

BFTS- Remote Access Connection



1. Download

Download and save the BFTS Remote Access Client “FastViewer” from [here](#).

2. Unzip

Unzip the Remote Access Client software and save it to your preferred path.

3. Execute

Execute Remote Access Client (“FastClient”) by double-click on the icon.



4. Session ID / Name

Enter the forwarded **Session ID** in the designated field.

Enter **your name** in the designated field.

A screenshot of the FastViewer application's login window. The window has a white background with the 'fastviewer' logo at the top center. Below the logo are two input fields: 'Session ID:' and 'Your name:'. A green 'Start Session' button is positioned below the 'Your name:' field. At the bottom of the window, there is a status bar with the text '3.20.0054' on the left, a 'Run as admin' button in the center, and a 'Close' button on the right. A small note at the bottom of the main area reads: 'Please enter the session number to initiate the connection to your session partner.'

5. Start Session

Press **Start Session** to connect with BFTS.

NOTE

In terms of a remote access support session please run the software with administration rights by clicking **Run as admin**. You will therefore grant BFTS permission to execute all task on your computer with administration privileges, allowing e.g. software installations.

6. Permission approval

Once software is starting and you are about to share your screen the remote access client will prompt you to permission approval window.

NOTE

For remote access purposes please now click **Share all app**. Otherwise, **select the apps** you want to share.

A screenshot of the 'Permission approvals' dialog box. The title bar reads 'Permission approvals'. The main text says: 'The following services will be shared with other participants. Please check all permitted entries and confirm your selection:'. Below this text is a list box containing one item: 'Share applications' with a checked checkbox. At the bottom of the dialog, there are three buttons: '<< Select applications', 'Share all apps', and 'Cancel'.

7. SEE YOU SOON