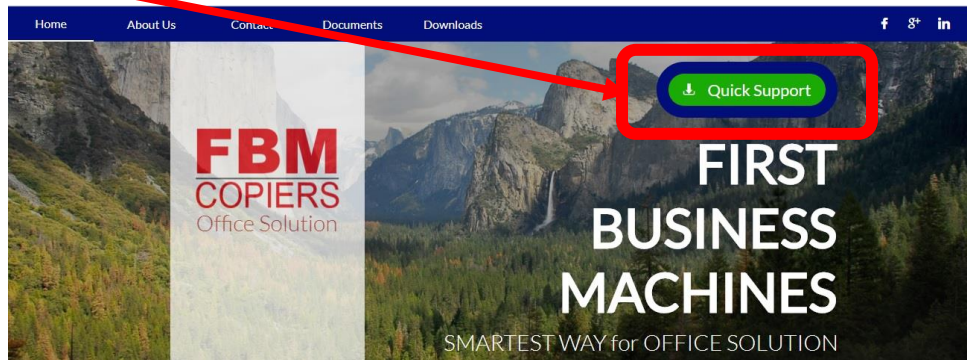


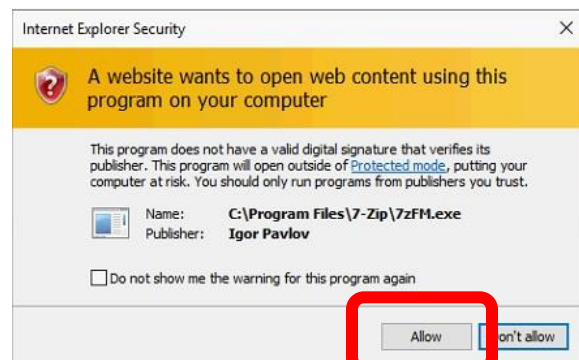
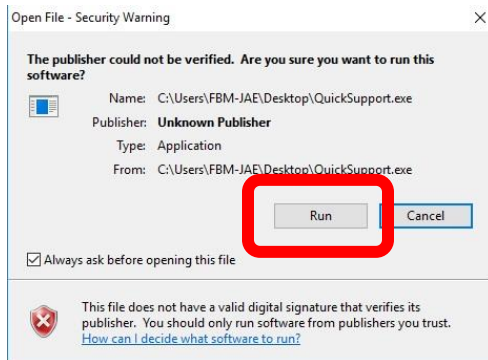
# How to get remote support

## (For Windows)

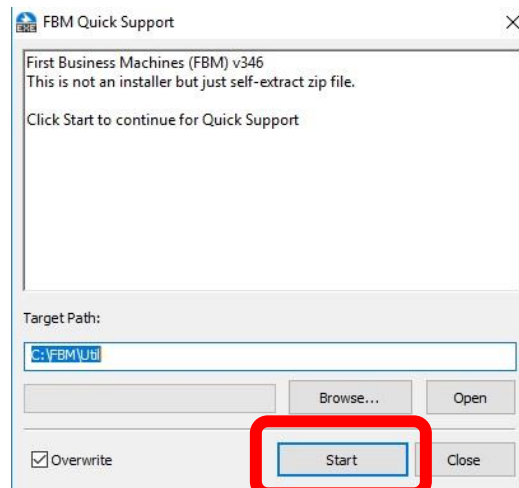
1. Go to <http://fbmcopliers.com>
2. Click on **Quick Support** on top right hand side.



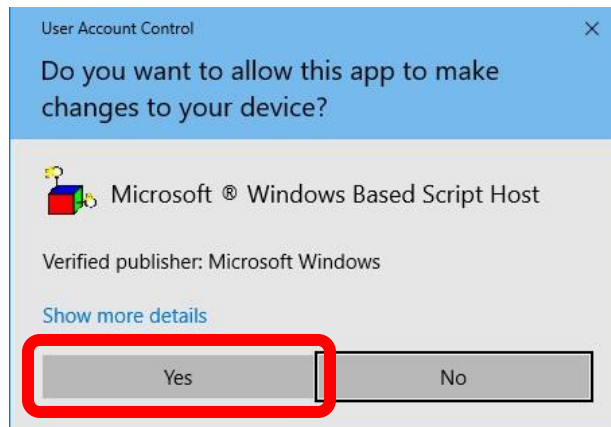
3. We will see download a file name under QuickSupport.exe. Please save and Run.
4. When you see a popup with Open File – Security Warning Please click Run to proceed.  
Or with Internet Explorer Security Warning, Please click Yes to proceed.



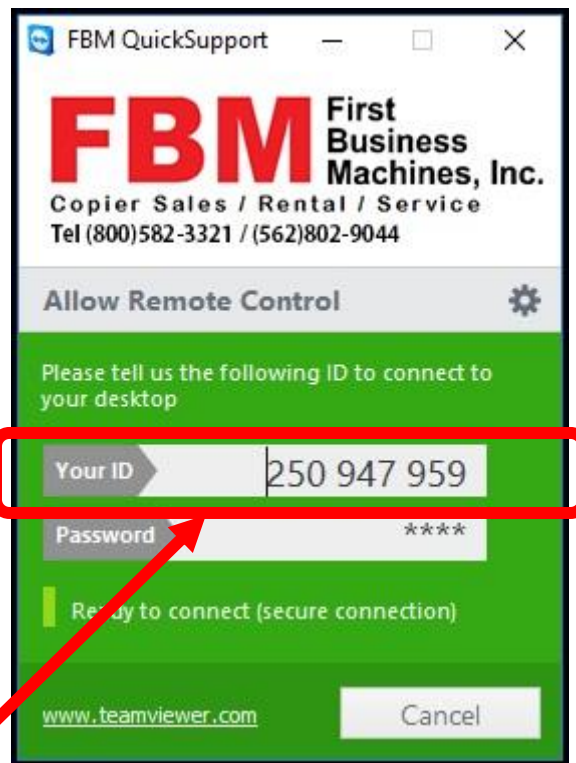
5. When you see a popup with FBM Quick Support, Please click on Start to proceed.



6. When you see a popup with User Account Control, Please click Yes to proceed.



7. Your desktop will clear out automatically and you will see FBM QuickSupport popup.



8. Please read out Your ID to FBM IT technician to get remote support.