

SUPPORT APP

Quick Reference

Version 2022

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SUPPORT APP-General Information

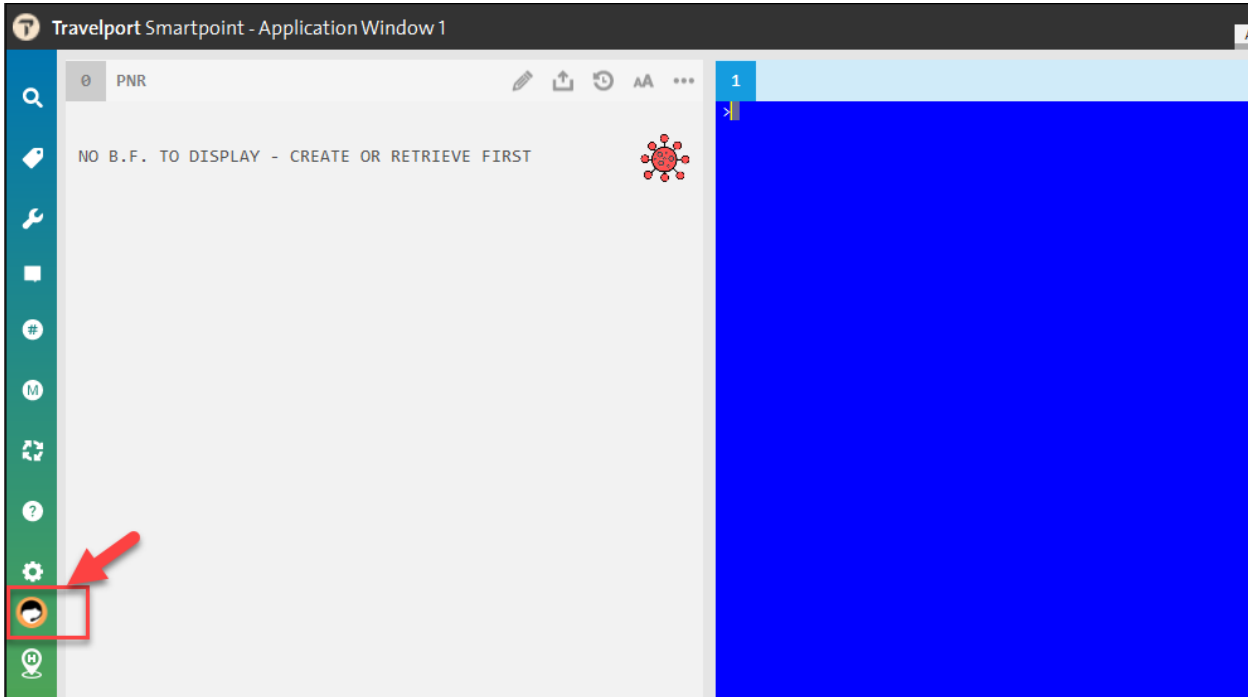
SUPPORT APP starts the **ScreenMeet Application** to allow the **Travelport Support Team** to connect to your Computer.

SUPPORT APP-Functionality

To access ScreenMeet Application enter **#SUPPORT** or click on the ScreenMeet Icon.

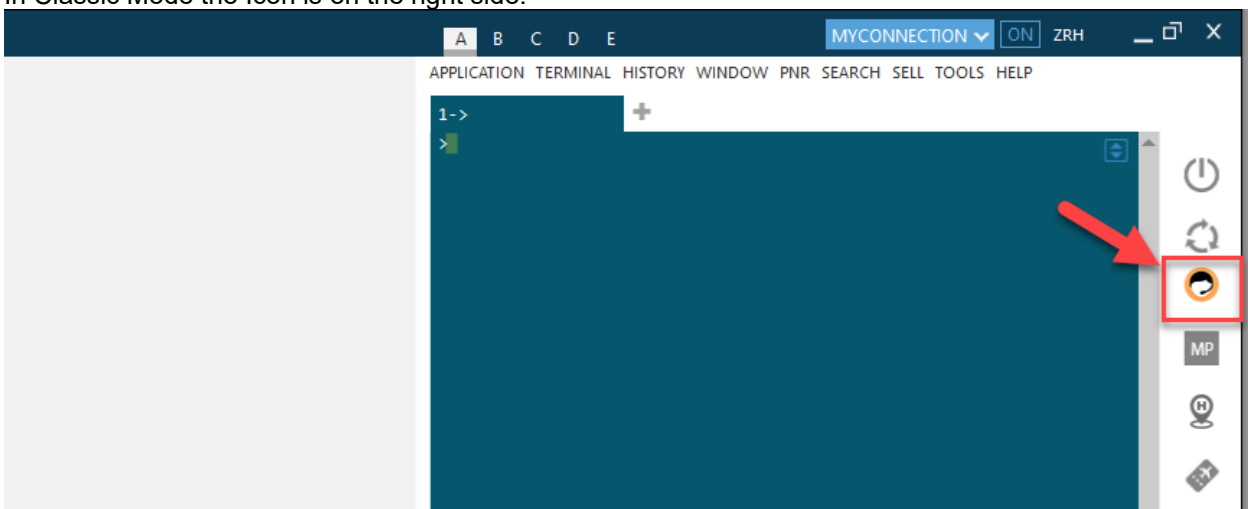
Flex Window:

