

control.itsupport247.net Remote Connection Instructions

This is intended to be a guide for new users of the control.itsupport247.net remote access service. It will instruct you on setting up the 2-factor authentication and signing into the remote session. These instructions are written for MAC and PC users, but mobile devices are supported through the app linked below.

Instructions from iOS devices:

- In the App Store, search for “ITS247”. Install the app from ITSUPPORT247,LLC. (or [click here](#))
- At the sign in screen, enter your Email ID and password given to you by Managed IT Force

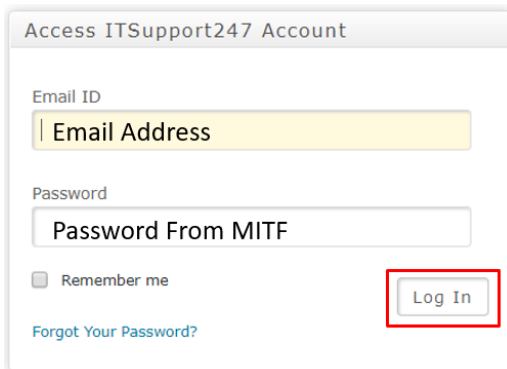
Instructions from Android devices:

- In the App Store, search for “ITS247”. Install the app from ITSUPPORT247,LLC. (or [click here](#))
- At the sign in screen, enter your Email ID and password given to you by Managed IT Force

First time Logging into control.itsupport247.net

In your internet browser enter the URL: <https://control.itsupport247.net>

You will be prompted for your Email ID and password provided to you by Managed IT Force (MITF) and click on Log In



Access ITSupport247 Account

Email ID
Email Address

Password
Password From MITF

Remember me

[Forgot Your Password?](#)

All first-time users will be presented with the following screen:

Set Up Authenticator


Warning! Configuration must be completed and maintained in user's Authenticator app.

1. Download the Google, Microsoft, LastPass or Authy authenticator app

Download the Google, Microsoft, LastPass or Authy Authenticator app for Android or iOS from Google Play Store/ iOS App Store.

2. Scan the QR code

Add new account in the Authenticator app. Then, use your mobile device to scan the QR code in this window.



Or
[Click here if you can't scan the QR code](#)

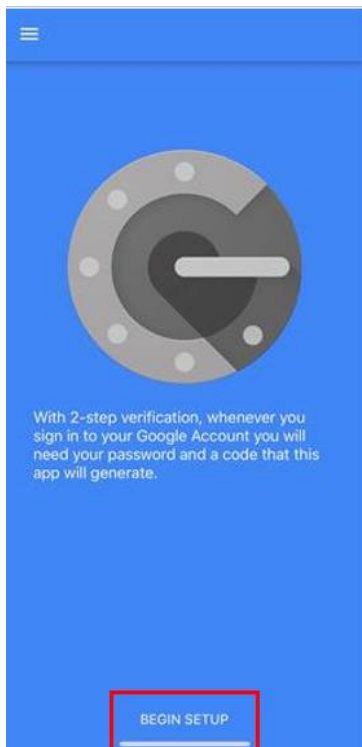
3. Enter your code

In the box below, enter the 6-digit code generated by the app.

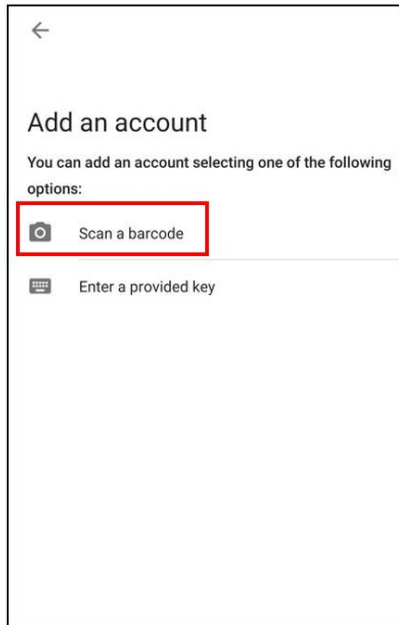
Skip Submit

You will need to Download the Free Google Authenticator app to your iPhone or Android smart phone

