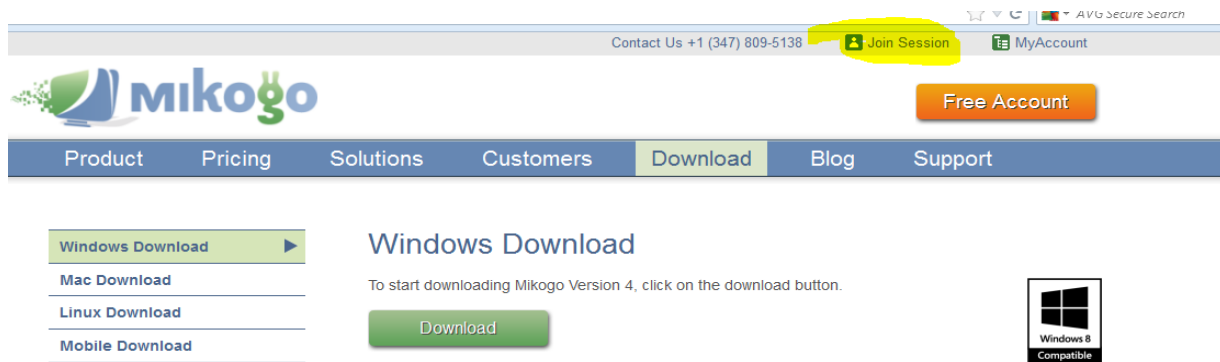# Screen Sharing Software (for training and live support)

It will be common throughout the training process and as you contact us for live support to share computer screens. This is done in order for Fuse5 to demonstrate functionality and for us to see what you are doing in order to help trouble shoot issues. The following three software services are free and can be loaded on most computers. Please ensure you have them installed in order to ensure you can view training and share computers when you call live support.

As a reminder you should get in the habit of using Firefox (http://www.mozilla.org/en-US/firefox/all/) as your web browser when using Fuse5 and we recommend downloading Open Office (http://www.openoffice.org/) which includes the spreadsheet program called calc and other programs similar to Microsoft Office. The Open Office Calc program can be very useful for importing purposes (although excel will work).

Mikogo:

1. Go to the website www.mikogo.com
2. Click on Join Session at the top left

3. Type in the session ID provided by the host, your name, and then join session

Session Login

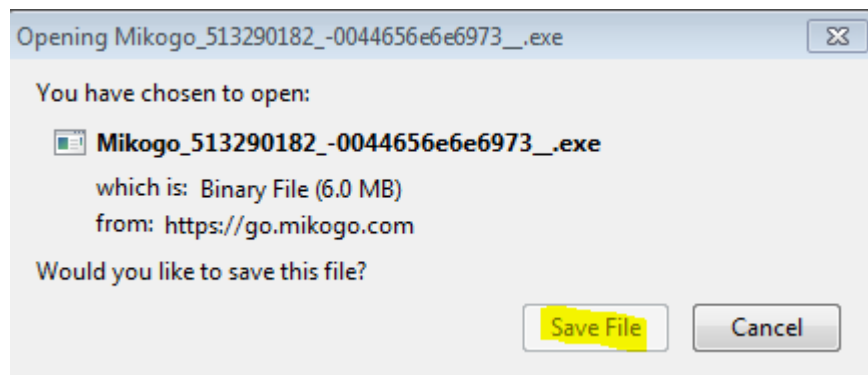Please enter the session ID and your name.

Session ID

Your Name

Join Session

Connection Method   ⦿ Connection Program
           ○ HTML Viewer

Click here to save the connection program on your computer. No installation required. After download, run the file to join a session.
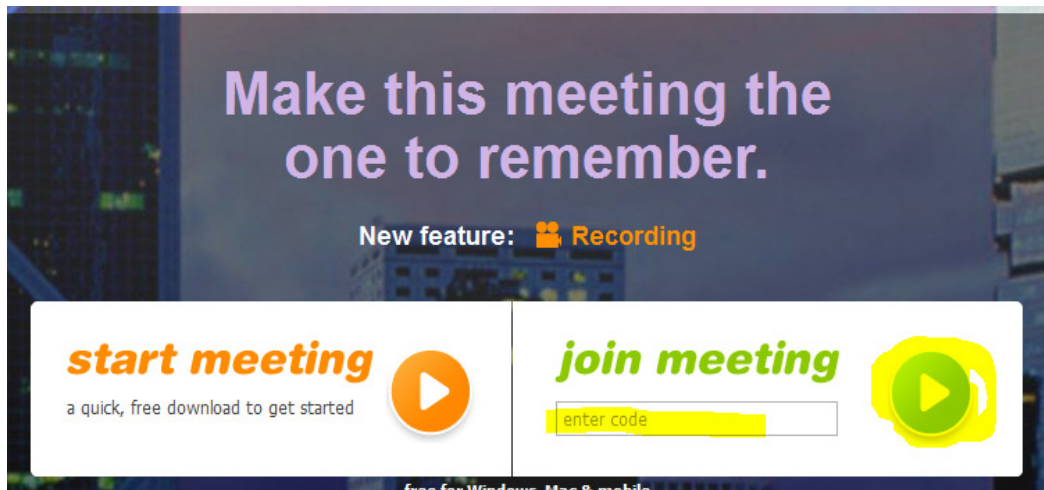
Find out more about Mikogo at http://www.mikogo.com.

4. Click on SAVE FILE and you should join the session.

Opening Mikogo_513290182_-0044656e6e6973__.exe   ⊠

You have chosen to open:

▣ **Mikogo_513290182_-0044656e6e6973__.exe**

     which is: Binary File (6.0 MB)

     from: https://go.mikogo.com

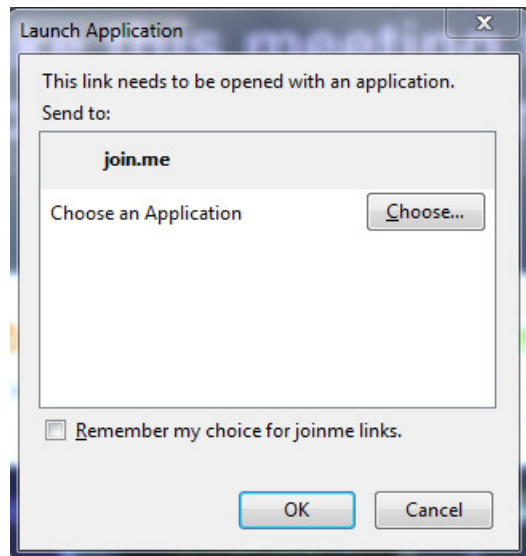Would you like to save this file?

Save File   Cancel

Join Me:

1. Go to website join.me. Join Me viewer requires Flash Player 10 or above and the latest Firefox. These should be downloaded ahead of time.
2. Join the meeting using the code provided by the host.

3. When asked to Launch Application choose OK.

Fast Support:

1. Go to the website www.fastsupport.com.
2. Enter your name (optional)
3. Enter the support key provided by your host.
4. Click Run when prompted (

Starting GoToAssist...

Click **Run** when prompted. If the download didn't start, click here.

Connecting...

Powered by **GoToAssist**

Download GoToAssist

When prompted, click **Save File**. Then double-click the file in the Downloads window and click **Run**.

Launch GoToAssist ►

Powered by **GoToAssist**