The Icon can be found on the left side in Flex Windows



Classic:

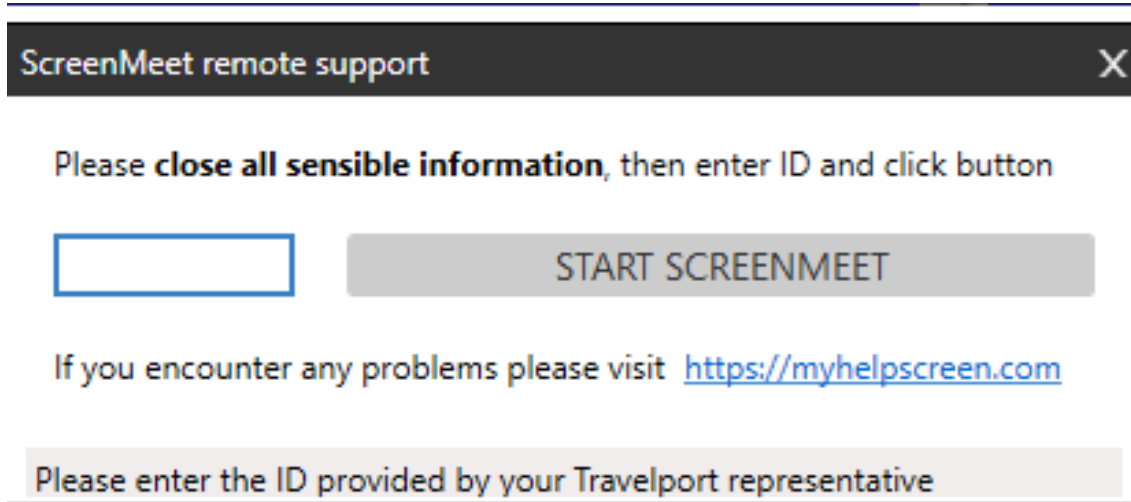
In Classic Mode the Icon is on the right side.



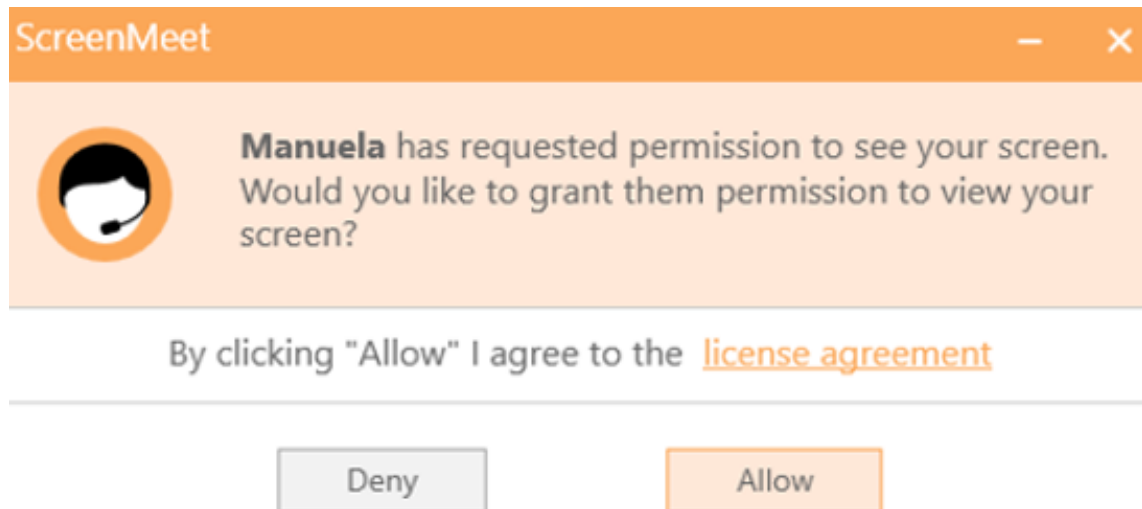
ScreenMeet relies on the agent workstation being able to reach the ScreenMeet URL, so it is important that the following URL <https://myhelpscreen.com/> is whitelisted in your firewall or security software:

If you cannot reach this screen, please make the necessary changes to whitelist ***.screenmeet.com** and ***.scrn.mt** for port 443 via TCP and UDP in your firewall or security software.

