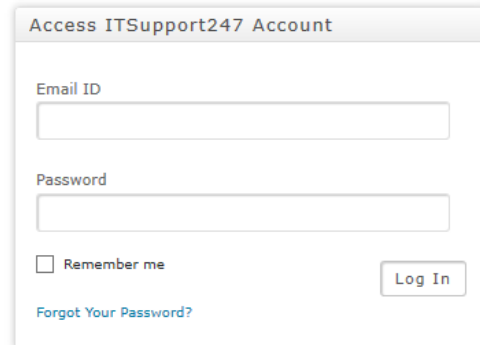


## Portal login instructions

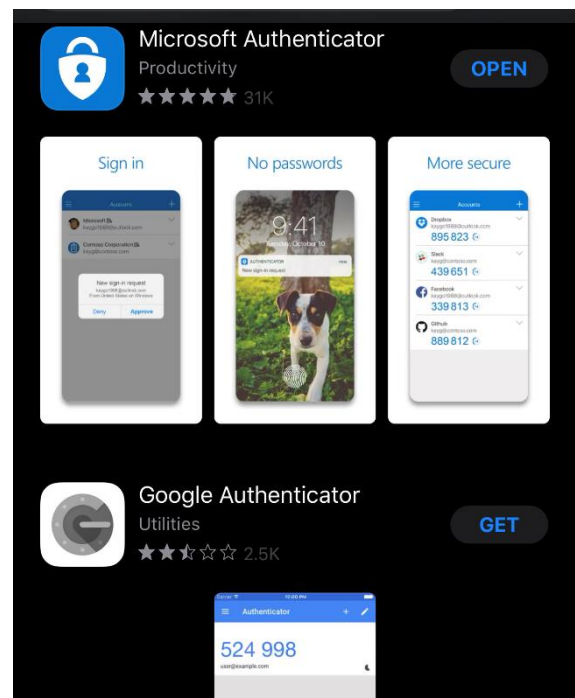
1 – Logon to <https://user.itsupport247.net/>

2 - Logon with your Pro Chem email address and portal password (your password for the portal is **P@sswOrdXX** where **XX** is your first and last initial uppercase, example P@sswOrdRA, you can change this after you log in)

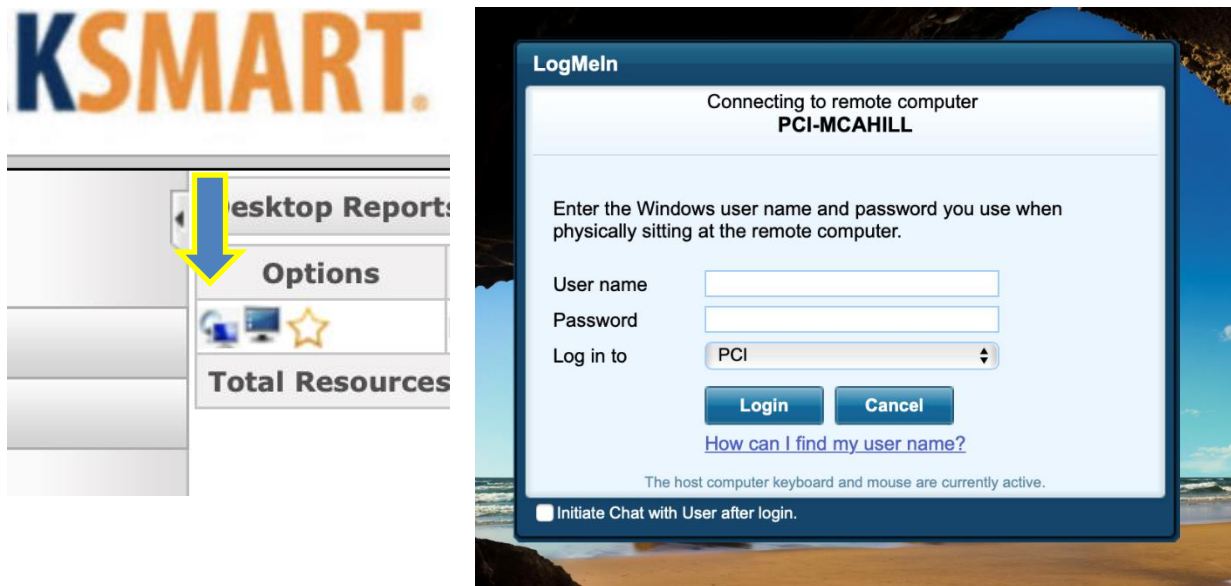


The screenshot shows a web form titled "Access ITSupport247 Account". It contains two input fields: "Email ID" and "Password". Below the password field is a checkbox labeled "Remember me". To the right of the checkbox is a "Log In" button. At the bottom left, there is a link that says "Forgot Your Password?".

3 – You will need to install the Google Authenticator app or Microsoft Authenticator on your phone to scan the code on the screen, scan the code on the screen and enter it on the computer.



4 - Click the LogMeIn icon associated with the approved desktop. (First icon next to the computer and star icon) Your login will be your first initial last name (example RAlifeld), your password is the same to log into your desktop at work.



5 – After logging in click the Remote Control button on the left column to get into your computer. You may be prompted to download the LogMeIn Client App. Download to continue.



6 - Once on desktop, if it asks to log in by pressing CTR ALT DEL, use this icon at the top of the screen to proceed.

