

REMOTE SUPPORT

WHAT IS THE BLUE PAW?

PlanetMagpie's Blue Paw Remote Support app runs in the background on your computer. You can access it through an icon in your taskbar at the bottom of your screen. This app helps you report IT issues to PlanetMagpie and create help desk tickets. The recorder collects data from your computer and sends it to us, for faster troubleshooting.

REMOTE SUPPORT ICON

The Remote Support icon looks like a paw print. The paw print's color indicates the status of your computer's connection to PlanetMagpie. Red or yellow typically means there is a connection issue.



Blue: Good




Yellow: Unknown



Red: Failure


HOW TO REQUEST SUPPORT

When you have an IT issue, click the Blue Paw icon. 

A "Remote Support" window will pop up. The pop-up window displays your computer's name, IP address, and user account.

It also gives you 4 ways to request IT support.

1. Call the PlanetMagpie [Help Line](#) (we will create a help desk ticket for you).
2. [Record video of error for Support](#) will take a video of the process you are experiencing that creates the error and send the video to PlanetMagpie Support. This will create a ticket.
3. [Capture screen and email Support](#) will take a screen capture of your issue and send the image to PlanetMagpie Support. This will create a ticket.
4. [Email Support](#) generates an email to helpdesk@planetmagpie.com. This will create a ticket.

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REMOTE SUPPORT

Help Line (510) 344-1200

About this computer

Name

computername.domain.com

Logon server

\\domaincontroller\

IP address

127.0.0.1

User

domain\username

Helpful links

→ PlanetMagpie Website

→ PlanetMagpie Customer How Tos

✉ Record video of error for Support

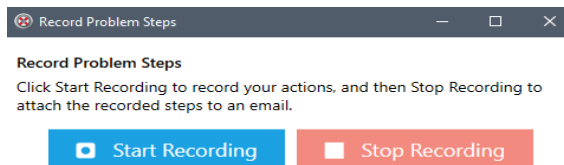
✉ Capture screen and email Support

✉ Email Support

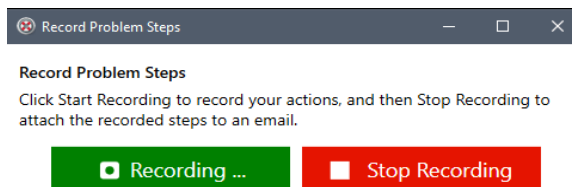
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HOW TO RECORD A VIDEO & SEND TO HELP DESK

To create a video of the error you are encountering on your workstation, click the Blue Paw icon. In the Remote Support window, click [Record video of error for Support](#). A recording box will appear on your screen. It will look like this:



Click the Start Recording button. If necessary, re-enact the steps you took to trigger the error you saw. If the error is already displayed, let the recording run for 5 seconds.



Click the "Stop Recording" button.

The Remote Support app will create a new email in your default email client (e.g., Outlook). It will automatically attach the recording to the email. It will also add in the information displayed in the Remote Support window.

You can just click Send to send the email and recording to PlanetMagpie Support, or you can type in whatever additional information you feel is pertinent. Click Send when done.

HOW TO RECORD A SCREEN CAPTURE & SEND TO HELP DESK

To take a screen capture of the error you are encountering on your computer, click the Blue Paw icon. In the Remote Support window, select [Capture screen and email Support](#).

The Remote Support app will create a new email in your default email client (e.g., Outlook). It will automatically attach the screen capture to the email. It will also add in the information displayed in the Remote Support window.

You can just click Send to send the email and screen capture to the PlanetMagpie Help Desk, or you can type in whatever additional information you feel is pertinent. Click Send when done.