

How to receive remote support from IT staff

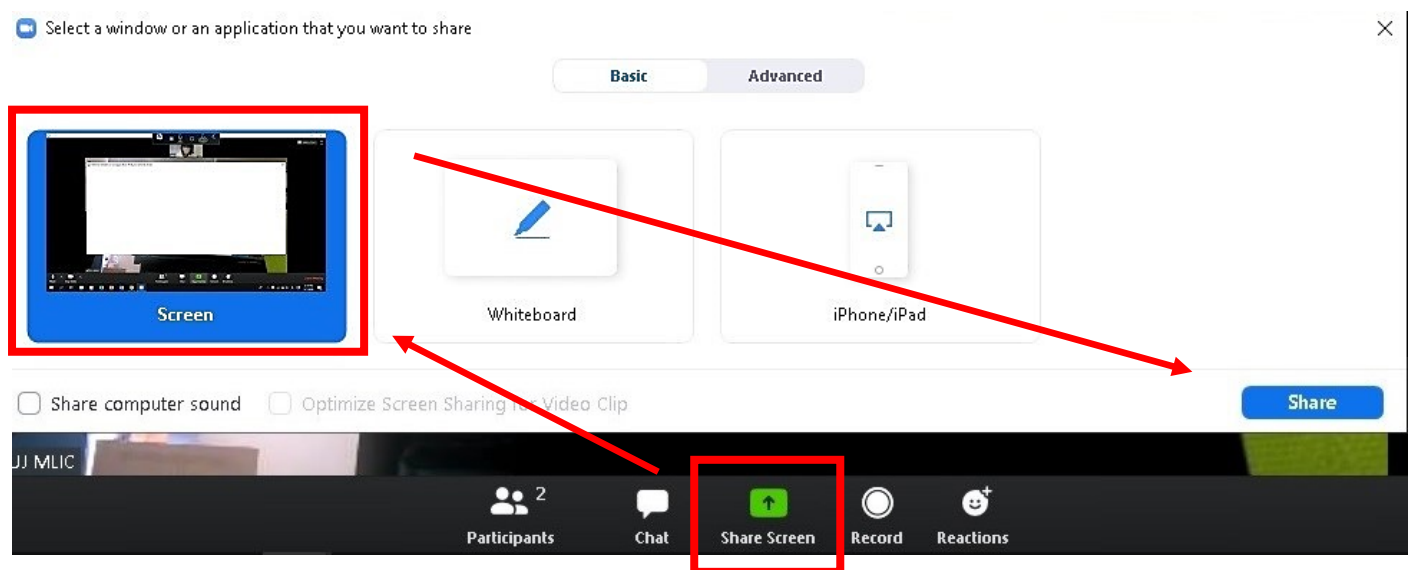
MLIC IT section offers technical support services using Zoom for both Windows and Mac users.

You can receive IT support without taking the time to visit the MLIC office and it avoids close contact with each other.

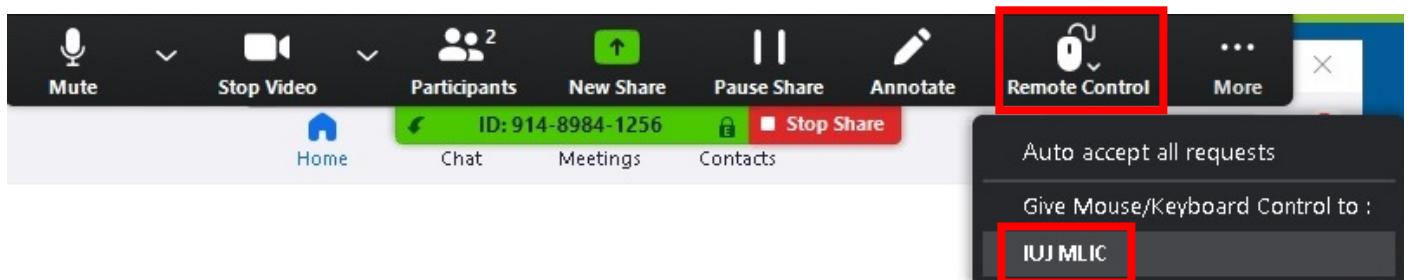
Available services;

- STATA activation
- MS Office installation support
- Free antivirus software installation
- Network printer installation
- Create a shortcut for iuj-home
- Any other requests if possible

1. Contact MLIC by phone call [#527](tel:527) or email to support-com@iuj.ac.jp in advance.
2. An available MLIC staff responses to you and send a Zoom invite.
3. Once you connect, please share your screen.



4. Click **Remote Control** and select your assistant (e.g. IUJ MLIC) to allow MLIC staff to operate your PC remotely.



5. Click **Stop Share** after the operation is done.

