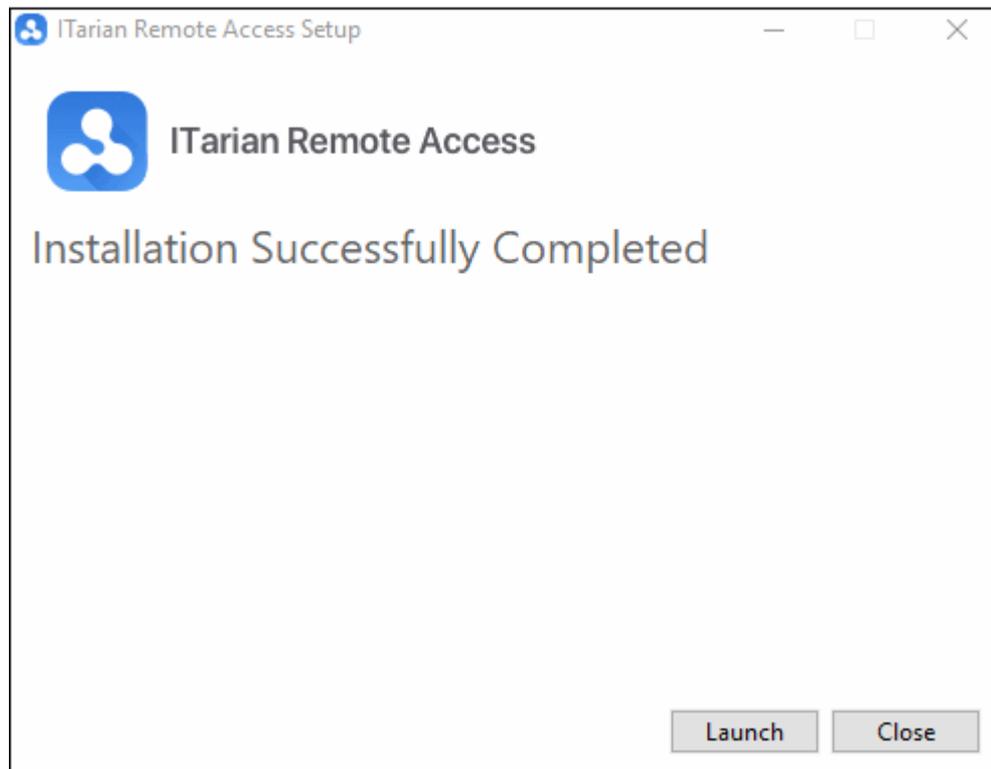
- ITarian automatically generates an ID number and password for each installation. You will need these credentials to connect to remote devices and vice-versa.
- Note – ITarian also needs to be installed on the endpoints you want to manage

