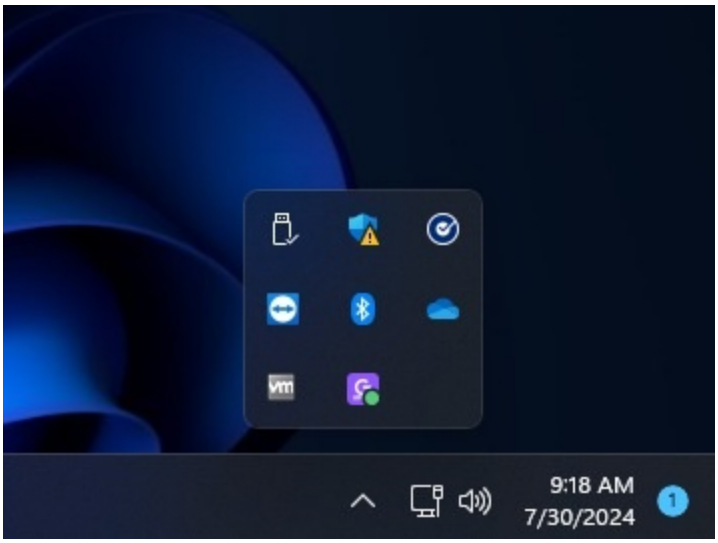
Go to Resolve for an Agent

Written By: Brendon Welch

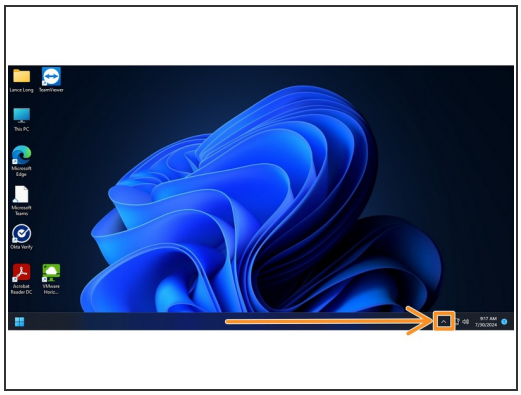


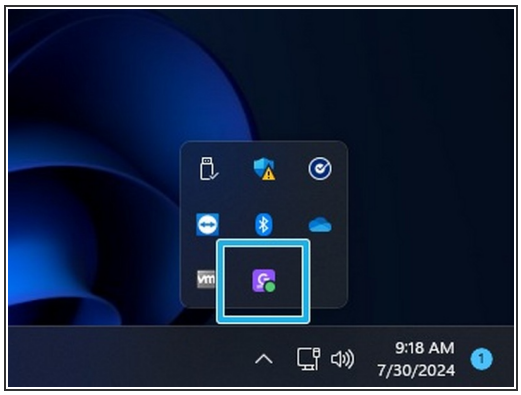
INTRODUCTION

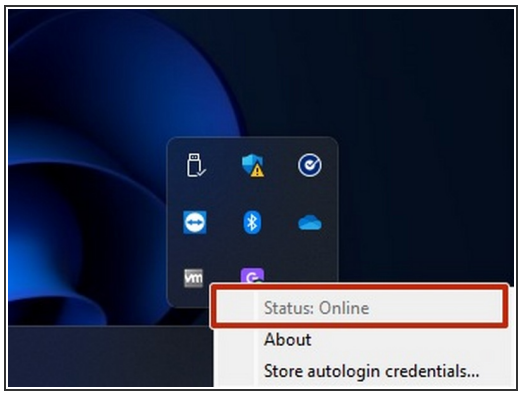
This guide will show how to locate the Go to Resolve Icon in your taskbar, verify your status and outline what to expect when IT connects to your PC.

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Step 1 — Go to Resolve for an Agent







To expand your Taskbar:

- Click the **Show Hidden Icons** button

The Go to Resolve icon will show a Green dot if you are online.

