Using Anthology's Remote Login

CUSTOMER DOCUMENT
REVISED: 19 JUL 2017

Overview:

On occasion it may be necessary for an Anthology Technician to login and remotely control your computer in order to fix an issue. This is done by using the Anthology Remote Login service provided by ShowMyPC.

Installation:

1. You may already have an icon on your system for ShowMyPC, this will no longer function with new service. You should remove this icon from the desktop.
2. Next open your browser and navigate to www.anthology.showmypc.com. The following screen will display.
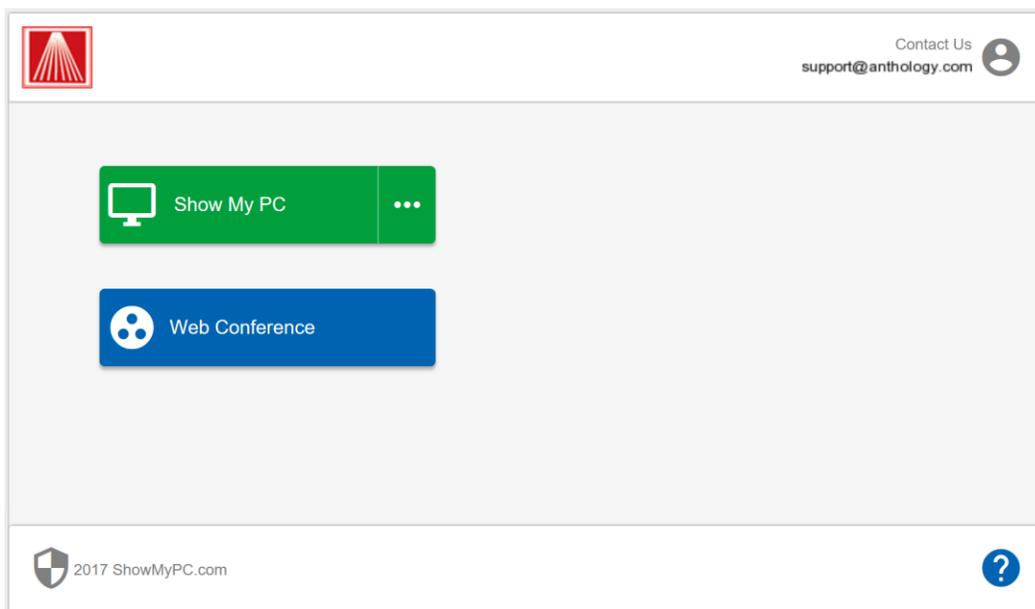
3. Choose the ellipsis button on the Show My PC button to display your options.

   a. We recommend that you choose Windows, Download and Run. This will install the correct version on your system.
   b. What happens next will depend on which browser you use. Listed below are screen from the major browsers in use today, Edge, FireFox, and Chrome.
4. Browser List
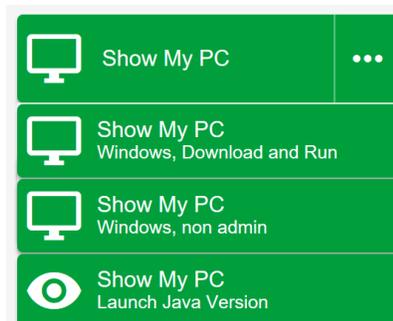
a. Microsoft Edge: You have the option to Run or Save the file. We recommend you save the file which will allow you to use it whenever needed.

What do you want to do with anthologySupport3555.exe (3.6 MB)? | Run | Save | ^ | Cancel | X
From: showmypc.com
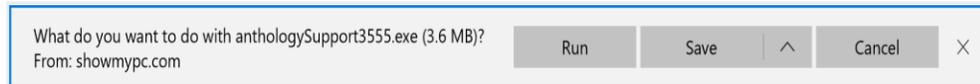
b. Google Chrome: There is no option to run the program in Chrome, however you click the file after download to open. The file download displays in the lower left corner of your screen, just above the Windows Start button

anthologySupport....exe ^
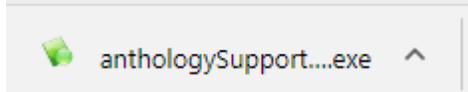
c. FireFox: The only option you have is to save the file.

Opening anthologySupport3555.exe   ×

You have chosen to open:

anthologySupport3555.exe

which is: Binary File (3.6 MB)

from: http://showmypc.com

Would you like to save this file?

Save File | Cancel
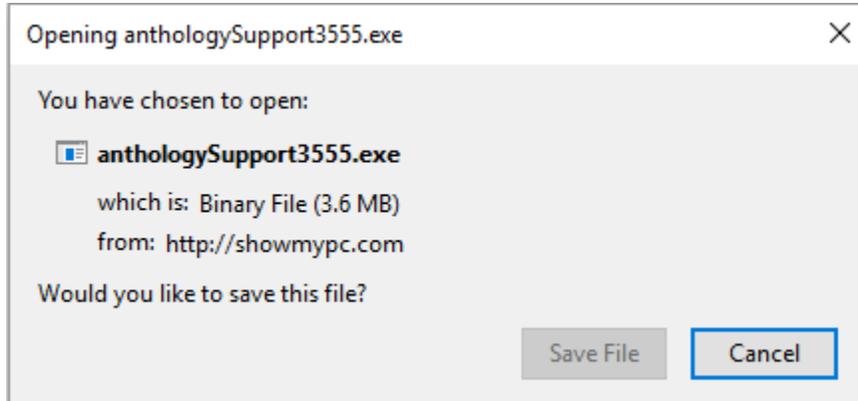
Once the file is downloaded you will notice a blue arrow in the upper right of the browser screen – click this to view the file.

5. Once you have file downloaded you either save it to a new location, drag it to your desktop, or run it directly from the "Download" directory. When the program loads you'll see a screen as shown below. Simply click the Show My PC button and read the 4 digit pass key to the technician.

Anthology   — □ ×

English

Show My PC   Chat   Switch   Record   Files   Options
00:00:00   7/19/2017 11:47:07 AM English