Connect to Endpoints

- Make sure ITarian is also installed on the endpoint you want to manage.
- Open ITarian on your local machine, and get your client to open ITarian on the device you want to manage.
- Get your client to send you their ITarian ID and password.
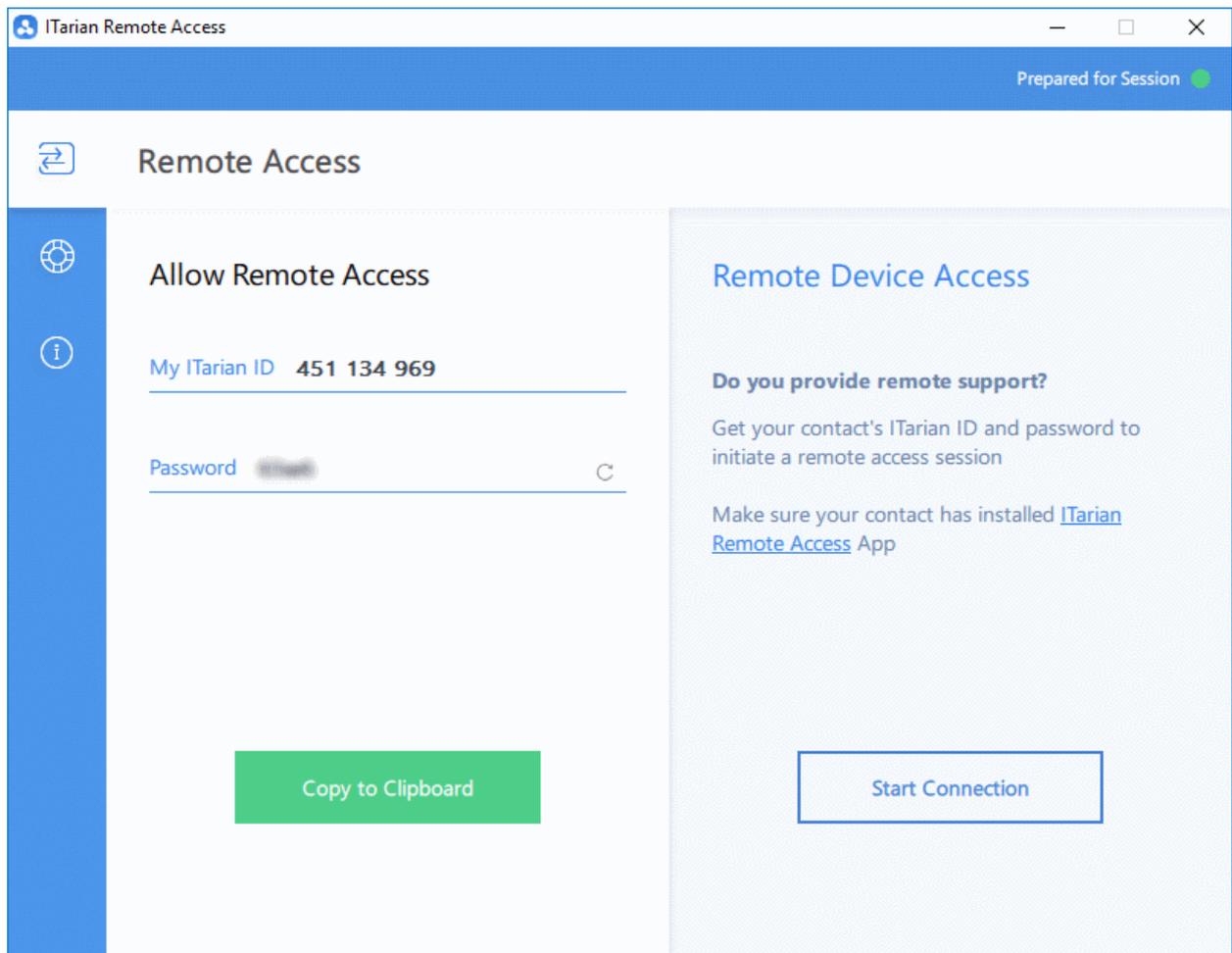
- Click 'Start Connection'
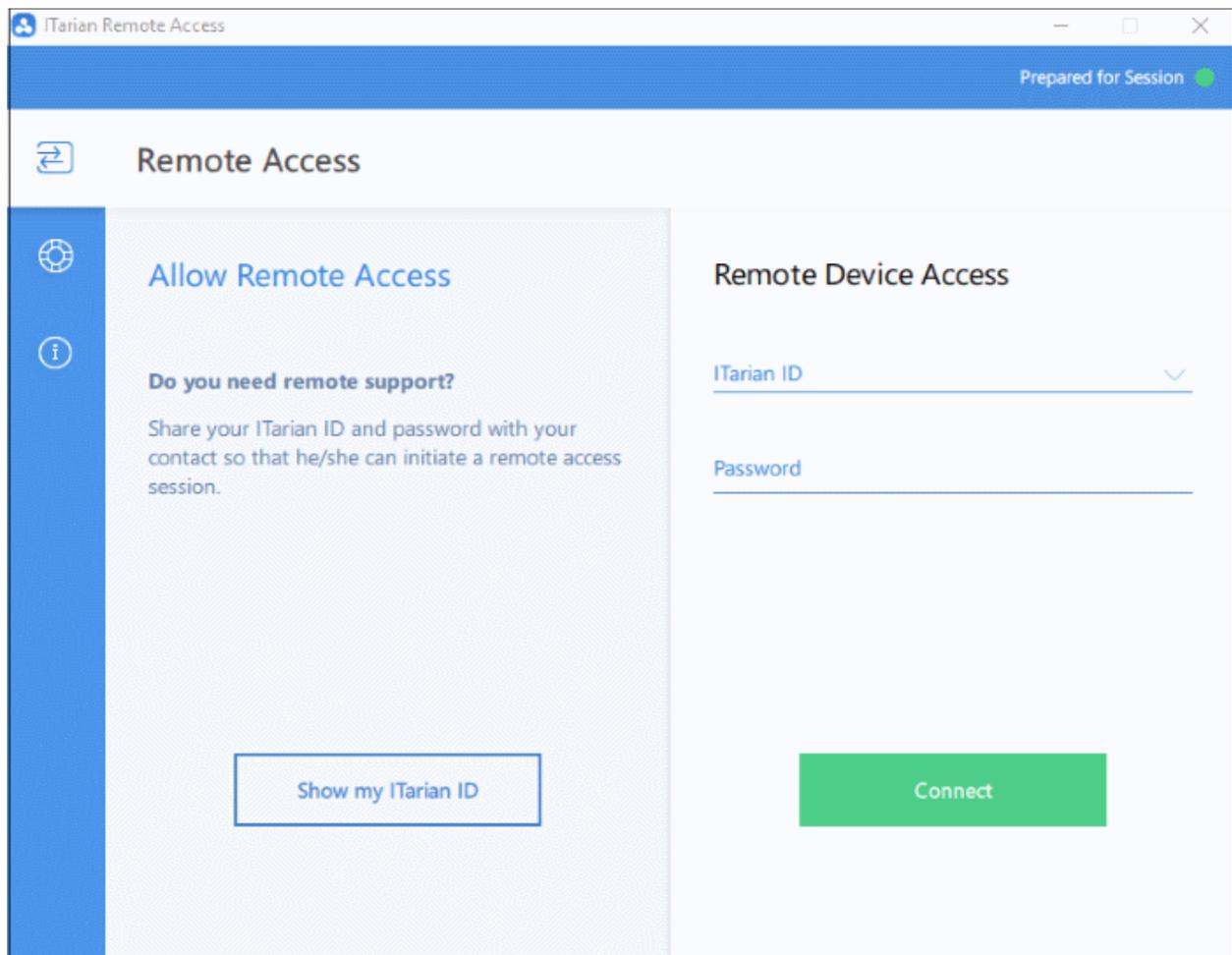
- Enter the ID and password of the remote endpoint