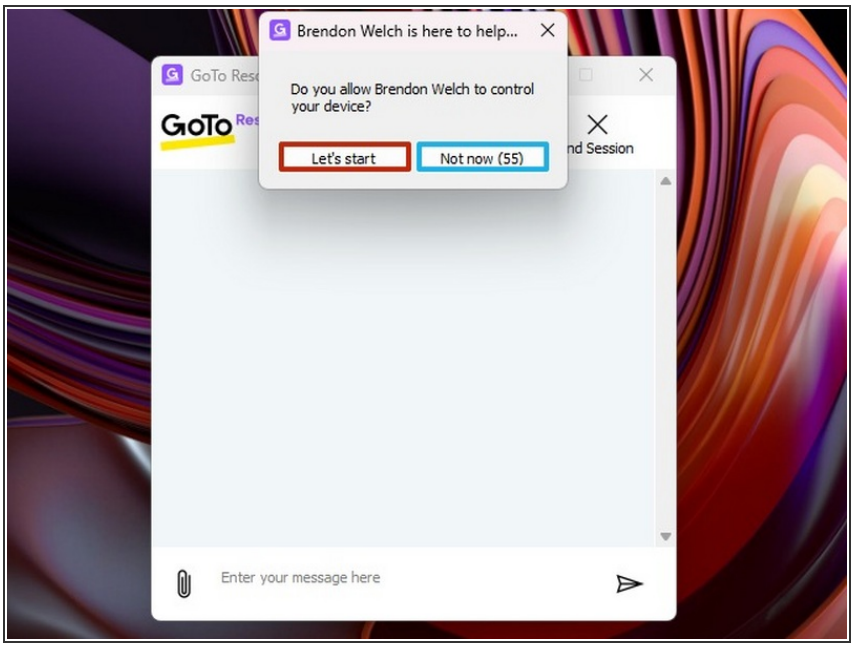
If you cannot find the Go to Resolve icon or the icon does not have a green indicator, IT will need to assist you.

To verify your Status:

- Click the **Go to Resolve icon**
- Verify your **Status**

Go to Resolve is a required app pushed by our IT department.

Step 2



⚠ **When a T2 Technician attempts to connect to your PC you will need to authorize their connection attempt.**

To deny the request:

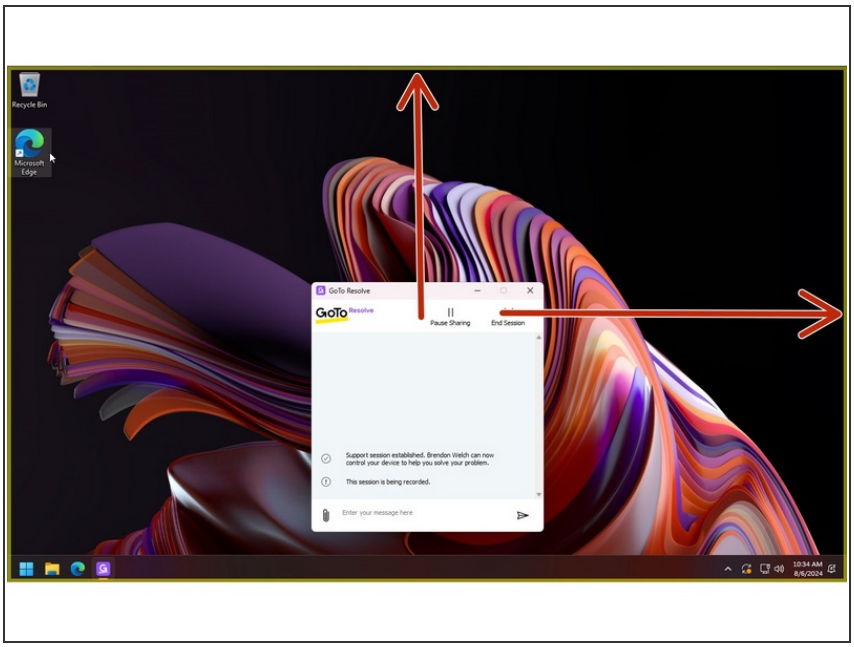
- Click **Not now**

If you ignore the request, it will disappear in 60 seconds.

