# Update to Remote Control Options on control.itsupport247.net

## Overview & Upcoming Dashboard/Visual Changes

In March 2021, the control.ITSupport247.net portal will be upgraded to have an additional remote access launch option for remote users, ConnectWise Control Access. The following image shows the visible user interface change, where users can view the additional icon as seen below.
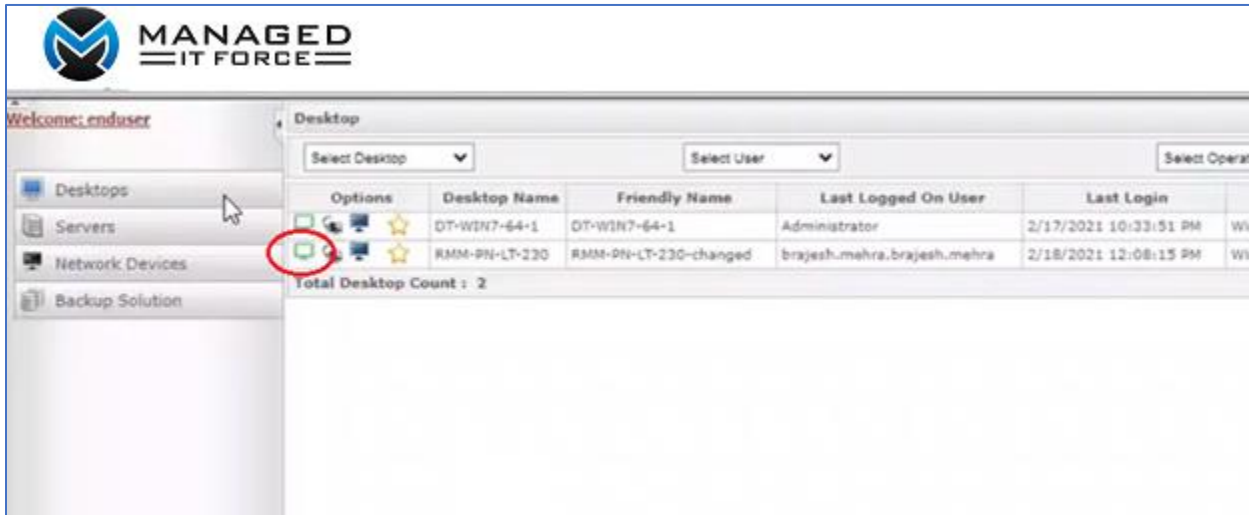

These are the steps to launch a remote session:

1. Once the remote device is available using the ConnectWise Control Access, the green icon will be available as seen above. Otherwise, the icon will be gray and cannot be used.
2. Once the icon is clicked, the Control Client application will be downloaded and the following will be shown:
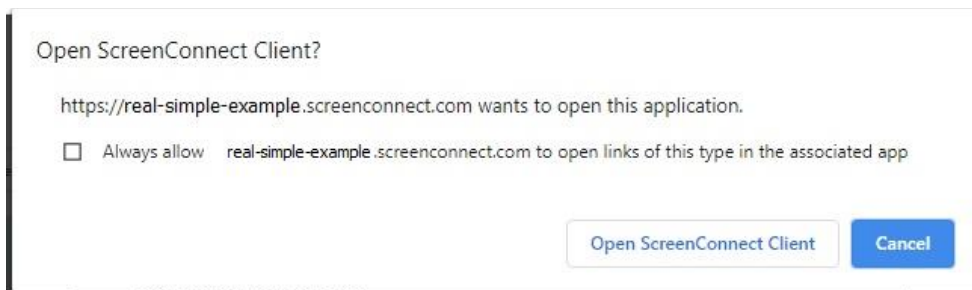
3. If you have Admin rights on your computer (which is normally the case), click **Always allow,** then select to Open the application, otherwise, select the "Try next option" as shown in the additional screen below:
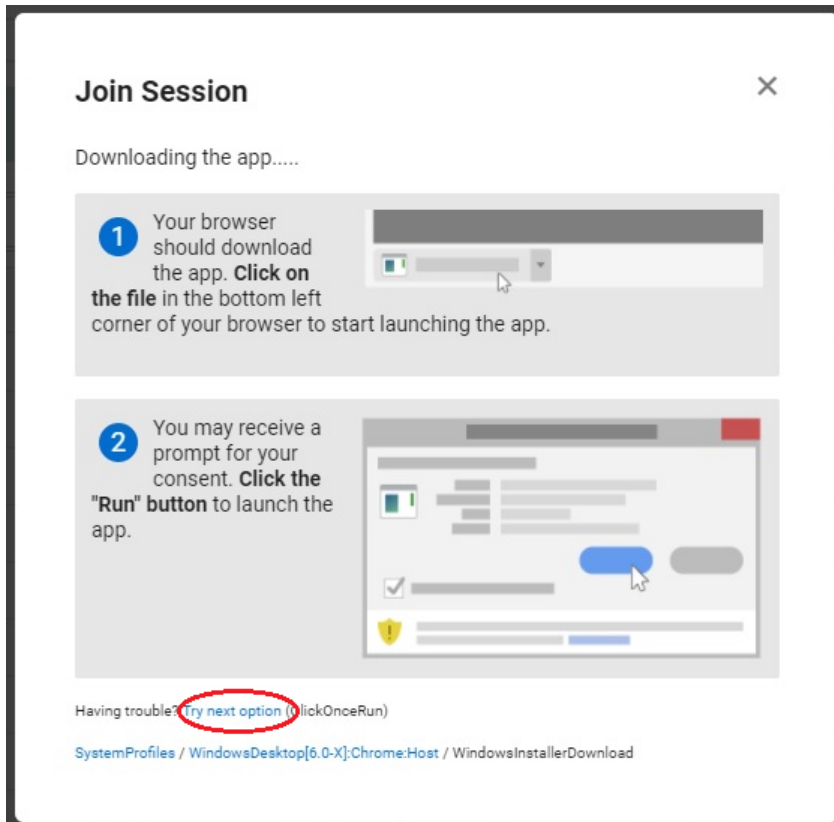
4. Once the application installs, you will quickly be connected to the remote device.

How To Use Common Features and Settings

Split Multiple Monitors into Separate Windows

If your remote machine has multiple monitors, you will need to adjust some settings. There are settings to adjust if your remote computer has multiple screens also. ConnectWise Control can split multiple monitors into separate windows, and it can rearrange those windows for you on your own monitors.

Once you're connected to the host computer, open the **View** menu. Right-click on a monitor to open it in a new window. Click the triple-arrow icon to split all monitors into separate windows and arrange one window on each of your monitors.

See these steps in action here in this demo: ConnectWise Control: Multiple Monitors
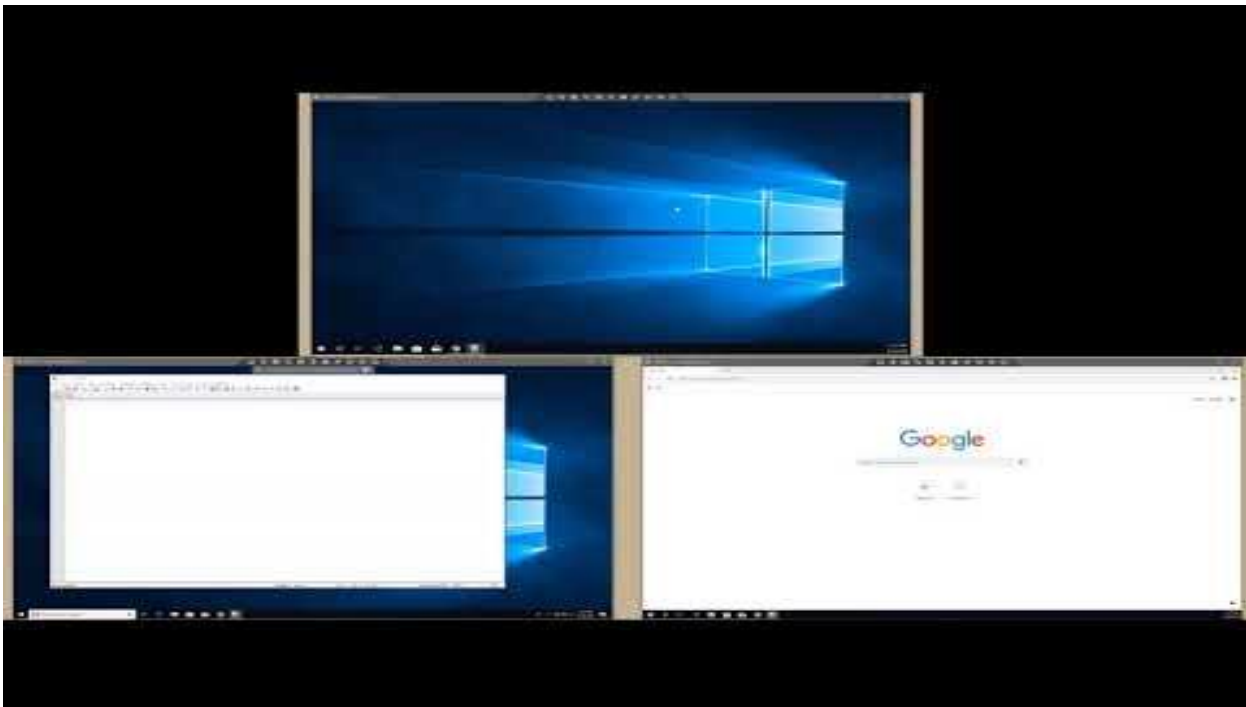
Drag a File from Desktop to Remote Machine

