

Aero Admin (Remote Support Software Guide)

IT To Go – Computer Services

THIS GUIDE IS BEST FOLLOWED USING GOOGLE CROME AS YOUR BROWSER ☺

Download Chrome by [clicking here](#) if you don't already have it installed.

PLEASE NOTE – Help images are provided, and the areas of interest or to click are highlighted in red.

1. Look for your Google Chrome or your browser of choice once you have the icon on the desktop or start menu you can double click to load the browser.



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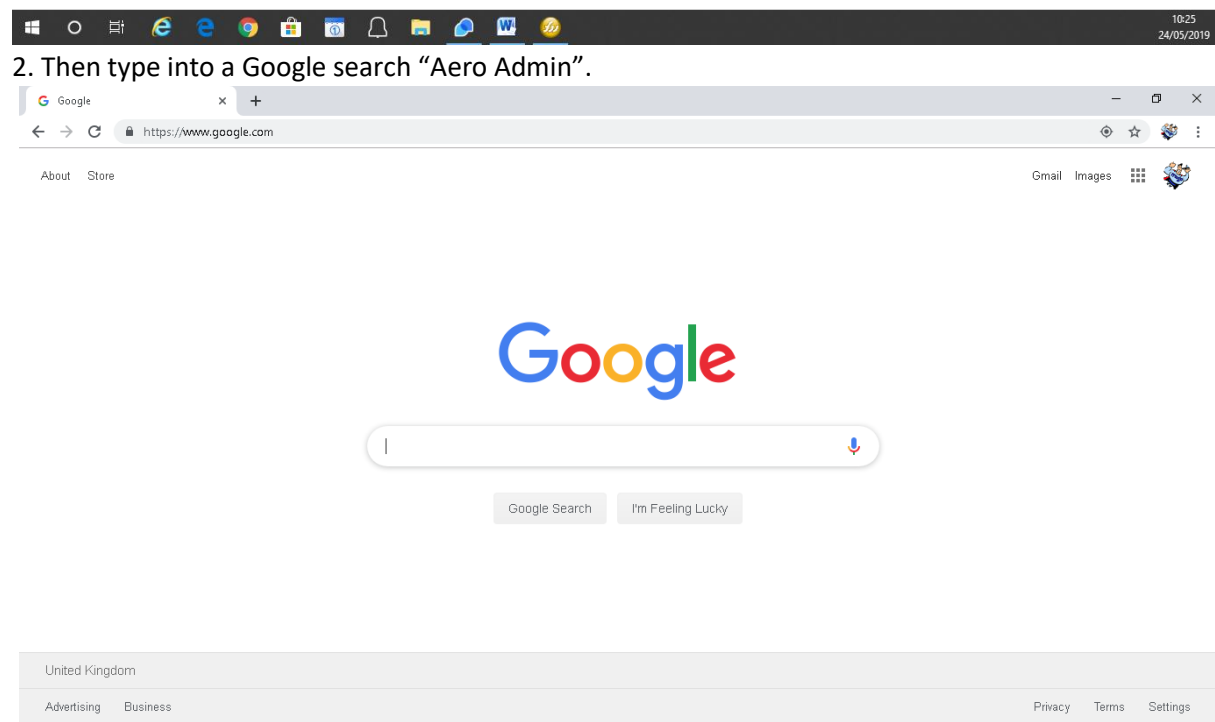


