

# Enabling AssistIT for Remote Support

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GT10 Job Aid

February 9, 2021

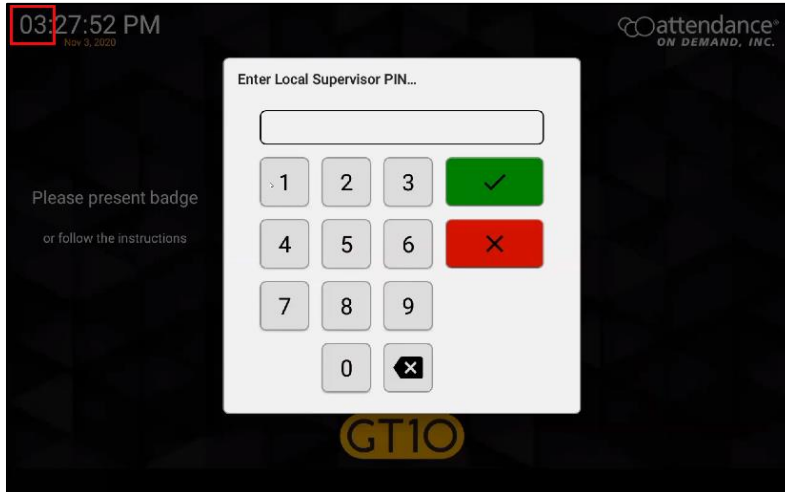



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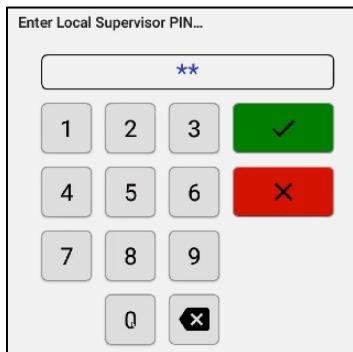
# Enabling AssistIT for Remote Support

This document describes how to access the GT10 administration menu to enable AssistIT for remote support.

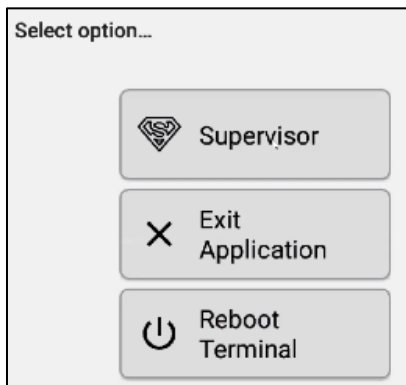
1. Press and hold the upper left corner of the clock screen for more than 7 seconds. The **Enter Local Supervisor PIN...** screen is displayed.



2. Enter the supervisor PIN. The default PIN is 19051905. Then tap the check mark icon (  ). The **Select option...** screen is displayed.



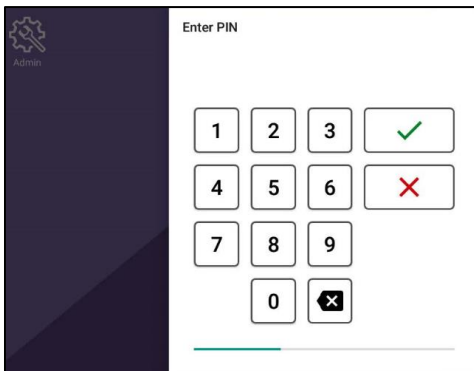
3. Tap **Exit Application**. The launcher startup screen is displayed.



