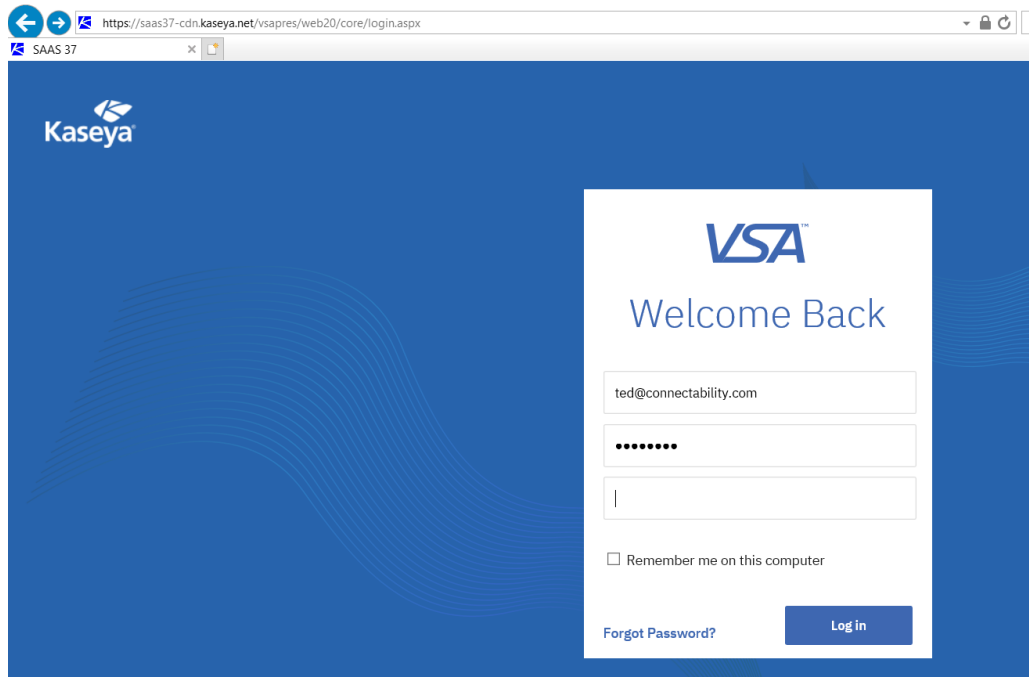


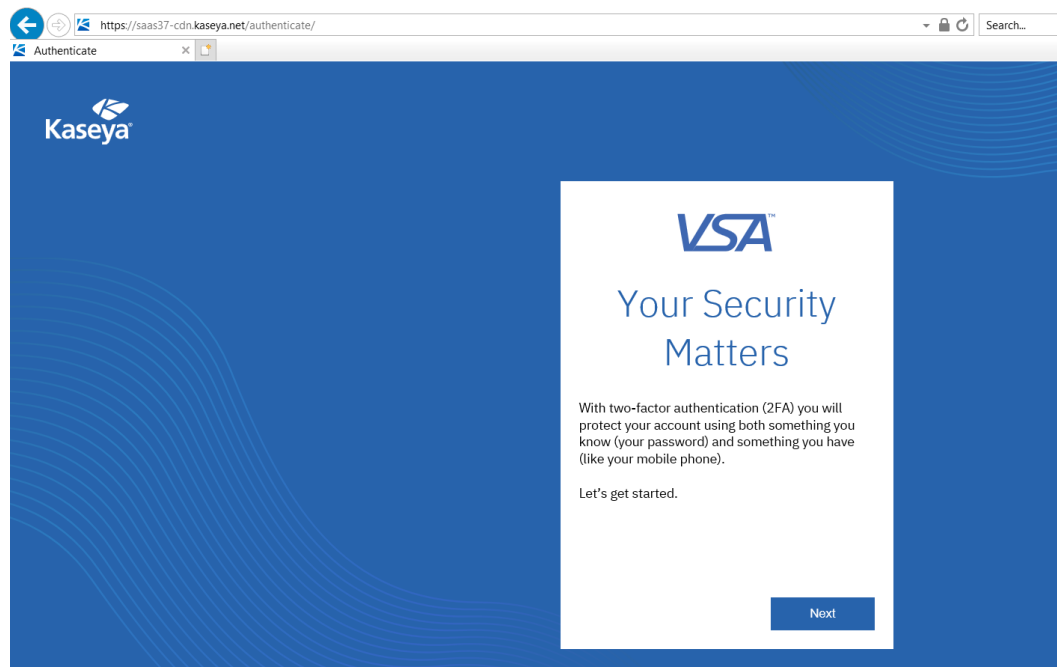


How-To:
Access Your Work
Computer Using Kaseya
Live Connect

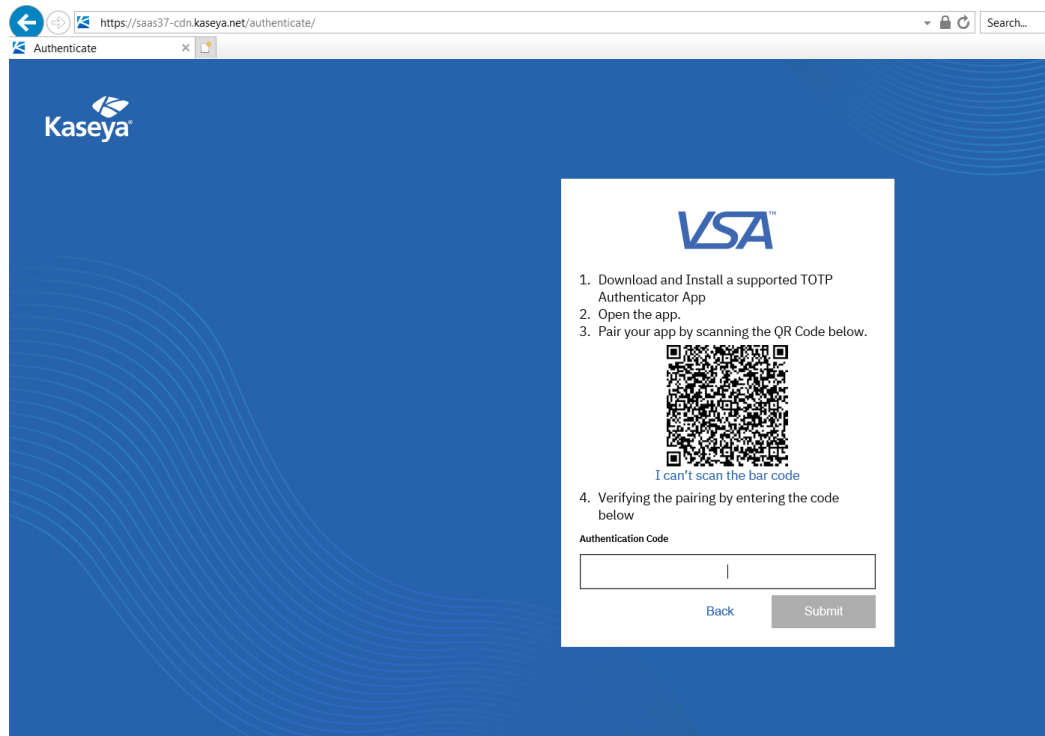
- 1) Using your web browser (I'm using Internet Explorer in this example, but it works with most browsers), go to the following web site: <https://saas37-cdn.kaseya.net>
- 2) Enter your username (usually your email address) and password.



- 3) If this is the first time you're logging in, you will have to setup **2-Factor Authentication**:

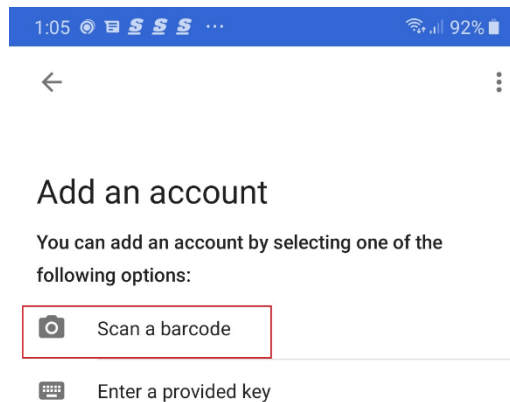


4) Click **Next**. You will then be asked to setup 2FA – below:

