

Remote Technical Help Guide

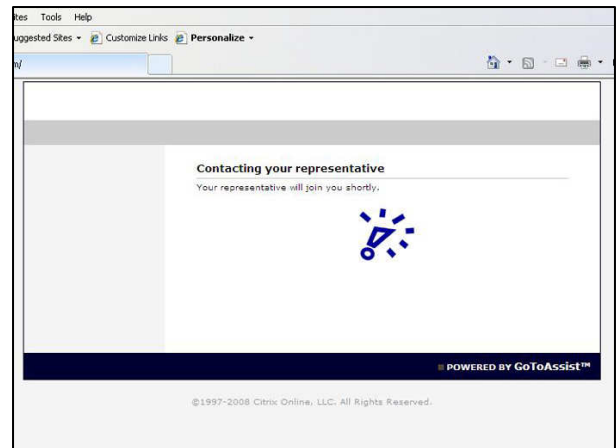
Step 1: Contact us by Phone M-F 10:00am-6:00pm (EST) at 1 (800) 365-3814

Step 2: Go to **help.pephoto.com**. You will go through the download process each time you initiates a support session.

The PEphoto download page appears in your browser. Click **"Start Session!"**



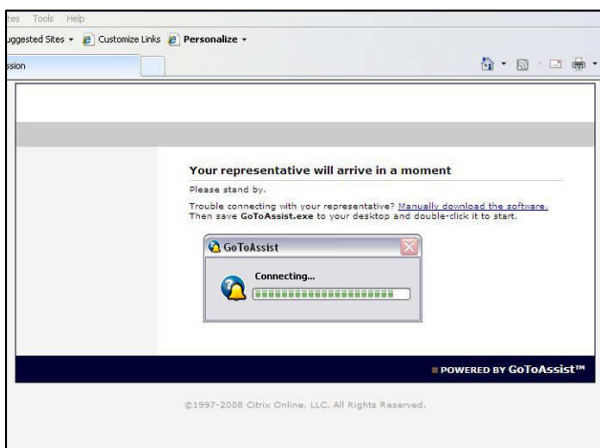
(Step 1)



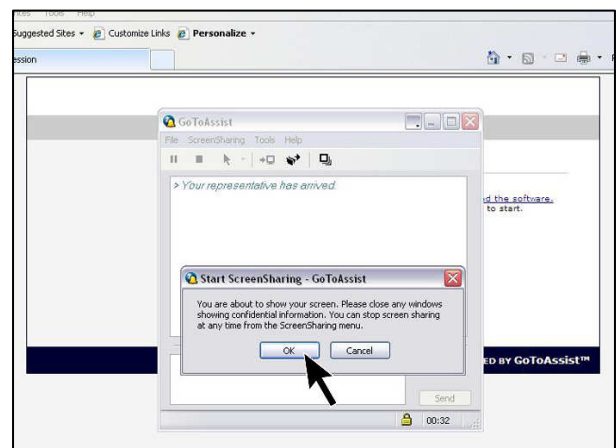
(Step 2)

The customer is then prompted to accept the download.

Once the download is complete, you are prompted to authorize sharing of your Screen, mouse and keyboard.



(Step 3)



(Step 4)