



## How to: Pure Help Desk®

### 1) OPERATOR SIDE

#### CONFIGURE YOUR ACCOUNT

IF YOU DON'T HAVE AN ACCOUNT PLEASE OPEN ONE FOR FREE AT [WWW.O9TECH.COM/TRIAL](http://WWW.O9TECH.COM/TRIAL)

**Options**

Pure Helpdesk Console options

User Account Proxy Settings Remote Settings

**Username**  
my account Insert your username (case sensitive)

**Password**  
\*\*\*\*\* Insert your password (case sensitive)

Remember password

**Common**

Enable Popups Allow popups notification on clients connection / disconnection

Connect on start up

Enable action feedback Enable / disable user feedback at end of session

**Network**

Server address  
www.o9tech.com Url or public IP address of Oxygen Nine. Take care at least one of those ports should be open in outgoing (443,3128,8080)

Port  
443

Cancel Save

#### OPTIONAL PROXY CONFIGURATION (PROBABLY IE SETTINGS)

**Options**

Pure Helpdesk Console options

User Account Proxy Settings Remote Settings

Enable

Internet Explorer settings Use the same settings as Microsoft Internet Explorer

Custom settings

Proxy address  
If proxy requires authentication, more information - usually username and password - are required.

Proxy Username  
When you try to use Https tunneling on port 443, the proxy server usually does not ask for authentication. If it does, please fill the fields required for the proxy security issue.