Address: Unit 7
Bootham Lane Ind Est
Duncroft
Doncaster
DN7 4JU

Call: 01302 352352

Email: sales@ittogo.co.uk

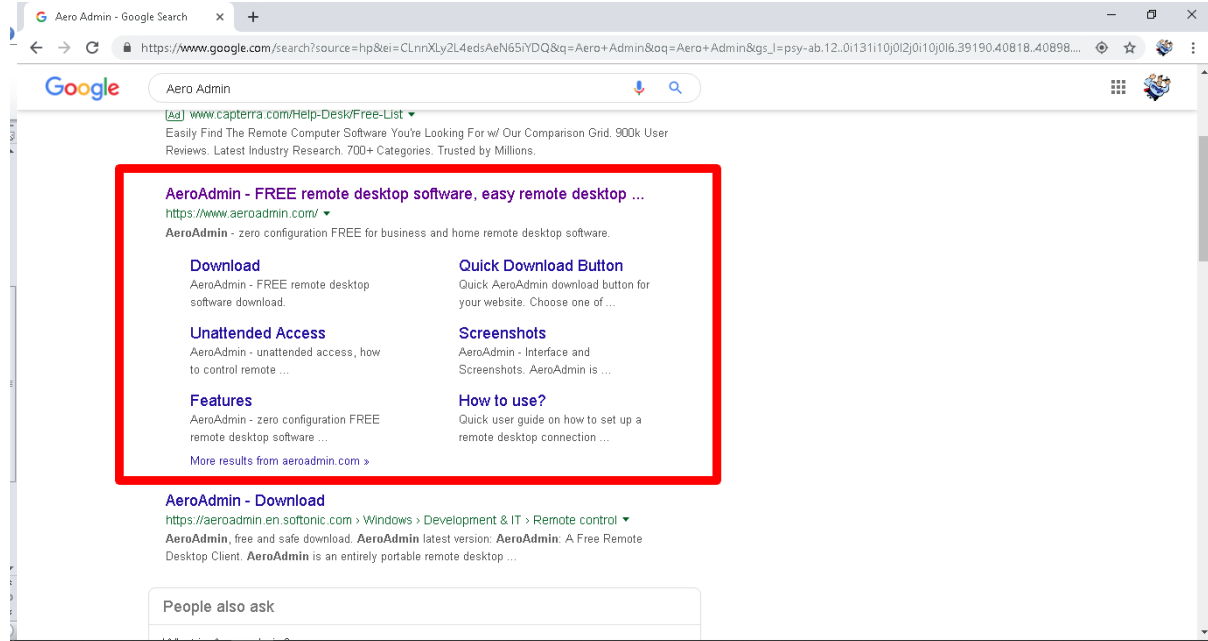
Website: www.ittogo.co.uk
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2. Then type into a Google search "Aero Admin".

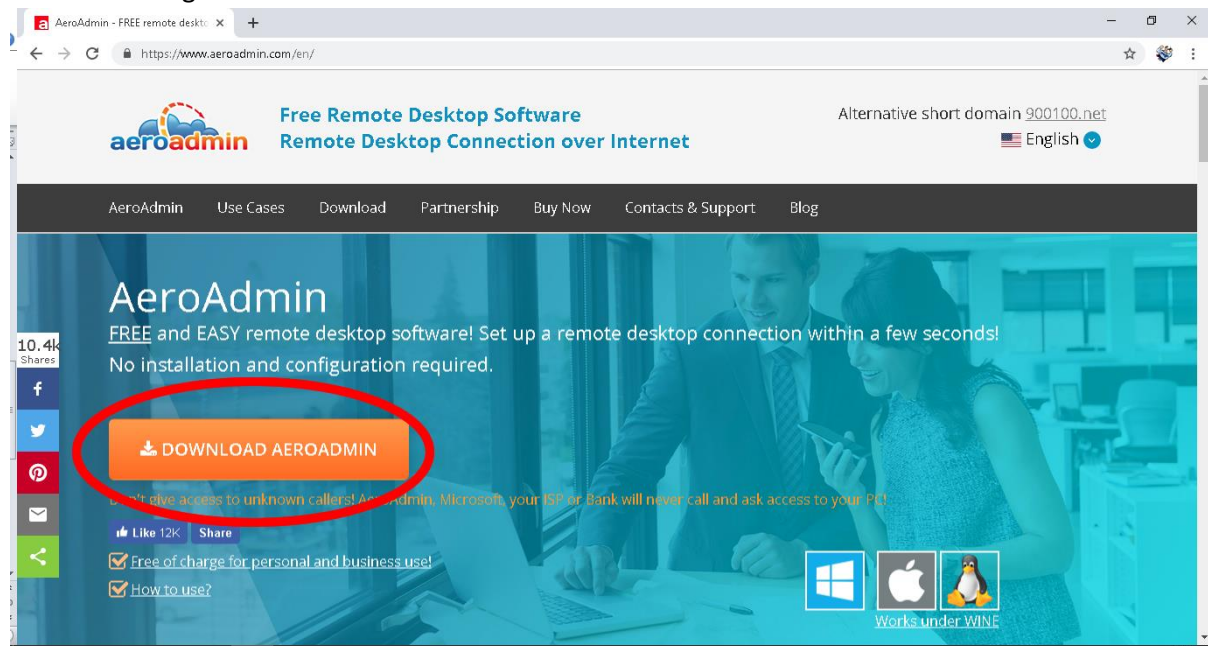
The screenshot shows a Windows taskbar at the top with various application icons. Below it is a Google search page in a browser window. The address bar shows "https://www.google.com". The search bar is empty, and the "Google Search" and "I'm Feeling Lucky" buttons are visible. The footer of the page includes "United Kingdom", "Advertising Business", "Privacy", "Terms", and "Settings".