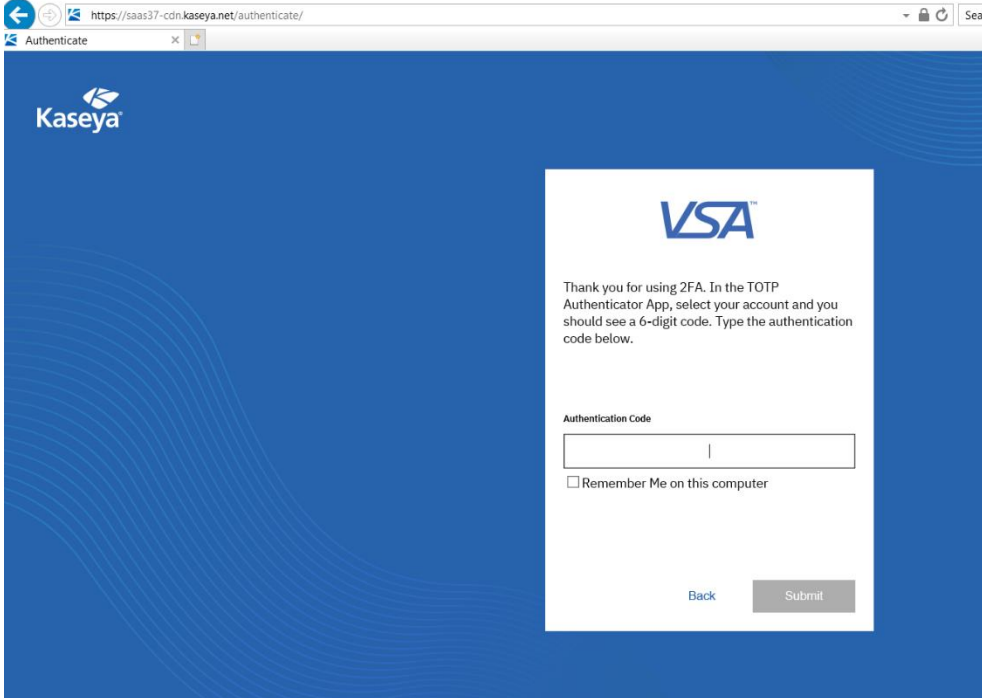


5) Make sure you have an **authenticator app** on your smartphone. Some options include Microsoft Authenticator, Google Authenticator, LastPass Authenticator, or Authy. You will use that app to set up 2FA. You can then open that app whenever you require a login authentication code.

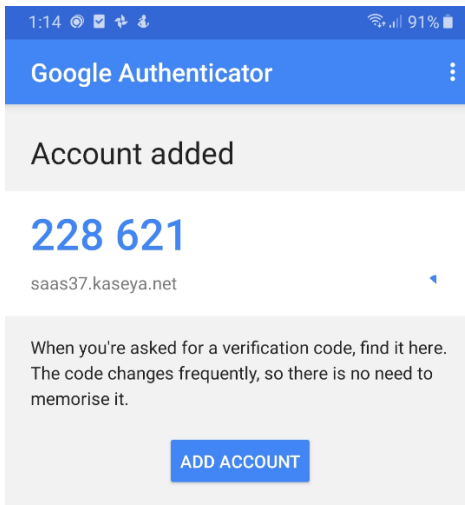
In the example below I am using Google Authenticator. Select "Scan a Barcode" and hover your phone camera in front of the barcode on the Kaseya Website.



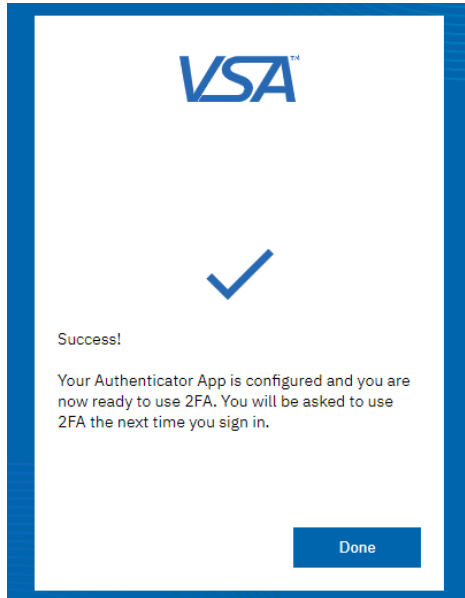
- 6) Once 2FA has been setup, you will be asked to enter your 6-digit code.



