

# Remote Access Guide

## Remoting to your computer

**Note:** Remember this can be fun to do. :)

1. Using Google Chrome Web Browser, go to your specific URL <https://your-company-name.quikbox.com>.  
**Login** into the host page using your username and password (same as your desktop username and password).

**Yealink WH63 Convertible UC Wireless Noise Canceling Headset and TruVoice W830 Webcam - Headset Connects and Works with USB Enabled Deskphones, Computers and Softphones**

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2. Click on “Remote Access” then “My Computer” Session Group

There are three ways to connect to a computer:  
Double-click on the computer name. (Easiest way)

Select the computer and select the "Join" icon.  
Right-click on the computer and select "Join."

The Join Session dialog will open to walk you through connecting to your session.

#### Download & Run the “QuikBox Remote Desktop” App

If this is the first time you are connecting to a computer, QuikBox Remote will attempt to automatically download the app that allows you to connect to your remote computer. After it downloads, [Open] or [Run] the app. Windows Smartscreen and Windows User Access Control will prompt you and say “Do you want this app to make changes”. Please select [Yes], otherwise it will not install.

## Troubleshooting

If you are having problems joining a session, click the "Try Next Option" link at the bottom of the dialog to cycle through the available session launcher options.

## Logging into your Computer

Send Ctrl + Alt + Del command remotely to launch the login screen on your work computer

## Multiple Monitor View

If your remote work PC has multiple monitors, select a single monitor or all monitors to view. To split your monitors into separate windows, click the triple arrows icon to split each monitor into a separate window.

Note: Each window remembers its position on a monitor and will automatically use that position the next time you .

Online URL: <https://support.quikbox.com/article.php?id=250>