3. You are now looking for the search like below:

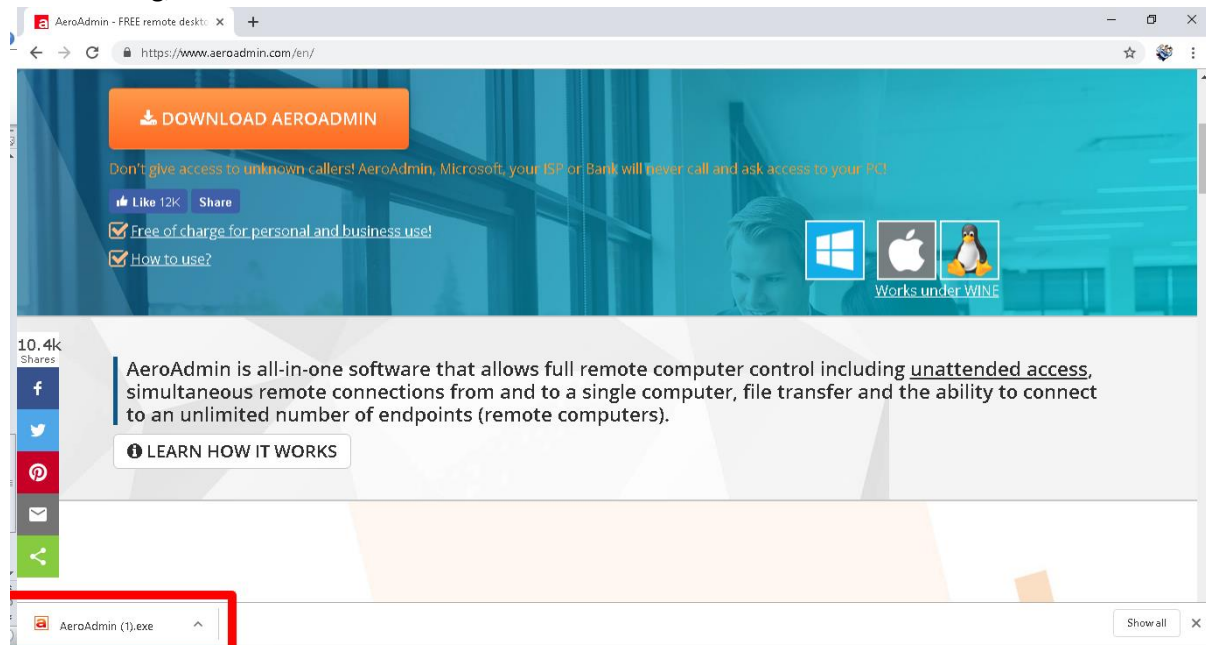


4. Click the top option “AeroAdmin – FREE remote desktop software and remote desktop” .

5. You will now be sent to the remote website where you can click the “Download AeroAdmin” button in orange.

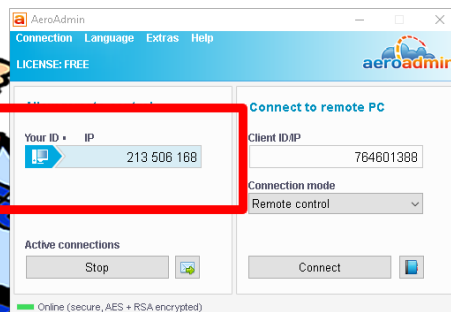
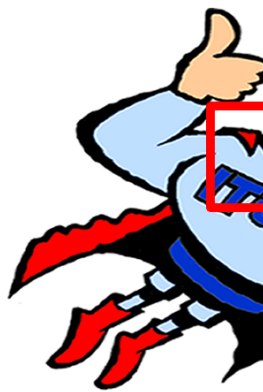


6. The program will now load in the lower left corner please wait until the icon no longer says downloading, and then click.



7. This will then open the software.

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8. You are now ready to call support and quote the "Your ID" in the allow remote control box of the software this will then allow us to see your screen.

9. Sit back and relax while we do all the work now!