    - Note – The password is valid for the current session only. A new password is generated for every session.
- Click 'Connect'
- The remote user will receive a connection request which he/she must allow:
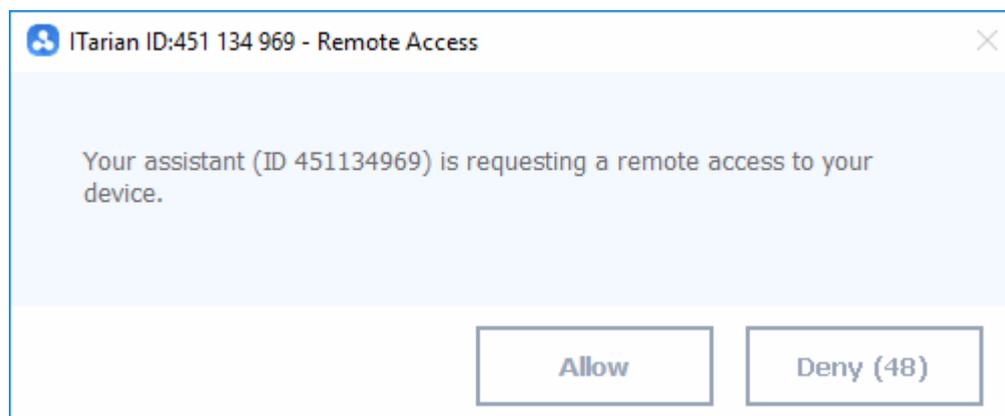
- The user should accept within 60 seconds or the connection attempt will timeout.
- After accepting, the remote endpoint will show a dialog box with details of the connection:

- You can now access the remote machine to perform tasks as required.

How to Use the Remote Manager Toolbar

- After connecting, you will see the desktop of the remote machine in the ITarian window.
- You can use the remote access toolbar to manage your connection.

The following table lists the features you can use on the toolbar.

 Position - Click and drag the tool bar to your preferred location.

 Full Screen - The remote desktop will cover your entire display, without the operating system's window-framing interface.
  - Click the same icon to exit full screen mode

 Pin – Lock the tool bar in place in full screen view.

 Minimize/Maximize - Show/hide tool bar options.
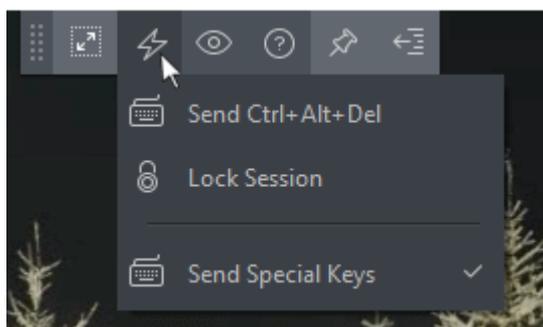
 Actions - Send control commands to the endpoint.
  - **Send Ctrl + Alt + Del** - Opens the Windows security screen on the remote device. This lets you:
    - Lock the remote computer
    - Log the current user out of the remote machine
    - Change the password of the remote machine
    - View task manager on the remote machine

• Shut down/restart/hibernate the remote machine.

• **Lock Session** - Locks the remote endpoint. Provide a password to unlock the endpoint.

• **Send Special Keys** - If enabled, send key combination commands such as Ctrl+C, Windows + R and so on.

  • Special key combinations depend on the operating systems of the local (admin) device and the remote device.
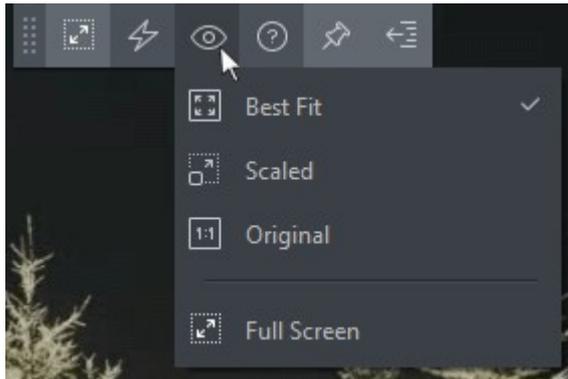
View - Change the display size of the remote desktop. The available options are:

• **Best Fit** - Automatically adjusts the screen resolution for the best visual experience.

• **Scaled** - Displays the target desktop with the resolution of the admin computer

• **Original** - Displays the target desktop at its own resolution

• **Full screen** - Displays the remote desktop in full screen view

Multi-Screen - The multi-screen icon only appears if the target point endpoint has a multi-monitor setup. The drop-down shows all monitors connected to the endpoint and allows you to choose which to view.
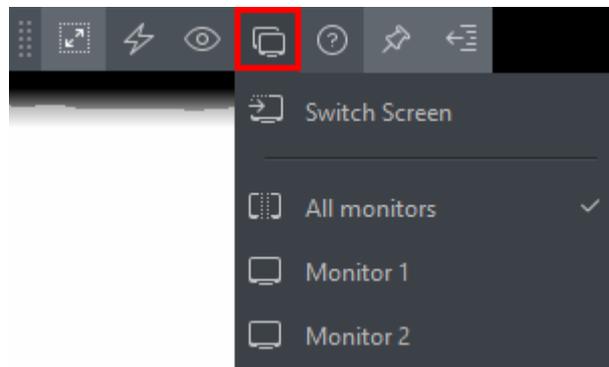
• Select 'Switch Screen' to move to the next screen on the list