Proxy User Password

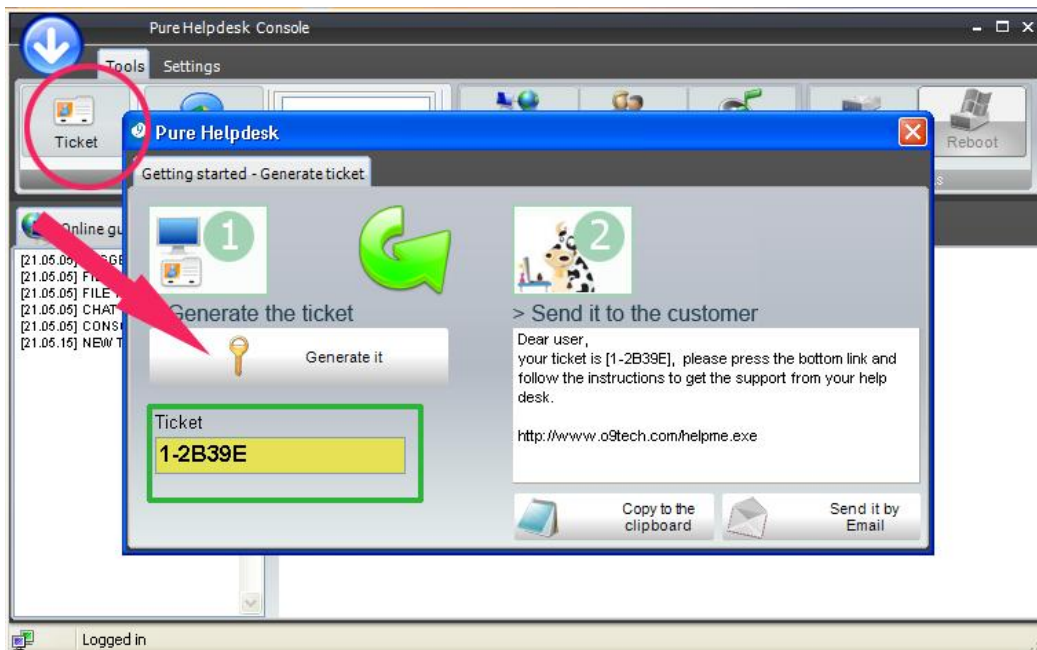
Proxy Port  
1

Remember password

Cancel Save

**YOUR CUSTOMER NEEDS A TICKET (FOR ACCESS TO ASSISTANCE)**

**CREATE ONE LIKE IN THE PICTURE BELOW AND SEND IT TO YOUR CUSTOMER**



## 2) CUSTOMER SIDE

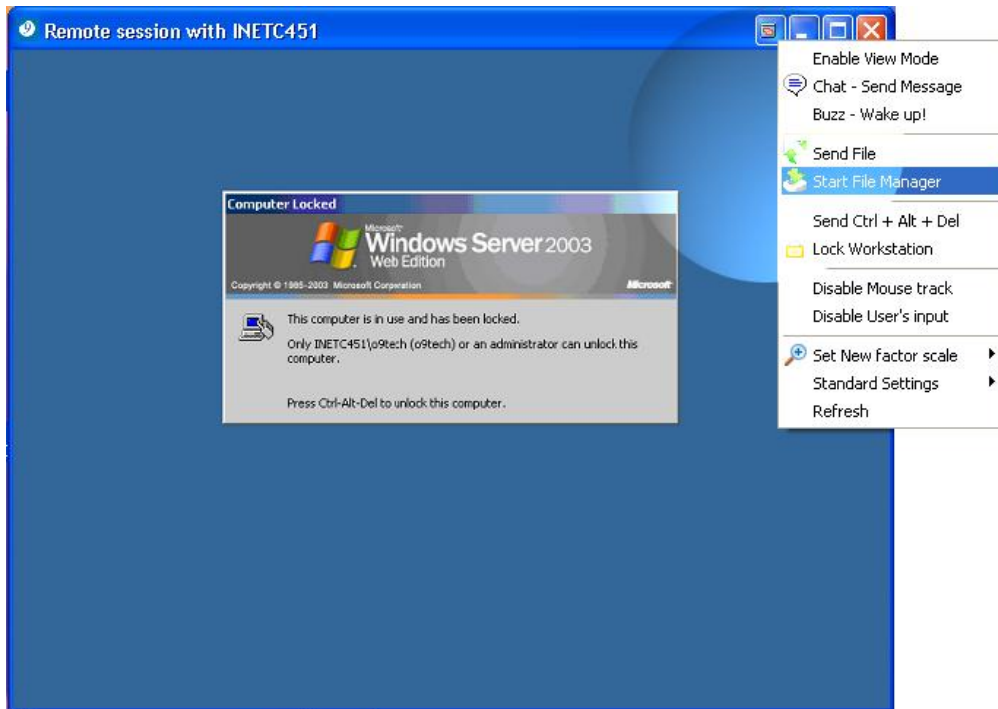
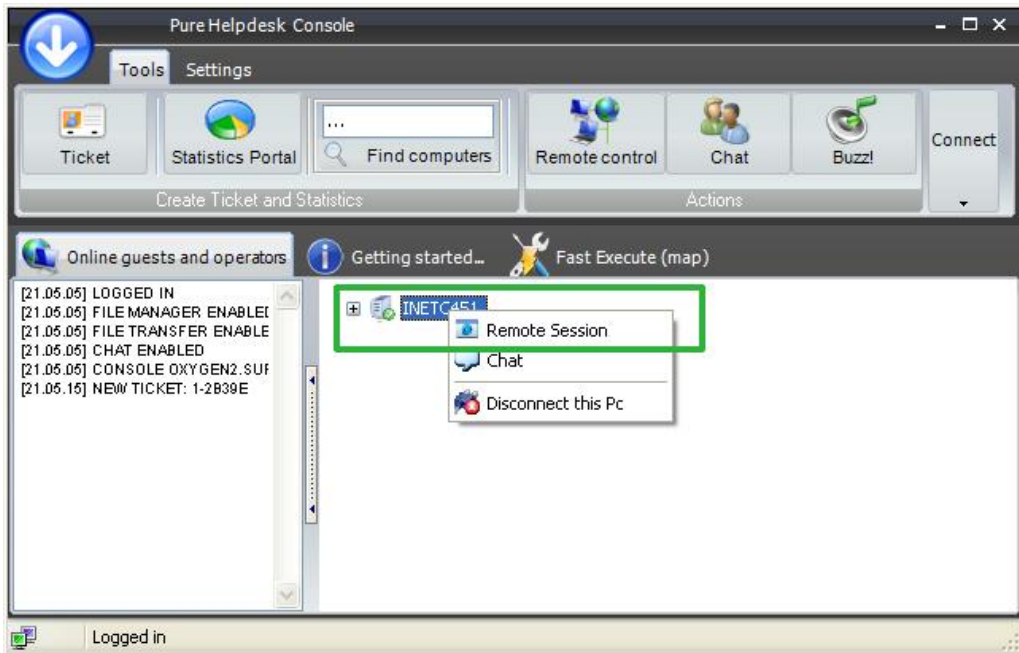
**INVITE CUSTOMER TO DOWNLOAD THE THIN CLIENT AT [HELP.O9TECH.COM](http://HELP.O9TECH.COM)**

**ASK EXECUTE THE CLIENT AND INSERT TICKET LIKE FIGURE BELOW.**



**THEN PRESS THE BUTTON "HELP ME"**

AS YOU WILL SEE A NEW COMPUTER CONNECTED YOU WILL BE ABLE TO START YOUR SUPPORT.



FOR LIVE SUPPORT GO TO [WWW.O9TECH.COM](http://WWW.O9TECH.COM)