To allow IT to connect to your PC:

- Click **Let's start**

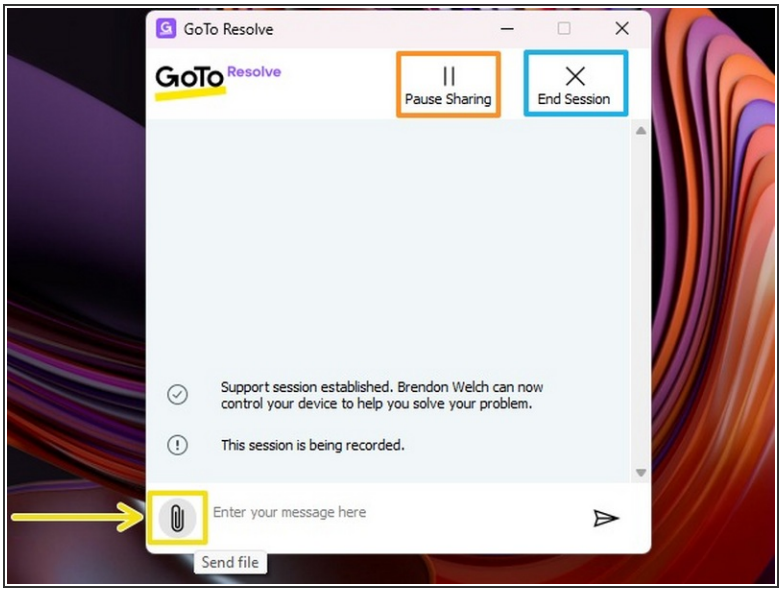
Step 3

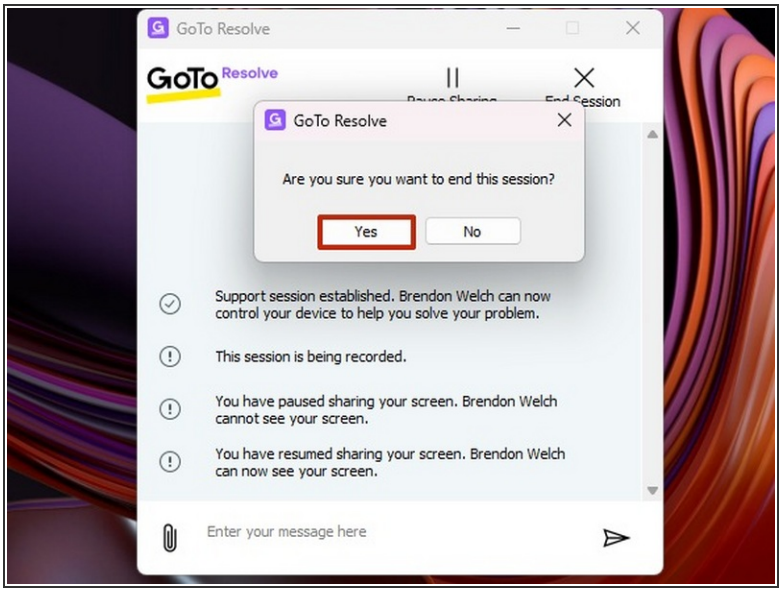


You are sharing your screen and someone is connected to your PC when you see a yellow boarder.

- **Yellow Boarder**

Step 4





To share a file with your technician:

- Click **Send File**

⚠ **You can pause sharing or end sharing at anytime.**

To pause sharing:

- Click **Pause Sharing**

To end the session:

- Click **End Session**
- Click **Yes**