

Laptops and Software

November, 2020

■ Using Chrome

- Chrome is the only acceptable browser during tax season
 - On Chromebook or IRS Laptop
- Use during training to get used to it

Remote Support

■ Getting Help for Tax Preparer

- Ordinary year,
 - Just go to someone else at the site
- This Year
 - Site needs to have one or more Designated Help Providers

■ Getting Help

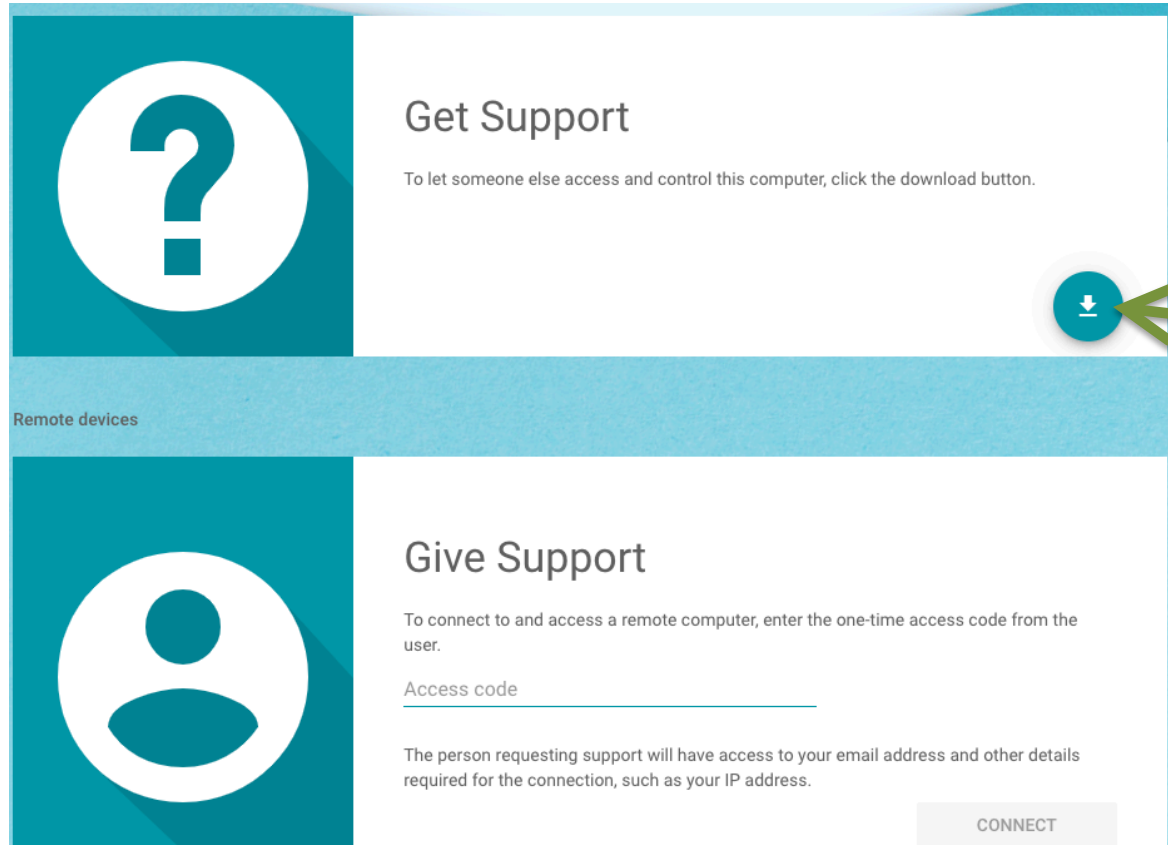
- Call a Designated Help Provider
- If issue cannot be resolved on phone
 - Stay on phone
 - Both people start Chrome Remote Desktop

■ Getting Help with Chrome Remote Desktop

In upper Right Corner
Click on Chrome Remote Desktop



■ Getting Help with Chrome Remote Desktop



The screenshot shows the Chrome Remote Desktop interface. The top section is titled "Get Support" and features a large question mark icon. Below the title, it says "To let someone else access and control this computer, click the download button." A circular button with a download icon is visible. The bottom section is titled "Give Support" and features a large person icon. Below the title, it says "To connect to and access a remote computer, enter the one-time access code from the user." There is an input field labeled "Access code" and a "CONNECT" button. A green arrow points from a text box to the download button in the "Get Support" section.

Get Support

To let someone else access and control this computer, click the download button.

Give Support

To connect to and access a remote computer, enter the one-time access code from the user.

Access code

The person requesting support will have access to your email address and other details required for the connection, such as your IP address.

CONNECT

Select **Get Support**

■ Getting Help with Chrome Remote Desktop

Almost there

To let someone else access this computer, generate a one-time access code and share it with them.

GOT IT ←

Select **Got It**



■ Getting Help with Chrome Remote Desktop

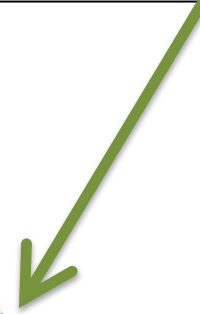


Get Support

To let someone else access this computer, generate a one-time access code and share it with them.

GENERATE CODE

Click **Generate Code**



■ Getting Help with Chrome Remote Desktop



Get Support

To let someone else access this computer, generate a one-time access code and share it with them.



5894 8006 3468

This access code will expire in 4:36.

CANCEL

Tell Help Provider code that is displayed

■ Providing Help with Chrome Remote Desktop

In upper Right Corner
Click on Chrome Remote Desktop



■ Providing Help with Chrome Remote Desktop

The screenshot shows the Chrome Remote Desktop interface. The top section, titled 'Get Support', features a large question mark icon and a download button. Below this is a horizontal bar labeled 'Remote devices'. The bottom section, titled 'Give Support', features a person icon, an 'Access code' input field, and a 'CONNECT' button. A green arrow points from a text box to the 'Access code' field.

Get Support
To let someone else access and control this computer, click the download button.

Remote devices

Give Support
To connect to and access a remote computer, enter the one-time access code from the user.

Access code

The person requesting support will have access to your email address and other details required for the connection, such as your IP address.

CONNECT

Wait for other person to tell you the code

■ Providing Help with Chrome Remote Desktop



Give Support

To connect to and access a remote computer, enter the one-time access code from the user.

287548139932



Enter code provided by person getting help
Click Connect

The person requesting support will have access to your email address and other details required for the connection, such as your IP address.

CONNECT



■ Providing Help with Chrome Remote Desktop

- Now the Help Provider can
 - See the other screen
 - Use the mouse and keyboard to manipulate the other computer

■ Installation

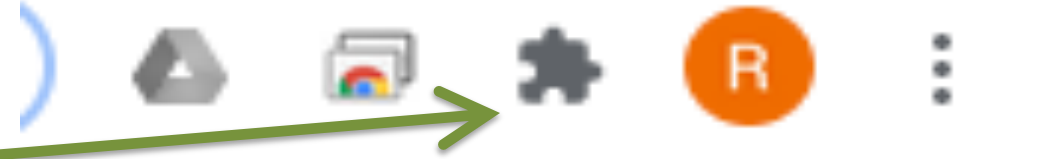
Chromebook

In upper Right Corner

- Click on Hammer
- Select Remote Desktop and Pin It to Desktop

IRS Laptop

Instructions to be provided



■ Remote Support



Questions?

Comments?