

Quick Start Guide – Agents

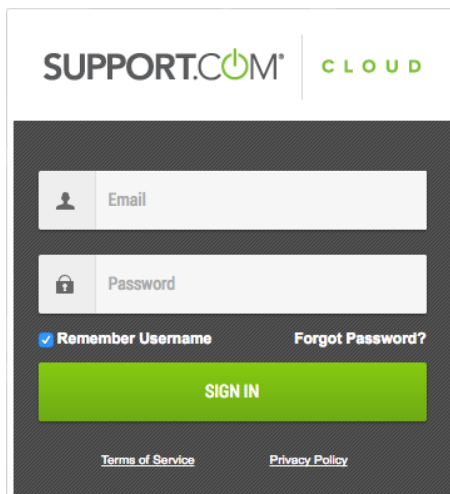
Login and connect to a customer's mobile device (Android or iOS)

See the problem your customer is facing, to help solve it. Connect to your customer's mobile device to initiate visual support.

1

Login

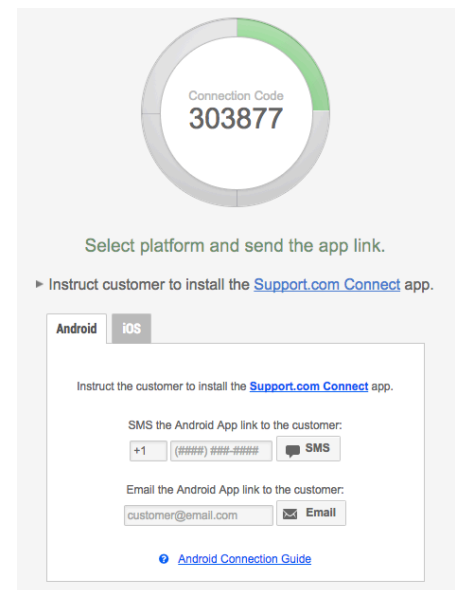
Using a web browser, go to your company login page. (e.g. <http://yourcompany.nexus.support.com>)
Chrome is the preferred browser.



2

Invite the customer

Select **Android** or **iOS**. Enter the customer's email or mobile phone number. Press **SMS** or **Email** to send the connection instructions.



3

Instruct customer to download visual support app

Instruct your customer to check their email or text messages to find a **Connection Link**.

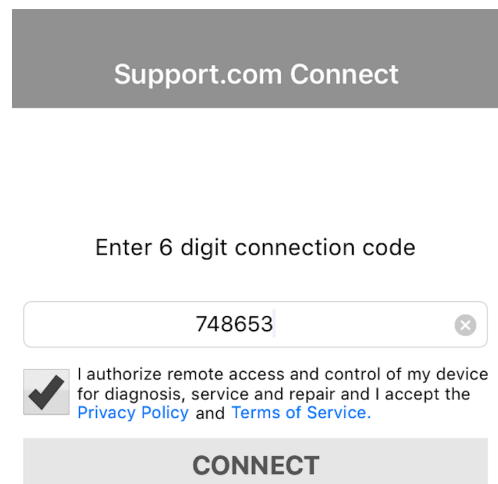
Click the link below to download and run Connect App.
<https://mycompany.rwcqa.fireb.et.dev.support.com/connect/748653>
Code: [748653](#)

If your customer doesn't have the app downloaded, they will be linked to their app store to download the connection app.

4

Instruct customer to connect

Instruct your customer to enter in the six-digit **Connection Code**, check the **Terms of Service** box and click **Connect**.



5

Instruct customer to allow camera access

Ask customer to tap “Allow”, to begin the camera feed.

Agent is Requesting Access to your Camera

Your Support representative would like your permission to access and control your camera.

DENY

ALLOW

7

Solve the problem

Call attention to the problem, give your customer details on how to solve it, and end the call with a happy customer.

6

Begin using SeeSupport

See the problem to diagnose and solve it for your customer.