- 7) Open the authenticator app on your phone and retrieve your code. It will look something like this if you are using Google Authenticator. Enter the 6 digit code.



- 8) Once the code has been entered you will see the following and will be forced to login again.



- 9) You will be asked for your authentication code. If this is your first time logging in to Kaseya, you will be asked to change your password. Click "Ok" and enter a new password. Use a random and complex password so a hacker can't crack it. You will also need to select a security question.

saas37-cdn.kaseya.net says
Please change your password

Logon Name

Old Password

New Password

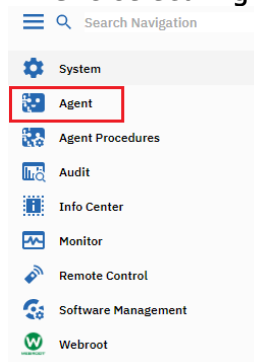
Confirm Password

Note: Username and password are both case sensitive

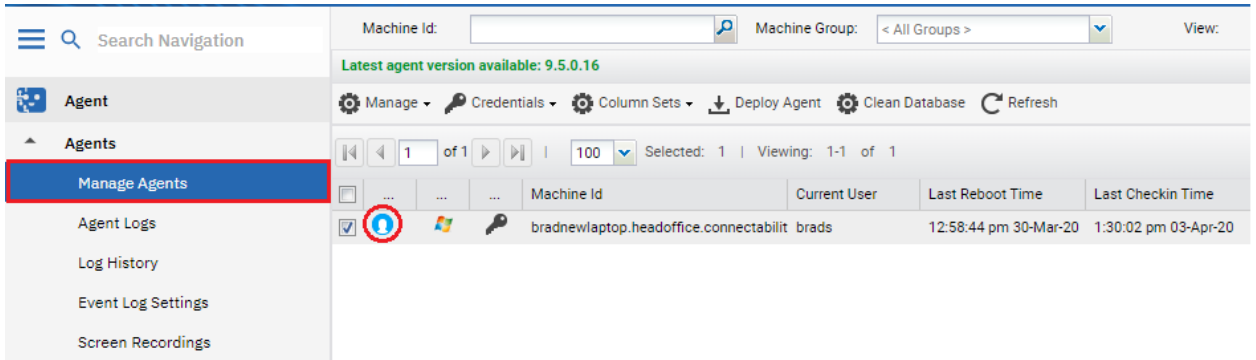
Security Question

Security Answer

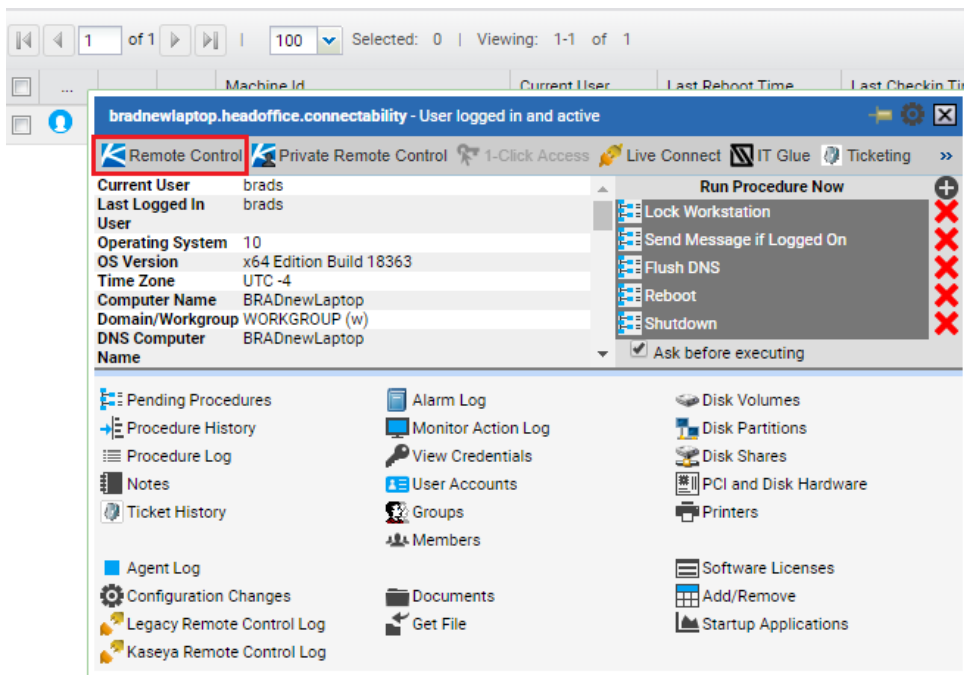
- 10) Once you have updated your password, click on the icon on the left side that looks like 3 lines stacked on each other and select "Agents":



