

A large black hexagonal shape with a white border, containing the text 'Getting started' in white. The hexagon is set against a blue background that has a white dashed line around its top and right edges.

Getting started

Technical doc

Before you can use 247connect, an administrator needs to set up and configure the Web Portal so it's ready for users to login and start remote control sessions. When you register, 247connect creates an account using your email address and assigns you the Global Administrator role, giving you full access to all features.

Notes:

- Each user can connect to up to 5 devices concurrently.
- Unlike many competing solutions, 247connect imposes no restrictions on the number of concurrent user sessions. All users can maintain active connections simultaneously without limitation.

Step 1: Log in to 247connect

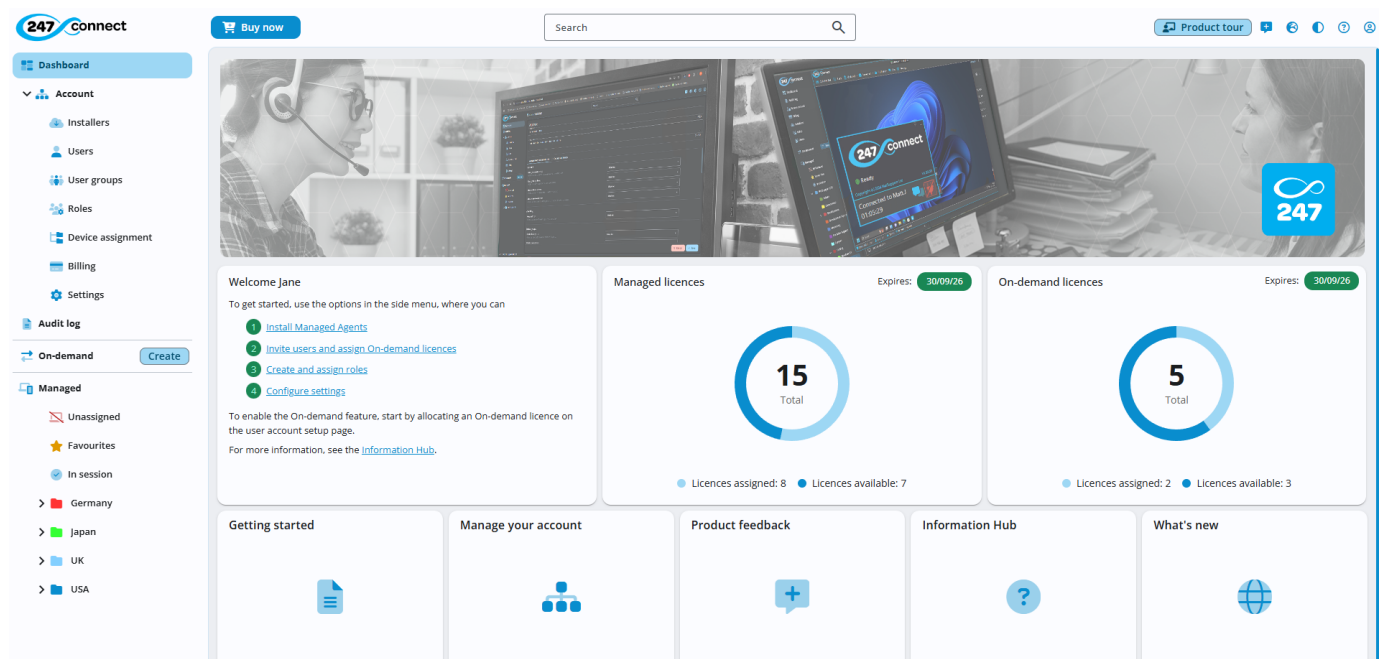
1. Open your web browser and go to the 247connect [login page](#).
2. Enter your email address and password.

Or

If you registered with an Apple, Google or Microsoft account, click **Log in with Apple** , **Log in with Google**  or **Log in with Microsoft** .

3. Click **Log in** to access the dashboard.

Step 2: Explore the dashboard



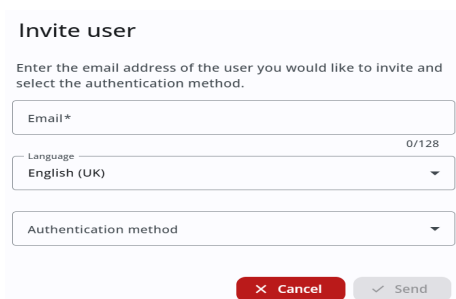
The screenshot shows the 247connect dashboard interface. At the top, there is a navigation bar with the 247connect logo, a 'Buy now' button, a search bar, and a 'Product tour' button. The left sidebar contains a menu with categories: Dashboard, Account (with sub-items: Installers, Users, User groups, Roles, Device assignment, Billing, Settings), Audit log, On-demand (with a 'Create' button), and Managed (with sub-items: Unassigned, Favourites, In session, and a list of regions: Germany, Japan, UK, USA). The main content area features a large hero image of a customer service agent. Below this, there are several widgets: a 'Welcome Jane' section with a list of steps to get started; 'Managed licences' and 'On-demand licences' sections, each with a donut chart showing assigned and available licences and an expiration date of 30/09/26; and a bottom row of five quick-action tiles: 'Getting started', 'Manage your account', 'Product feedback', 'Information Hub', and 'What's new'.

The dashboard gives you an overview of your account, including:

- Licence usage and expiry dates.
- Links to installers, users, roles and settings.
- Quick access to resources and account options.

Step 3: Invite users

1. Go to **Account > Users** and click **Invite user**.



The screenshot shows a form titled "Invite user". Below the title is a sub-header: "Enter the email address of the user you would like to invite and select the authentication method." The form contains three input fields: "Email*" (a text box with a character count of 0/128), "Language" (a dropdown menu currently showing "English (UK)"), and "Authentication method" (a dropdown menu). At the bottom of the form are two buttons: a red "Cancel" button with a close icon and a grey "Send" button with a checkmark icon.

2. Enter the user's email address, choose the language for the invitation email and select an authentication method.
3. Click **Send**.

Step 4: Create and assign roles

247connect includes three pre-defined roles, or you can create custom ones.

1. Go to **Account > Roles** in the side menu.
2. Click **Add role** to create a role and define its permissions.

3. To assign roles, click **Role assignment** and follow the wizard.

Step 5: Setting up on-demand access

Note: Follow this step only if you're using 247connect for on-demand sessions.

a: Install the Control component

You need to install the Control on user machines that will run remote control sessions.

1. Go to **Account > Installers** in the side menu.
2. Select the Control installers tab and download the Control component.

3. Follow the installation instructions for your device.

b: Assign On-demand licences

To enable the On-demand feature, you need to assign an On-demand licence to the user.

1. Go to **Account > Users** in the side menu.
2. Click the **Edit**  icon next to the user.

Edit user

First name* 4/128

Last name* 6/128

Phone 11/128

Email* 18/128

On-demand licence ▼

3. From the **On-demand licence** drop-down, choose **Assigned**.
4. Click **Save**.

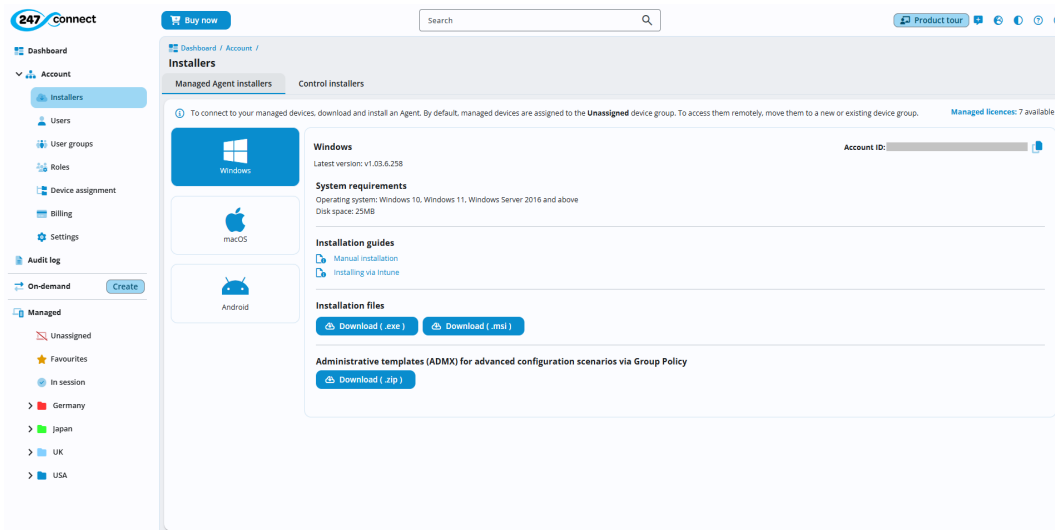
Step 6: Setting up managed devices

Note: Follow this step if you're using 247connect with managed devices.

a: Install the Managed Agent and Control components

You need to install the Managed Agent on your managed devices and the Control on user machines that will run remote control sessions.


1. Go to **Account > Installers** in the side menu.
2. Select the Control installers tab and download the Control component.
3. Select the Managed Agent installers tab and download the Managed Agent.

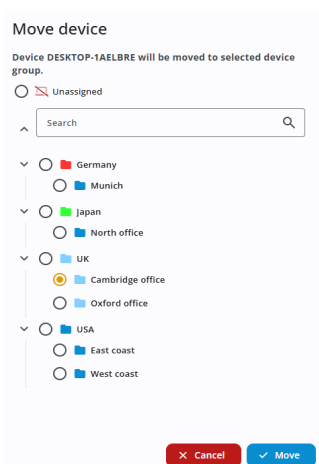


4. Follow the installation instructions for your device.

b: Move your managed devices to a device group

By default, managed devices are added to the Unassigned device group. To access them remotely, move them to a device group.