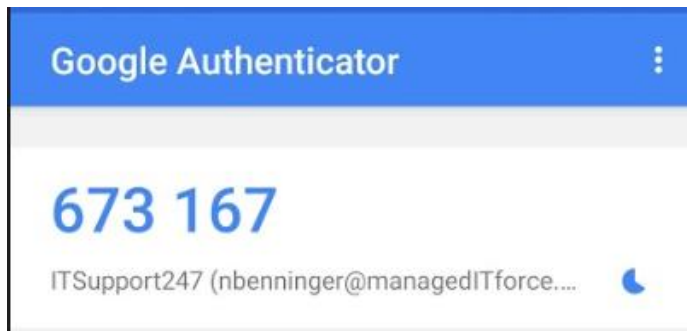
Once downloaded open the app and select begin setup



Then select Scan a Barcode



You will scan the barcode on your computer screen with your phone in portrait mode. Once the barcode has been scanned, the Authenticator app should display a 6-digit number as shown below:



Enter your code into the Setup Authenticator Screen on your computer and click on submit

3. Enter your code

In the box below, enter the 6-digit code generated by the app.

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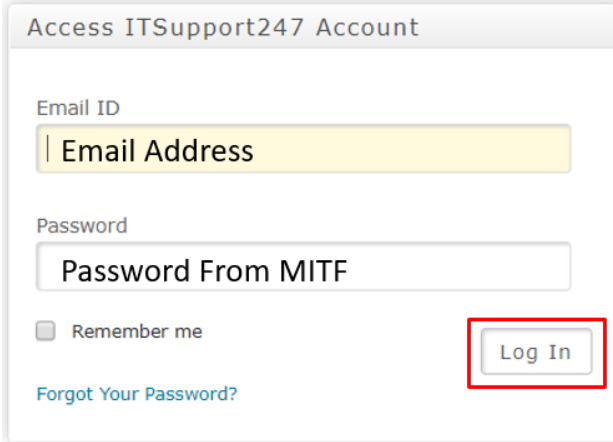
Skip

Submit

Signing into the control.itsupport247.net portal

In your internet browser enter the URL: <https://control.itsupport247.net>

You will be prompted for your Email ID and password provide to you by MITF and click on Log In



Access ITSupport247 Account

Email ID
Email Address

Password
Password From MITF

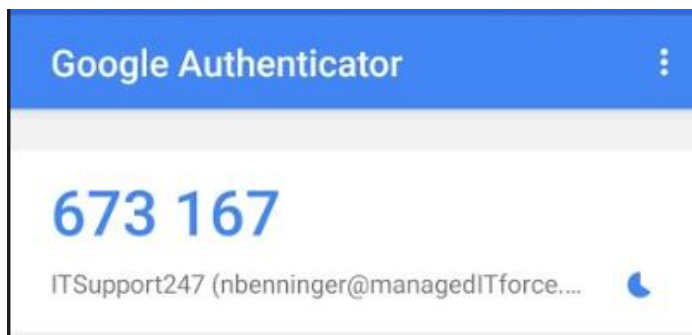
Remember me

Log In

[Forgot Your Password?](#)

On the next screen you will be asked to enter the 6-digit authentication code from Google Authenticator on your mobile device

Once you enter your authentication code you will be presented with a screen displaying what devices you have been given access to.



Enter the number in the Access field provided and hit the Submit OTP Code Button

Access ITSupport247 Account

Enter the 6-digit code from the Authenticator App

Once logged into the system you will be presented with the systems you have access to.

If you require any assistance, please reach out to your support team at Managed IT Force, LLC by email (support@manageditforce.com) or by phone (724-473-3950 option #1).