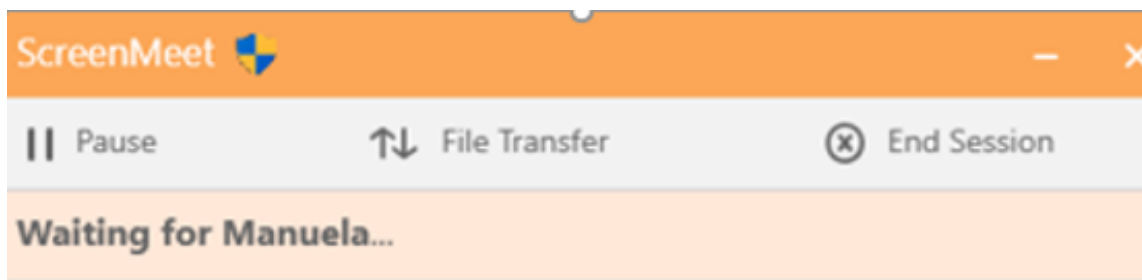
If you can reach the URL, you will see the following screen:



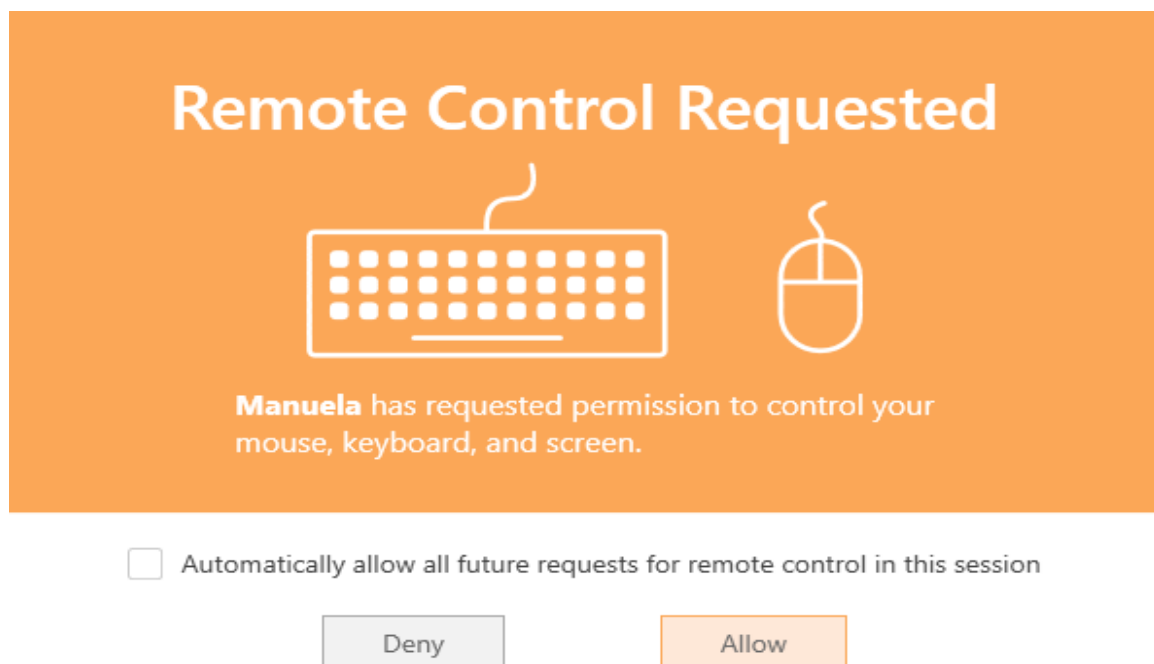
1. Enter the ID you get from the Support agent in the empty box and click on START SCREENMEET
2. You will get a request for permission from this person to see your screen. Click on ALLOW to continue



3. Please wait till the connection is established



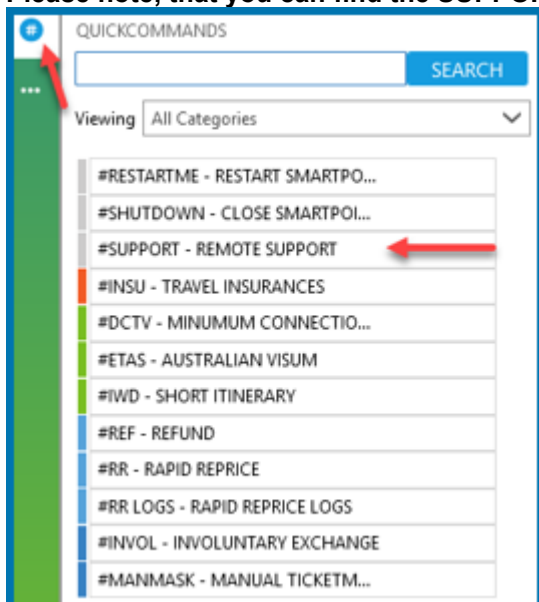
- Click on Allow to give permission to Support agent to remotely control your mouse, keyboard and screen



- If you encounter any problems with the automated download please visit <https://myhelpscreen.com/> and insert the ID there.

SUPPORT APP-Quick Commands

Please note, that you can find the SUPPORT APP also in your Quick Commands:



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