# Initiating a Remote Desktop Support Connection with Chrome Remote Desktop

IMPORTANT: Google Chrome must be used for this FAQ. Microsoft Edge/Internet Explorer/Mozilla Firefox cannot be used.

1. Once logged into the PC find the Google Chrome icon and double-click the icon to open the program.

2. Point your browser to https://remotedesktop.google.com/support/

3. On this page you will see the option to **"Get Support"**
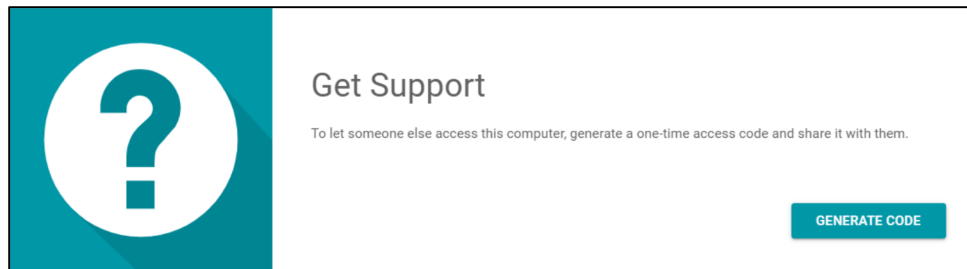
4. In the "Get Support" section there is a button labeled

5. Contact a member of the support staff of the Quitman School District Technology Department. You will be directed to click on "GENERATE CODE". ***This code is only valid for 5 minutes!*** Read off this code to the Technology Department support staff.

6. Once a member of the support staff enters your access code you give them, you will see a dialog box with their e-mail address pop up asking if you would like to allow sharing of your device.

7. Select Share to allow them full access to your computer. *Please note: The access code will only work one time. If you are sharing your computer, you will be asked to confirm that you want to continue to share your computer every 30 minutes.*

8. When the support session has ended, or when you choose to stop sharing access to your computer, click **"Stop Sharing"**. This will be located at the bottom of your screen.