Get Support and Suggest a Feature

• Click the life-preserver icon in the side menu to open the support center:
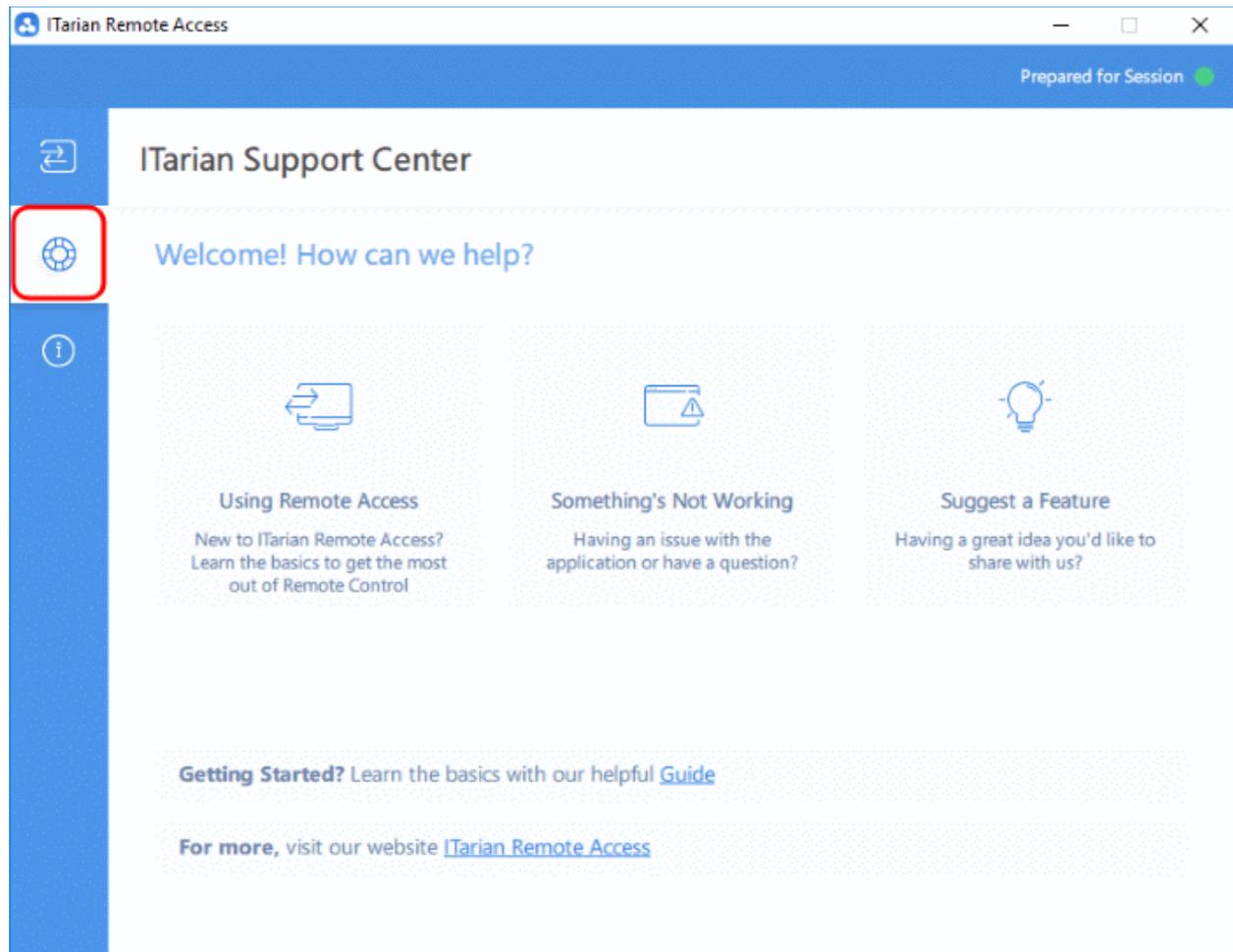
- **Using Remote Access** - View articles which explain how to perform tasks in Itarian Remote Access.
- **Something's Not Working** - Submit a support ticket. Read knowledgebase articles.
- **Suggest a Feature** - Visit the ITarian community message board and share your thoughts.

About ITarian

The comprehensive and powerful ITarian IT operating platform helps you simplify operations, boost productivity, and better utilize IT resources. It includes all the essential IT management tools, including remote monitoring and management, remote access and control, service desk and ticketing, and patch management. For free.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

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