

## iConnect Service Help Sheet


Please see below procedure to help with the usage/setup of the various aspects of the system.

If you have any issues, please feel free to contact support for further assistance and we will do what we can to help. Support can be reached on “00 44 (0)1534 844000”

### iConnect Service Help Sheet

Step	Action
1.	Navigate to <a href="https://www.icconnect.je">www.icconnect.je</a> in your web browser.
2.	Enter your <b>user name</b> . This consists of letters from your name, followed by space and ending with your company number on the iConnect platform.
3.	Enter your <b>password</b> . This password should not be shared with anyone and must be changed every 42 days. You will be notified 12 days before expiry.
4.	Enter you <b>token passcode</b> . This consists of a 4 digit PIN, followed immediately by 6 digits read off your secure token.
5.	Click ' <b>Log on</b> ' to enter iConnect.





User name:

 2

Password

 3

Passcode:

 4

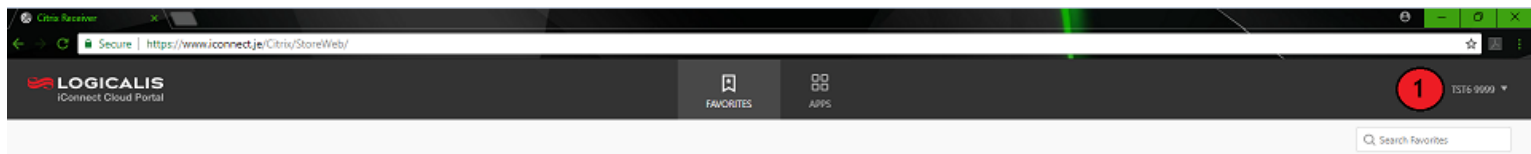
Log On

problems logging in?  
Contact our support team on +44 (0)1534 844000  
[Click here for Remote Assistance](#)

Should you experience problems, a **remote support link** and a **support telephone number** are located at the bottom of the page.

## iConnect Service Help Sheet

Step	Action
1.	<b>'User Menu'</b> . From here you can perform tasks such as changing your password and logging out of iConnect.
2.	<b>'Remote Assistance'</b> link. If you are on a call to our support desk and they request a remote desktop session, you can click this link which will open a web-page prompting you for a code which your iConnect consultant will provide.



 Details  
Laser Desktop

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Contact our support team during business hours on +44 (0)1534 844000 and [Click here to launch Remote Assistance StoreFront3A](#)

## iConnect Service Help Sheet

Step	Action
1.	Below you can see your desktop toolbar. To access it, click the black bar at the top of the screen. From here you can perform the following tasks.  From left to right:
2.	<b>'Home'</b> – Press this to hide the hosted desktop and be returned to your local PC.
3.	<b>'Ctrl+Alt+Del'</b> – Use this to access the change password option.
4.	<b>'Preferences'</b> – From here you can change the settings for your desktop such as granting access to the files on your local machine.
5.	<b>'Full-screen'</b> – Switches the desktop to full screen. You are able to use the desktop in both full screen and windowed modes.
6.	<b>'Disconnect'</b> – Use this to disconnect from your desktop session. If you plan to be disconnected for long periods of time or overnight <u>logging off</u> and not disconnecting is advised.

