

# HelpBeam User Guide

## Version 1.5

## Glossary

**Support Rep:** The technical support representative (probably you) that is using HelpBeam to assist the customer.

**Support PC:** The computer the support rep is using.

**Customer:** The person receiving assistance from the support rep.

**Customer PC:** The computer the customer is using.

**Session Id:** The 12 digit code given by the support rep to the customer to get connected.

## System Requirements

Both computers must be connected to the internet.

### Support PC

Operating System:	MS Windows Vista/XP/2000/2003/ME/98/98SE
Hard Disk Space:	2 MB
Web Browser:	Must support session cookies and downloading executables.

### Customer PC

Operating System:	MS Windows Vista/XP/2000/2003/ME/98/98SE
Hard Disk Space:	2 MB
Web Browser:	Must support downloading executables.

## Getting Connected

Connecting the support rep and customer through HelpBeam is a simple process. It consists of:

1. Support rep logs into HelpBeam and downloads and runs the HelpBeam Support application.
2. The customer goes to HelpBeam.com and enters the session id, then downloads and runs the HelpBeam application.
3. Connected!

Now let's give a more detailed overview of each party connecting.

## Getting Connected (Support Rep)

- 1) The support rep logs in. Go to <https://www.helpbeam.com> and press 'Start a Session' or go to <https://www.helpbeam.com/log-in>. Enter your user id (email) and password.

Email:

Password:

Press the Login button.

- 2) Here you can access the functions of HelpBeam. You can download the HelpBeam Support application, change your session id, or send an email to your customer with a link to your session.

Welcome to HelpBeam. Follow the simple steps below to begin a support session. You can follow the links above to edit your account information or get help using HelpBeam.

### Step 1

To connect to your client's computer, the client needs to download and run the HelpBeam.exe application. To assist your client over the phone, you can say:

"Go to [www.helpbeam.com](http://www.helpbeam.com)"  
"Click Join a Session"  
"In the box enter this Session ID:067 113 085 105"  
"Click the Connect button"

[Or you can send them an email by clicking here.](#)

If you would like to change your session id, click the button below.

### Step 2

[Click Here to Download and Run the HelpBeam Support Application](#)

- 3) Use the instructions on the HelpBeam web page to instruct your customer how to download and run the HelpBeam application. You can also click the link to send them an email.

- 4) Now download the HelpBeam Support Representative application by clicking the link as in the picture below. Click 'open' or 'run' when prompted.

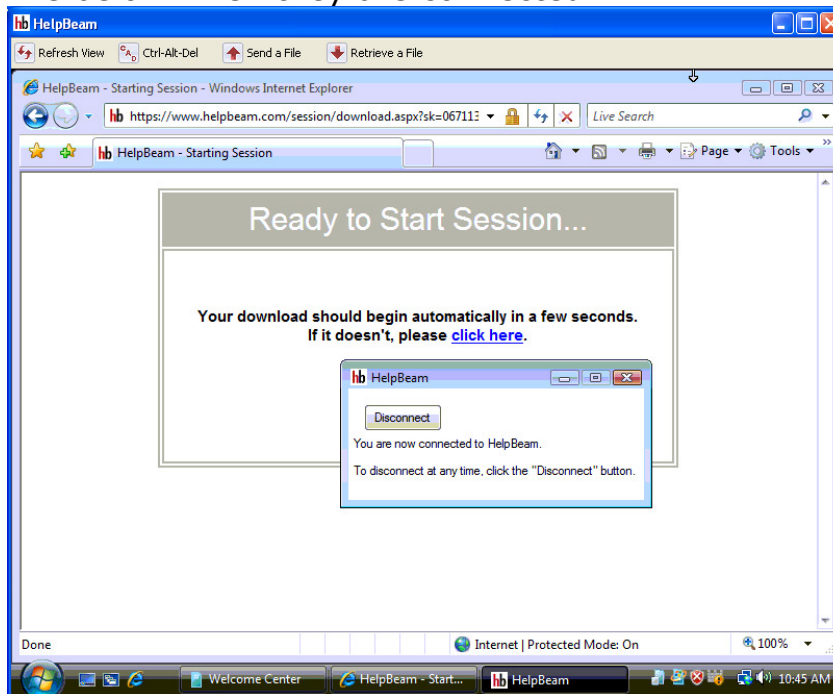
## Step 2

[Click Here to Download and Run the HelpBeam Support Application](#)





- 5) You should now see the HelpBeam Support application as below.



- 6) Now wait for the customer to connect. You should see something like below when they are connected.



- 7) Now you can control the mouse and keyboard of the customer's computer as if you were there. A few of the functions include:

 Refresh View	Refresh the screen
 Send Ctrl-Alt-Del	Bring up the Task Manager
 Send a File	Send a File to the Customer
 Retrieve File	Get a File From the Customer

- 8) When you are done with the session, simply close the application to end.

## Getting Connected (Customer)

The customer simply needs to go to the HelpBeam web site, enter the Session Id you give them, and download and run the application.

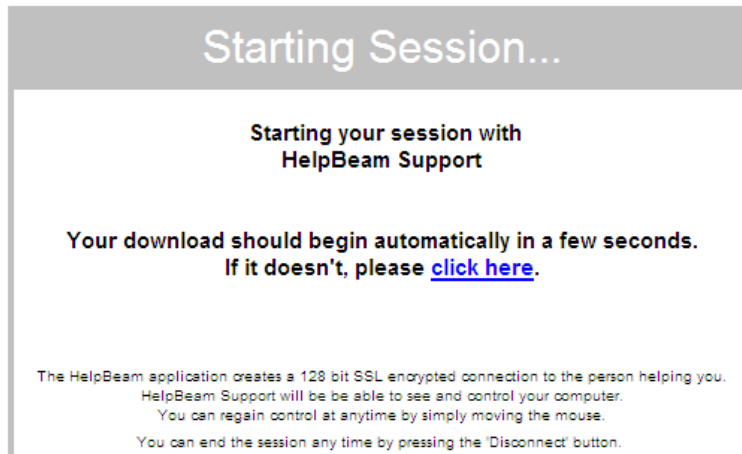
- 1) The customer goes to <https://www.helpbeam.com>
- 2) They press the 'Join a Session' button.
- 3) Give the customer your 12 digit Session ID. The customer enters the number in the box.

### Join a Session

To join a session, enter your 12 digit session key and press Connect:

By clicking 'Connect' you agree to the [terms and conditions](#)

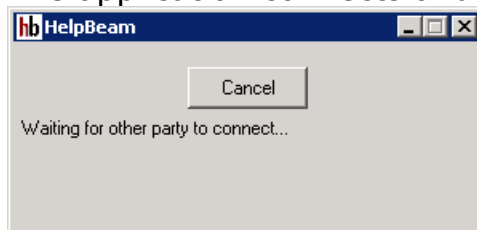
- 4) They then press the 'Get Help' button. If it is a valid session, they will see a link to download the HelpBeam application.



- 5) After clicking the link, downloading and running the application, they should click 'Yes' to the prompt.



The application connects and waits for the Support Rep...



Then the connection is complete.