To move files between machines, you can use the File transfer menu. However, you can also drag and drop a file from your desktop to your remote machine and copy and paste works the same way.

**See these steps in action here in this demo:** [ConnectWise Control Using the File Transfer Menu](#)
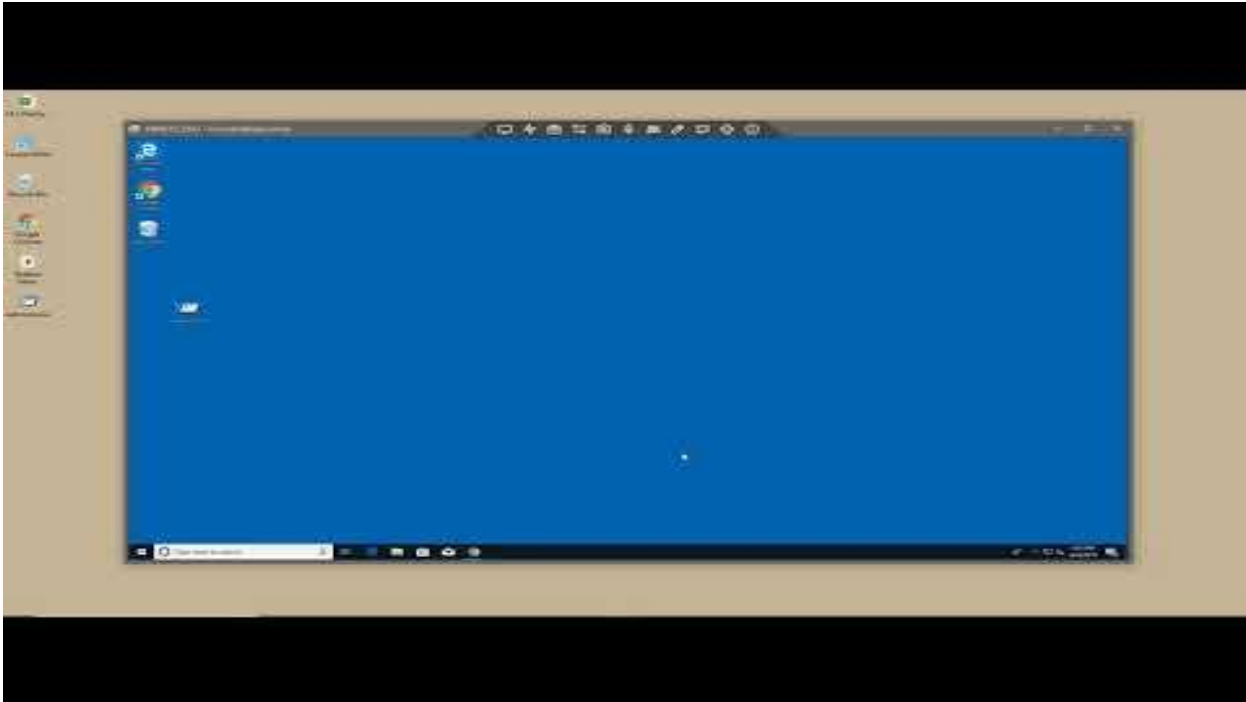
Keeping Machines Awake

Does your remote machine automatically go to sleep too often? You can keep that remote machine awake as long as you're connected to it. Open the Essentials menu and click Acquire Wake Lock.