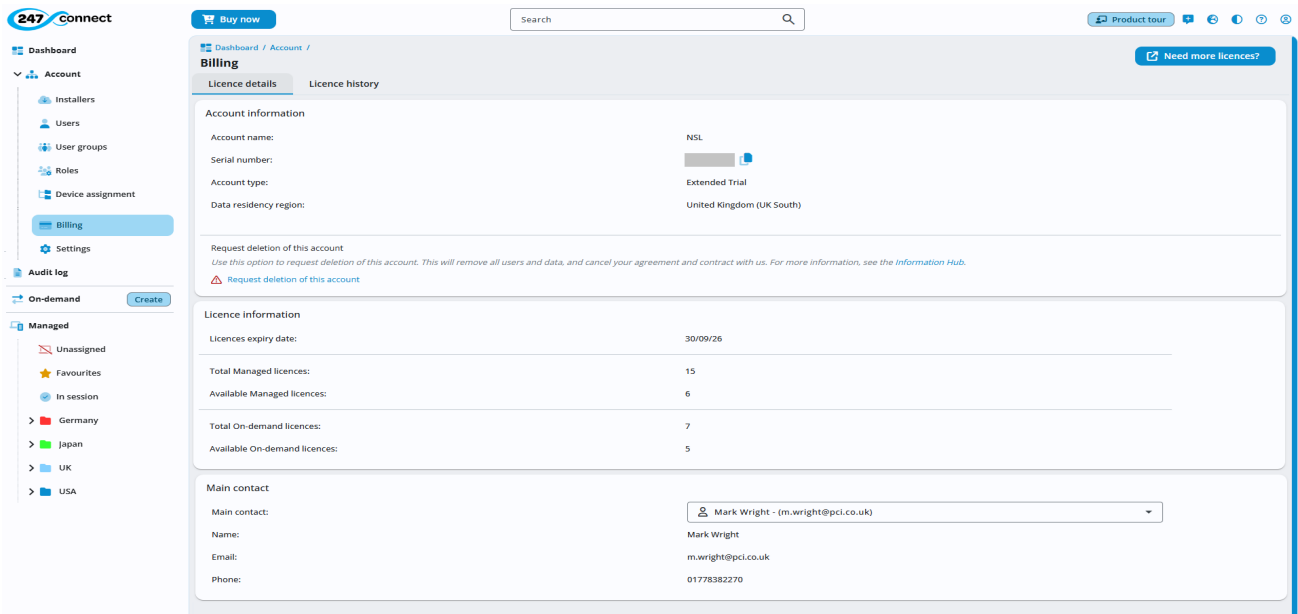
1. Go to **Managed** > **Unassigned** in the side menu.
2. Click the **Move**  icon and choose the device group from the list.



3. Click **Move**.

Step 7: Manage licences

You can check your licence usage on the dashboard or by going to **Account** > **Billing**.

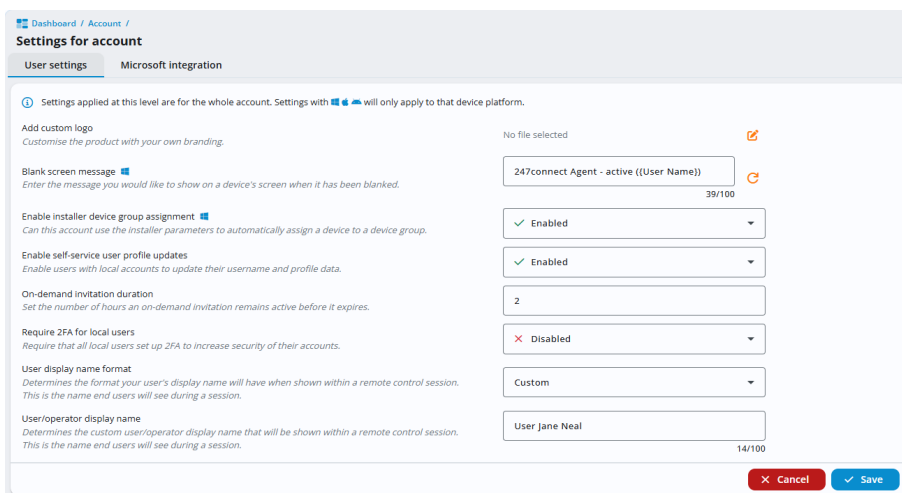


- View how many Managed device and On-demand licences are used and available.
- Check your licence expiry date.
- Click [Need more licences?](#) to request additional ones.

Step 8: Configure account settings

You can customise account-level settings, such as how the user's name appears to end users during remote control sessions.

1. Go to **Account > Settings** in the side menu.



2. Set the required settings.
3. Click **Save**.