TO: [firstname.lastname@lucad.com](mailto:firstname.lastname@lucad.com)

Subject: Required Installation of Encore Remote Monitoring and Management client

Body:

Hello FirstName

To provide better service and quicker problem resolution, Encore has been planning to implement a remote monitoring and management system on Lucas Group computers. This system will enable support technicians to receive alerts warning of potential problems on your computer and to gather information regarding the computer’s operating system and hardware to help trouble shoot issues quickly without having to interrupt our work.

Due to the current situation requiring that work for Lucas Group be conducted remotely, the need for this system and the benefits accruing are even greater. Unfortunately, because when working remotely you are not connected directly to the Lucas Group network, deployment of the tool is made more difficult.

For that reason, we want to partner with you so that together we can get this software in place. [Attached to this email / By accessing SharePoint via this link] you will be able to retrieve a Word document that describes the steps we need you to take to install the software. We have put together an installation package that will allow you to do this installation with a minimum of effort and time.

Basically, the process is to download two files from the Lucas Group Sharepoint site and then double click one of the files to run the installation. The [attached file / file linked above] provides detailed instructions with screen shots of every step so you will know exactly what to expect.

As this software is quite important to quick resolution of problems, we would ask that you install this software within 24 hours of receipt of this email. However, should you have any questions or concerns regarding this please contact [contact person / group] as soon as possible and we will be happy to assist.

In the coming days, you will see an email similar to this regarding installation of a software package to provide you VPN access to the Lucas Group network. That software will ensure that your computer will receive the proper security patches and be maintained so it can operate safely. The installation of that package will be very similar to this one and they will work hand in hand to make sure your computer operates reliably.

Thanks

Encore RMM Team