

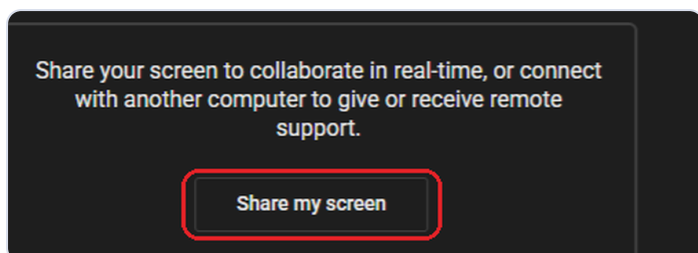
How to let us connect to your computer

Google Chrome Remote Desktop · About 3 minutes · Free and safe

Before you start: open the **Google Chrome** browser on the computer that needs help, and stay on the phone or WhatsApp with your Blue Digital technician. The pictures below show exactly what to click — look for the **red circle** on each one.

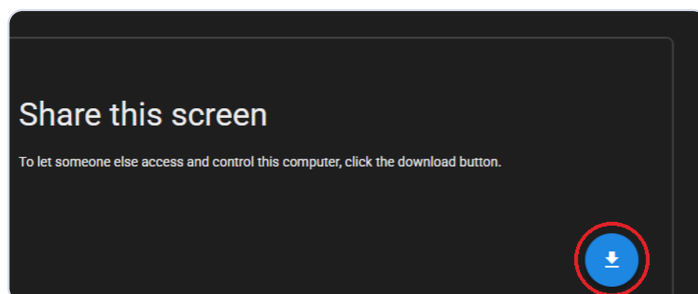
1 Go to the Chrome Remote Desktop page

Type **remotedesktop.google.com** in the address bar, press **Enter**, then click **Share my screen**.



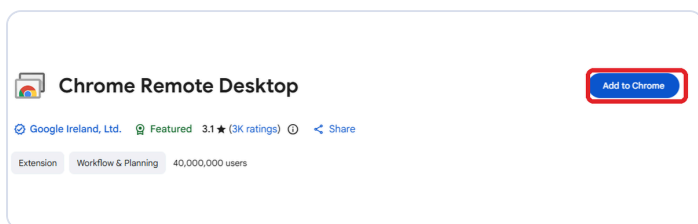
2 Click the blue download button

In the **Share this screen** box, click the round blue button with the **arrow pointing down**.



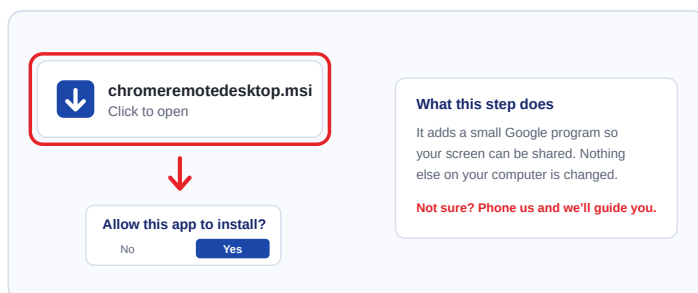
3 Click "Add to Chrome"

A Chrome Web Store page opens. Click **Add to Chrome**, then **Add extension** in the small box that appears.



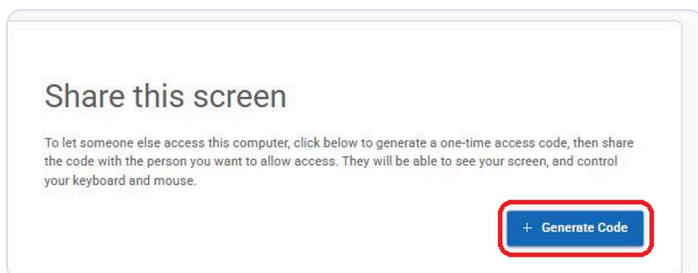
4 Open the downloaded file and install it

A file downloads. Click it at the top or bottom of Chrome, then click **Yes** or **Install** if Windows asks permission.



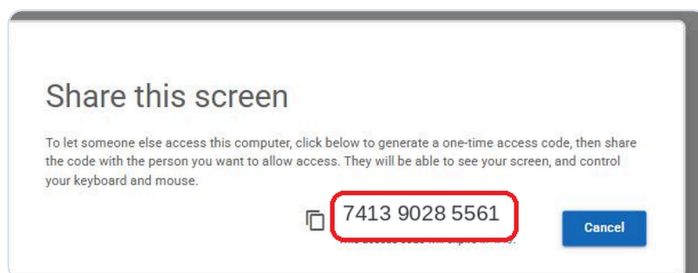
5 Click "Generate Code"

Back on the same page, the box now shows a blue **+ Generate Code** button. Click it.



6 Read the 12-digit code to us

Send the code on **WhatsApp** or read it out over the phone. It works **once** and expires in **5 minutes**.



ONE LAST CLICK

Once we enter your code, a small box appears on your screen showing **our email address**. Click **Share** and we can begin. Nothing happens until you click it.

ENDING THE SESSION

Click **Stop Sharing** at the bottom of your screen to cut us off immediately. Chrome also asks every **30 minutes** whether you still want to share.

IS THIS SAFE?

Yes. We can only connect when **you** generate a code and click **Share**. You see everything we do and can stop it at any moment.

Need a hand?

Call us and we'll walk you through it step by step.

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