Learn more about the Control Essentials Menu in this demo: [ConnectWise Control: Essentials Menu](#)

Remote Printing

Want to print to your local printer? First, open the Essentials menu and select **Activate Remote Printing. Note**: It may take a few minutes for your printers to populate on the remote machine.
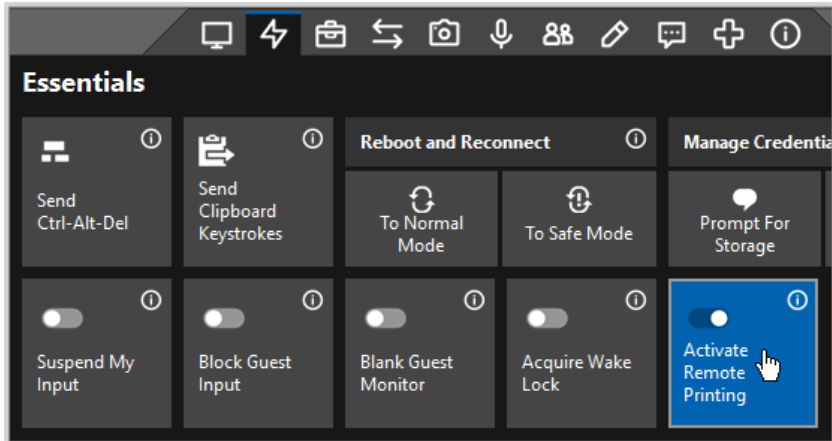

Next, open the print dialog for your document ans select your local printer from the list of available printers. From your print dialog, find the area where all available printers are listed. Next, select your remote printer. There may be a brief delay as your local printer(s) populate in the printer dialog.
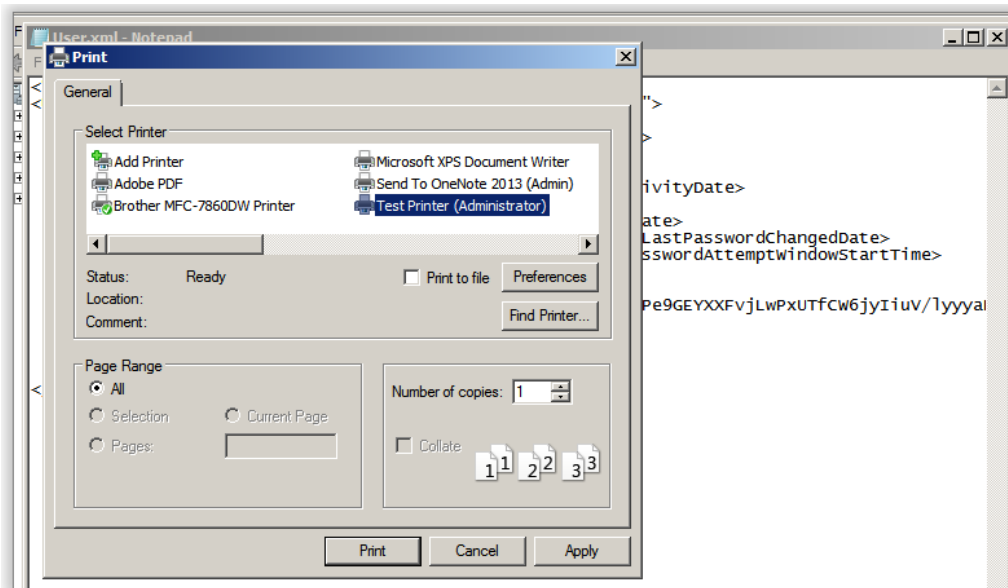

Click **Print** to finish printing your document.

