Enabling AssistIT for Remote Support

GT8 Job Aid

June 25, 2022

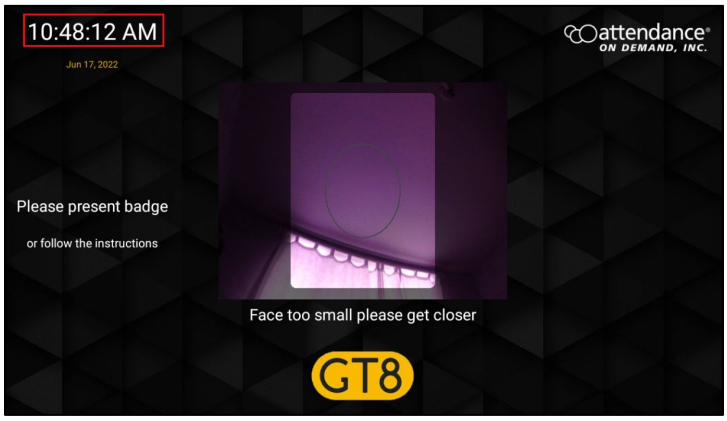
attendance® ON DEMAND

©2022 Attendance on Demand, Inc. All rights reserved. Attendance on Demand is a registered trademark of Attendance on Demand, Inc. (AOD). Nothing contained here supersedes your obligations under applicable contracts or federal, state and local laws in using AOD's services. All content is provided for illustration purposes only.

Enabling AssistIT for Remote Support

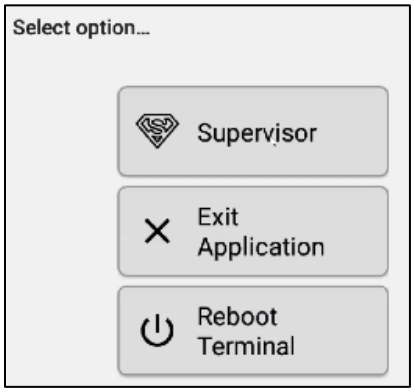
This document describes how to access the GT8 administration menu to enable AssistIT for remote support.

1. Touch and hold the current time on the clock screen for more than 7 seconds. Lift your finger when the **Enter Local Supervisor PIN…** prompt is displayed.



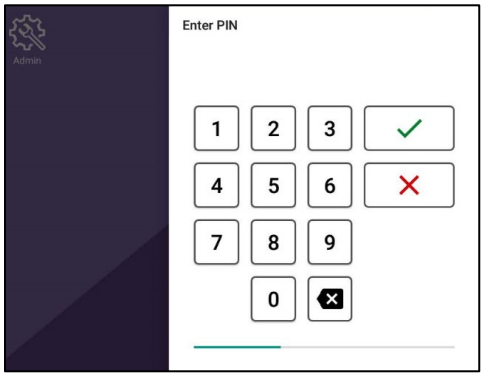
2. Enter the supervisor PIN. The default PIN is 19051905. Then tap the check mark icon ( ). The **Select option…** screen is displayed.

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

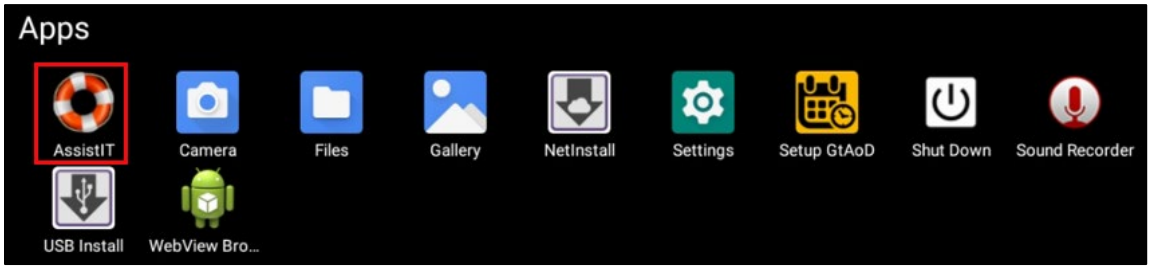


4. Tap the cog icon ( ) to access the administration settings. The **Enter PIN** dialog is displayed. **Note**: By default, you only have 3 seconds from existing application to tapping Admin before the application restarts.

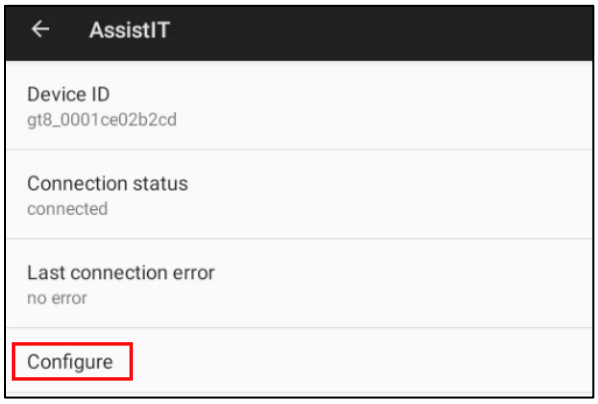
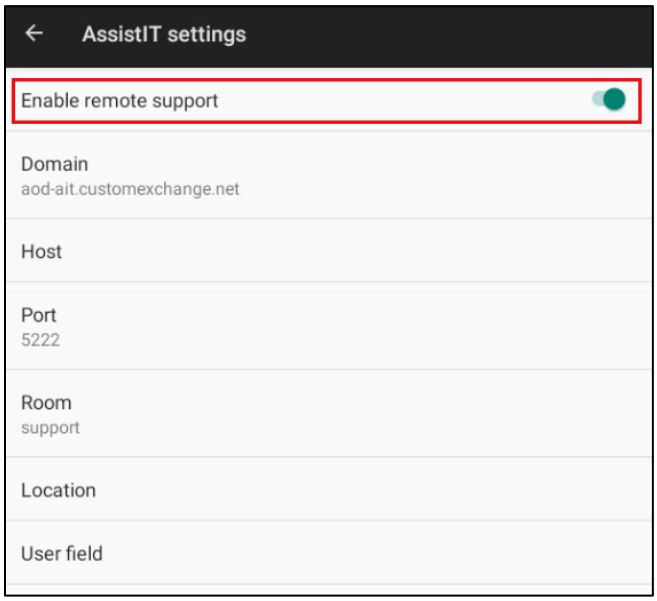
5. Enter the password to access the setup menu and tap the check mark ( ) for confirmation. The default PIN is 1905. The **Apps** screen is displayed.



6. Tap the **AssistIT** icon. The **AssistIT** screen is displayed.



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



8. Tap the **Enable remote support** toggle to enable remote support.