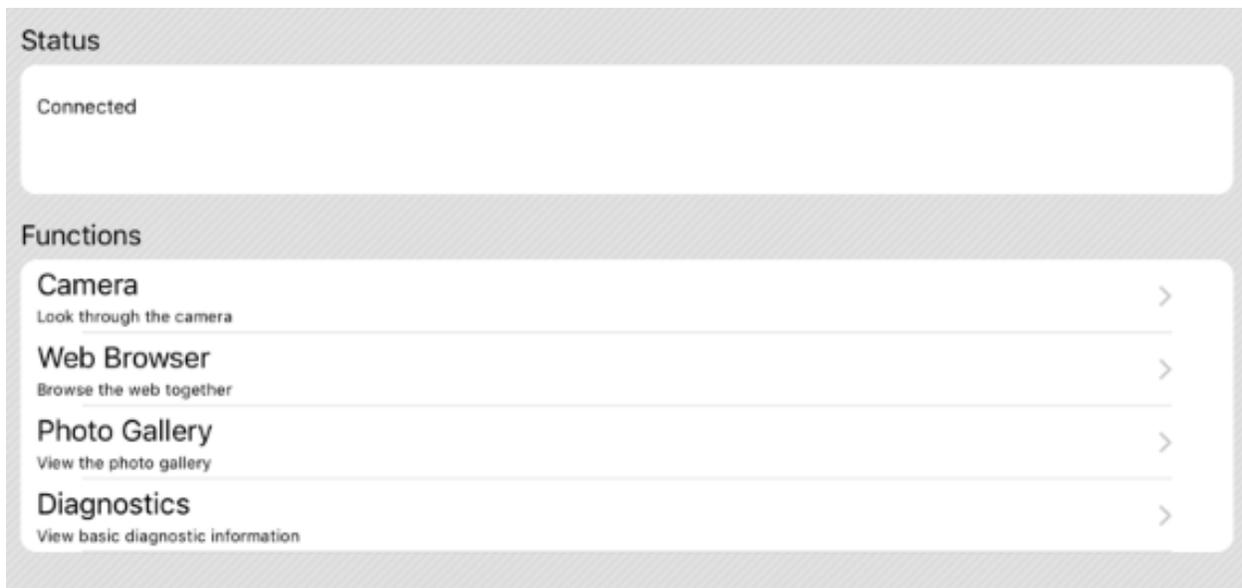


This is the detailed instruction to connecting an iPad to ConnectWise when asking for iPad support from the SD92 Tech Office:

1. Open the **Control** app
2. When using the **Control** app for the first time, it will prompt you to type in a **ConnectWise** link. Type "<http://help.nisgaa.bc.ca:8040>" in the URL bar. For some of the older models of iPads, you'll have to select **Go as Guest**
3. Once in, the app will prompt you for a **ConnectWise code**. A Tech Office representative will provide you a code when you contact the Tech Office for support.
4. After putting the code in, you will be able to click on **Initiate Screen Share**. This will help your Support Technician in assisting you with an iPad issue. For some of the older models of iPads, your sharing capabilities with the **Control** app is limited to the the following:



Disconnecting from ConnectWise:

After your support session, you will have to disconnect your iPad from the session. You can do this by:

1. Going back to the **Control** app and clicking on **Stop Broadcast**
2. For older models of iPads, you will have to disconnect from the session by double clicking on your **Home** button and sliding the **Control** app out of the screen