

Information about what needs to be done to enable remote support with BGI.

Please white list - three things:

1. www.bgihelp.com
2. bgihelp.com (name of domain with no prefix)
3. IP Address of: 104.188.60.194

Additionally, verify that ports 80, 443, 8040, and 8041 are open for all of the above for both TCP and UDP protocols.

Regarding emails from BGI : Make sure any email from baldwingroup.com is allowed through AND that attachments and links are allowed.

Upon applying the above specifications, all users should be able to establish a remote connection with BGI for support.

Establishing Remote Connection for support:

1. Open your internet browser - Chrome (preferred) or Internet Explorer; Firefox is not compatible.
2. In the ADDRESS bar type: www.bgihelp.com

A web page titled 'BGI Support Page' with logos of the software BGI supports should be displayed. If not, there is a problem and your IT personnel will need to address the issue.

3. Click on the support link: 'Start a Remote Support Session'

A display prompting for a code to join the support session should appear.

BGI personnel will provide the code to enter for the support session.

Enter the code and click on the (right) arrow button next to the field.

The BGI Screen Connect application will download to the computer. After which one of the following will occur:

- a. The application is launched immediately.
- b. The downloaded file is shown in the lower left corner of the screen with Open or Run displayed. Click the file.

Either the application will be launched or the user will be prompted to Run/Cancel the program. Click the Run option.

Upon launching the application, there may be a prompt about allowing the application to make changes to the computer. Click 'Yes' to allow the changes.

***PLEASE NOTE: The session may appear to be unsecured.
However, the active session is encrypted outside of normal web browser communications.***