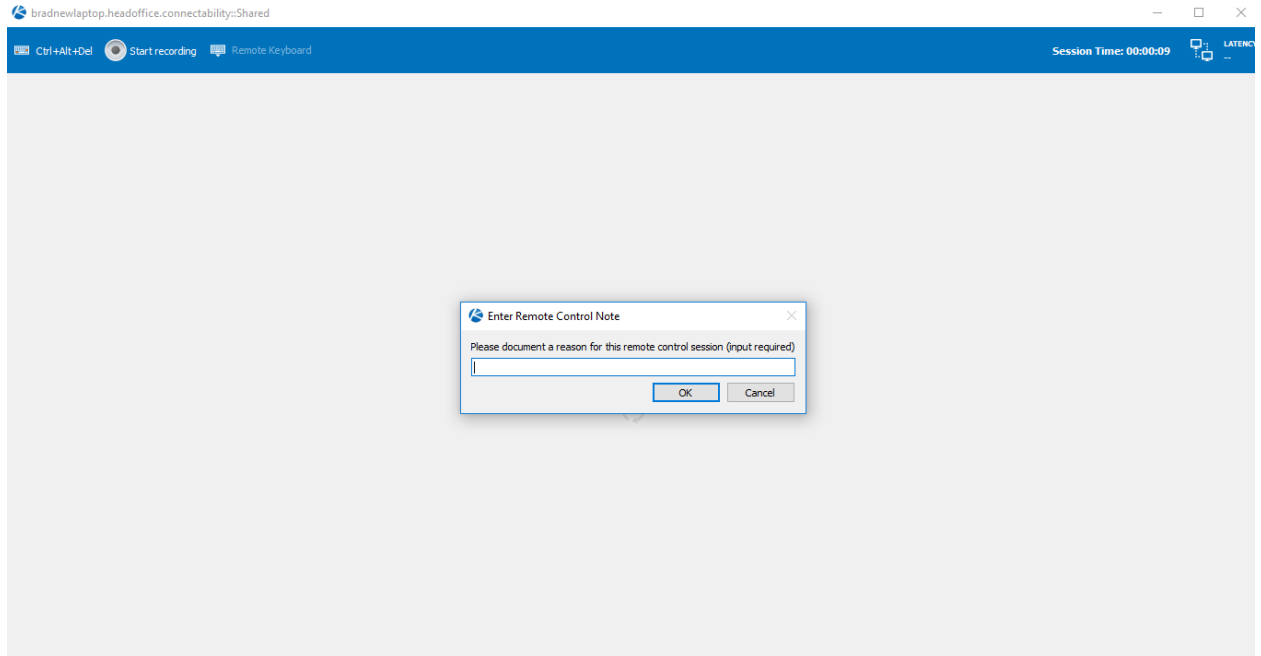
11) From their, select "Manage Agents" and hover over the blue icon that looks like a person:



12) You will see the following window. Select "Remote Control":



- 13) If you have never used Kaseya Live Connect before, you will be asked to download the software first. Once it is downloaded, select "Remote Control" again. You will be asked for a reason for your remote connection.



- 14) Once you have entered a reason, you will be able to access your computer remotely:

