

Download, install and use showmypc

Sometimes it is necessary for an Anthology support technician to access your computer remotely. Anthology currently uses showmypc for access.

Downloading

Please visit www.anthology.com

- Click the “Customer Zone” link at the top of the page
- Enter your credentials
 - Zip Code is the one that Anthology has on record for your store.
 - Organization ID can be found on the Anthology menu.
 - Choose Help | About Anthology

Zip Code:

Organization ID:

Login

- Click Login button to enter
- Once you’re in the Customer Zone
 - Locate the link for “Download Page”
 - Look in the section marked “Other Downloads”
 - Locate the “Anthology_ShowMyPC.exe” file
 - Click the download button to the left.

- [Downloads Page](#)
- [Documents](#)
- [Frequently Asked Questions](#)
- [Technical Alerts](#)
- [Video Training](#)
- [Webinar Schedule](#)

Other Links

- [Register for ANP](#)
- [Electronic Ordering Vendor Matrix](#)
- [Anthology Maintenance Agreement](#)

- For instructions on installing your Anthology upgrade click [here](#).
- For information on **pre-releases** click [here](#).
- For historical downloads, click [here](#).

Upgrades require a password - please contact Anthology at (800) 819-0095 for the password for the version you wish to install.

Current Release:

Anthology7.4.151.0.exe

AudioCodec.exe

Other Downloads:

Anthology Manual.pdf

Anthology_ShowMyPc.exe

Visual Anthology

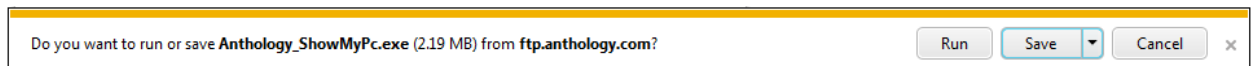
Version 7.4.156

Built 1/3/2012 12:43:14 PM

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Anthology organization identifier: Your OrgID

- If you are using Windows IE 9 you’ll see a yellow bar at the bottom of your screen



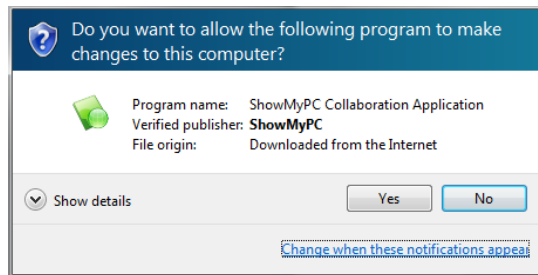
- Click the save button

- This will save the file to you “Downloads” directory.
- If you want to save it to a different location click the arrow on the save button and choose “Save As” – select a location and save it.
- Firefox and Google Chrome users will have the file saved to the downloads directory on your computer automatically.

Using showmypc

Once you have the file downloaded you will not need to repeat the steps above

- Locate the file “Anthology_ShowMyPC.exe” you just downloaded
- Double Click it
- You may see the following screen
 - Choose Yes



- When the showmypc screen loads
 - Put a check in the box “Allow Full Control” by clicking it.
 - Click the button that says “Show My PC Now”




- The button will turn red and begin to generate a password

When it completes you'll see the password in this window

Share Password



- Read this number to the technician (with dashes)
- When the technician finishes click the  stop button to close out the session.