Turn off Remote Printing

If you are done printing, you may want to turn off this feature. To turn off remote printing, open the Essentials menu and deselect **Activate Remote Printing**. If you don't turn off remote printing, the host client will turn it off for you when you close the host client.
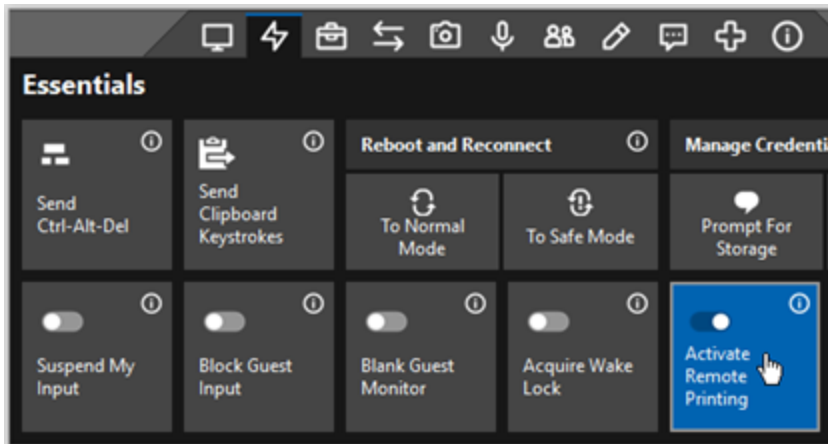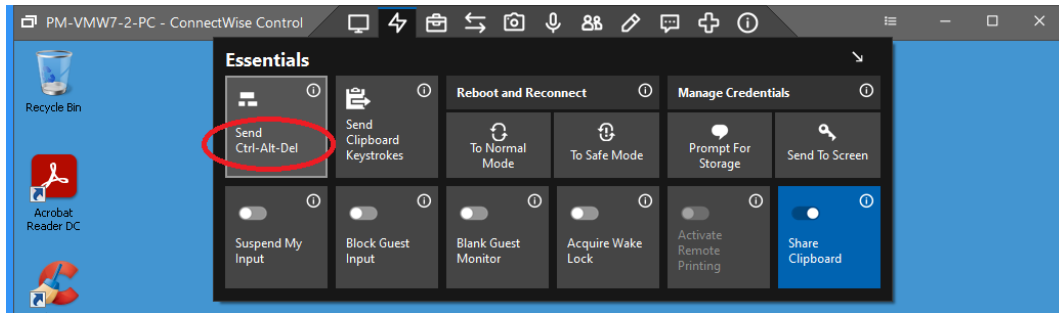

Copy & Paste Information from Your Device to the Remote Device

Just make sure that the Share Clipboard option is enabled, before you start copying.
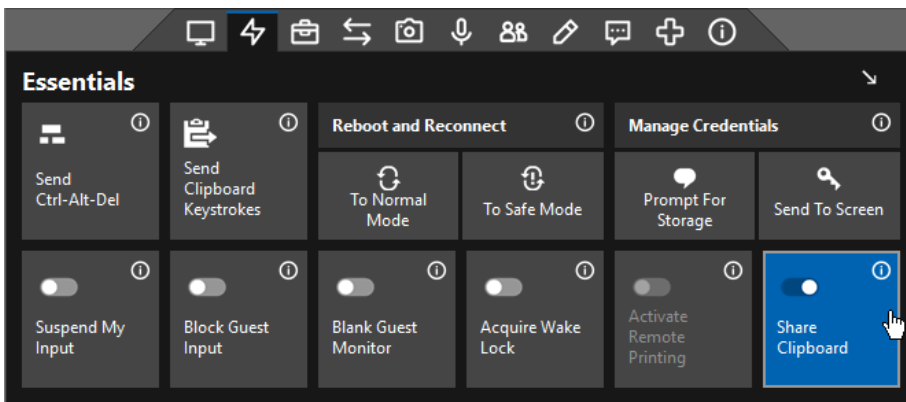
Lock Device

When you're done and want to lock the device, you can send the Control-Alt-Delete using the below button:

Disconnect from Machine

When you've finished your work, simply close the machine window by clicking the X button.