

INSTALLING THE CUSTOMER SUPPORT APPLLET

To allow your support technician to access your PC remotely, you must install the secure Support Applet.

Installing via an Email Link


1. Open the email notification you received from your Support Representative.
2. Click the **Set Up This PC** link provided in the email.
3. Follow the simple prompts on the page to download and run the setup program.

Installing via the eBLVD Website

1. Open a web browser and go to <http://support.eblvd.com>
2. Enter the Setup Code provided to you by your Support Representative.
3. Follow the prompts on the page to download and run the setup program.

All connections between your PC and the Support Representative are made using secure, 128-bit SSL encrypted data transfer – the same way your banking or e-commerce site is accessed with a browser.

Unattended Access

If you granted “Unattended Access” during setup, your Support Representative may connect to your PC whenever the eBLVD icon:  is visible in your System Tray. To stop the applet and prevent access:

1. Click on the eBLVD icon in the System Tray.
2. Select **eBLVD Options** from the menu.
3. Click **Stop Host Software**.

You can restart the applet from the Windows Start menu under Programs -> eBLVD -> eBLVD Options.


If you denied Unattended Access during setup, you must be present to grant permission whenever a Support Representative wants to connect to your PC.

REQUESTING ASSISTANCE

To notify your Support Representative when you need assistance, you may submit a support request.

1. Click on the eBLVD icon in the System Tray.
2. Select **Request Assistance** from the menu.
3. Fill out the form with your contact info and a brief description about your request and click **Continue**.

TROUBLESHOOTING

On rare occasions something may prevent the Support Applet from connecting to our data center. When this happens, the System Tray icon will appear grayed-out: . Move the cursor over the icon to view the error. Usually this is caused by firewall or anti-virus settings. It will also happen if the PC loses internet connectivity. **Temporarily disable any anti-virus or firewall software** that is running on your PC and try again.

