Let us fix your computer from here

B&L Connect lets your technician see and fix your screen over the internet. You stay in control the whole time.

1 **Download and open B&L Connect**

Your technician will send you a download link. Open the file (*BLConnect… exe*) — nothing needs to be installed.

> **If Windows shows a blue "Windows protected your PC" box:** click More info, then Run anyway. This is normal for small-business software.

2 **Read your ID to your technician**

It's on the left side of the window (see the picture). If they ask, also read the one-time password — it changes every time, so it can't be reused.

3 **Click "Accept" if a box asks to allow the connection**

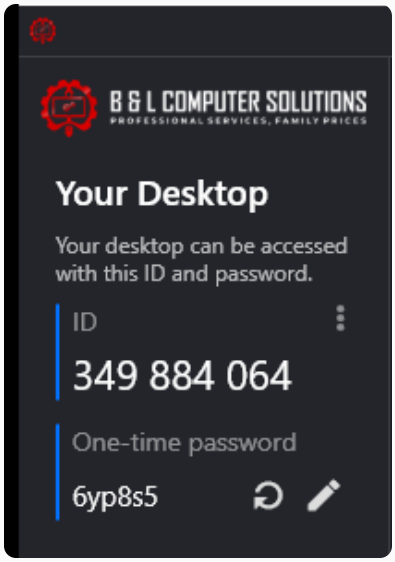
Only accept while you're on the phone with B&L Computer Solutions.

4 **Sit back**

You'll see the mouse move as we work. You can chat with us in the window and watch everything we do.

5 **When we're done, close the window**

The connection ends immediately and we can't reconnect without a new password from you.



Read us the **ID** (and the **one-time password** if we ask).

Your safety

- Nobody can connect without your ID *and* your OK (or your one-time password).
- The connection is encrypted end to end.
- Close the window at any time to end the session.
- We will never ask for your bank or card details.

Regular customers

- We can install B&L Connect so we can help even when you're away — only with your permission.
- You'll see a small B&L Connect icon near the clock while we're connected.
- Want it removed? Ask us, or uninstall it from *Settings → Apps*.