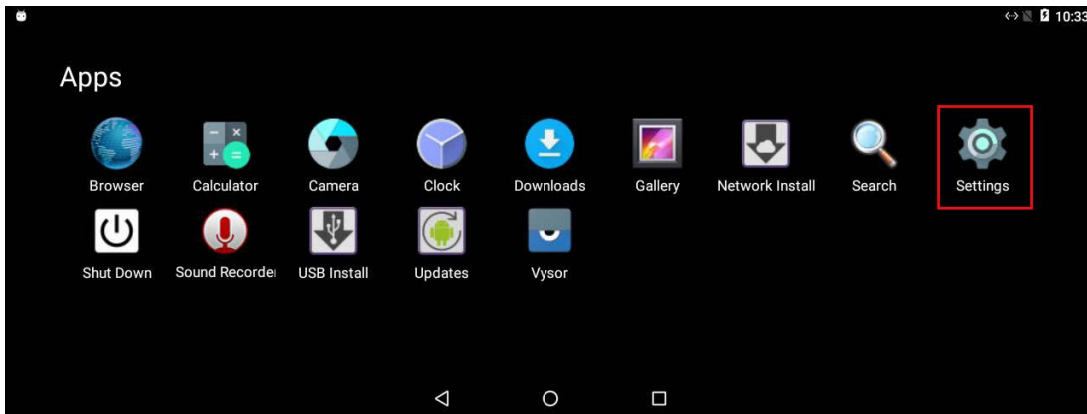
4. Tap the cog icon (Admin). The **Enter PIN** dialog is displayed. **Note:** By default, you only have 3 seconds from existing application to tapping Admin before the application restarts.



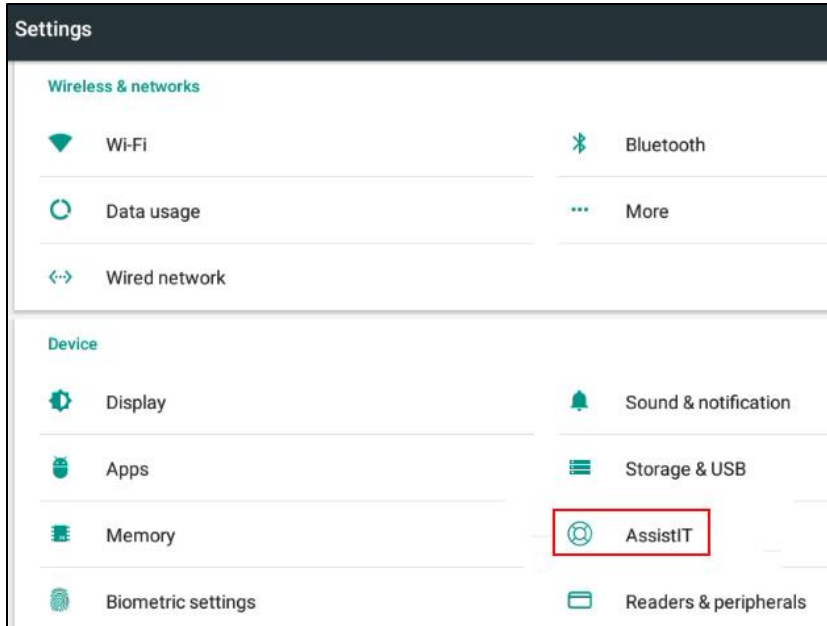
5. Enter the password to access the setup menu and tap the check mark (✓) for confirmation. The default PIN is 1905.



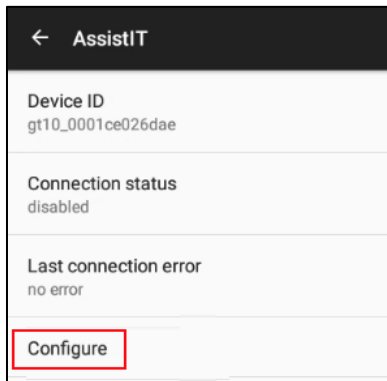
6. Tap **Settings** in the **Apps** menu. The **Settings** screen is displayed.



7. Tap **AssistIT**. The **AssistIT** screen is displayed.



8. Tap **Configure**. The **AssistIT settings** screen is displayed.



9. Click the toggle switch for **Enable remote support**.

