

Remote Access
At Its Best!



Customization



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Introduction to Customization

There is a vast number of reasons why you may choose to customize the service design in accordance with the company's style or personal preference. A simple Google search turns up nearly **17 900 000** results for the "change software template" phrase, which supports the fact that users prefer to modify the appearance of software they rely on. As a result, the availability of a customization kit in any software or service is becoming increasingly crucial for any user, and the remote support industry is by no means an exception. Large IT companies must often abide by strict guidelines and style when it comes to implementing an outside solution for the helpdesk, while such branding options play an essential role in any small business' strategy of establishing brand recognition and providing a flexible and convenient support approach. The main purpose of this guide is to accompany you through the complete process of personalizing Techinline Remote Desktop. You will also discover the significant benefits that are made possible with a custom interface of our application.

Main Benefits of Techinline Customization:

- *Convenience*: avoid the need to spell out any 3rd party URLs or walking the customer through the process provided on Techinline's website. You are able to fully integrate the application into your company's website, which will now serve as the landing page for your clients.
- *Brand Recognition*: add your logo, instructions, and any other text that will enable you to better promote your brand name.
- *Adherence to Guidelines*: you are given the freedom to create the connection process and instructions for your clients on how to join the remote session. This allows meeting certain guidelines and requirements which may be present in a given corporate environment.
- *Improve the "Bottom Line"*: Increase the quality of support provided while collecting positive feedback and achieving customer satisfaction.

The procedure of redecoration mainly consists of editing templates using HTML and CSS codes. It does not require advanced knowledge of HTML or the technology in place. After reading this guide, you should be able to redecorate the Techinline Remote Desktop interface without hiring a designer or a web-master.

Reference Guide

These sources contain helpful information on HTML/CSS tags used for formatting:

http://www.w3schools.com/CSS/CSS_reference.asp - CSS tags' definitions with examples.

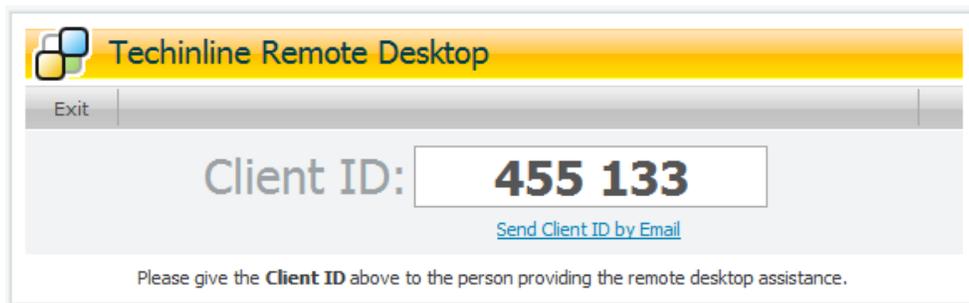
<http://colormixers.com/mixers/cmr/> - Color mixer can be used to see what a color looks like having a specific #-code. Here, you may also get a #-code of the mixed color.

The customization options will allow you to change the appearance of the service interface for your clients. As a result, we will concentrate on editing the following pages:

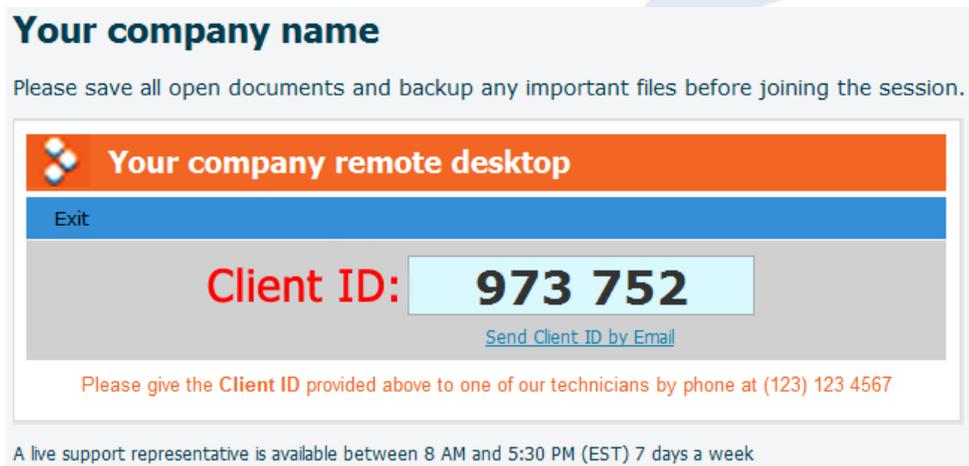
- **Client Box**
- **Client Page**

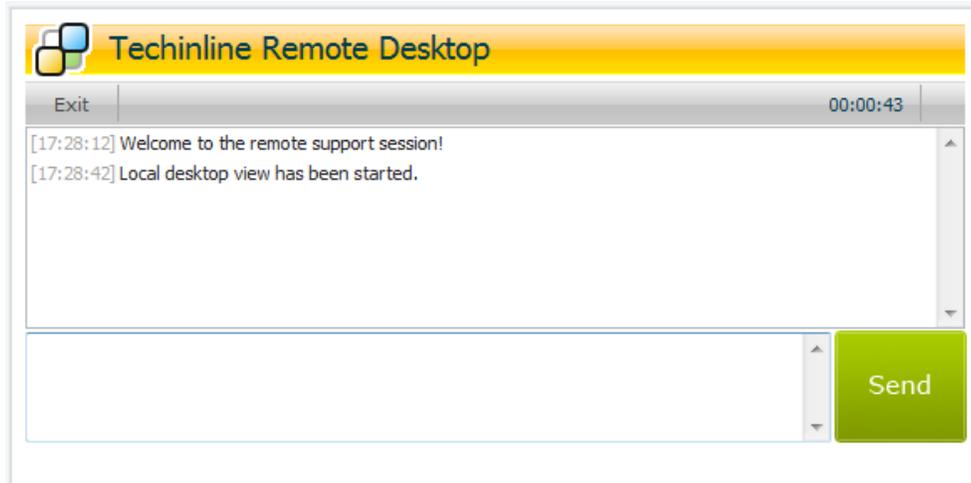
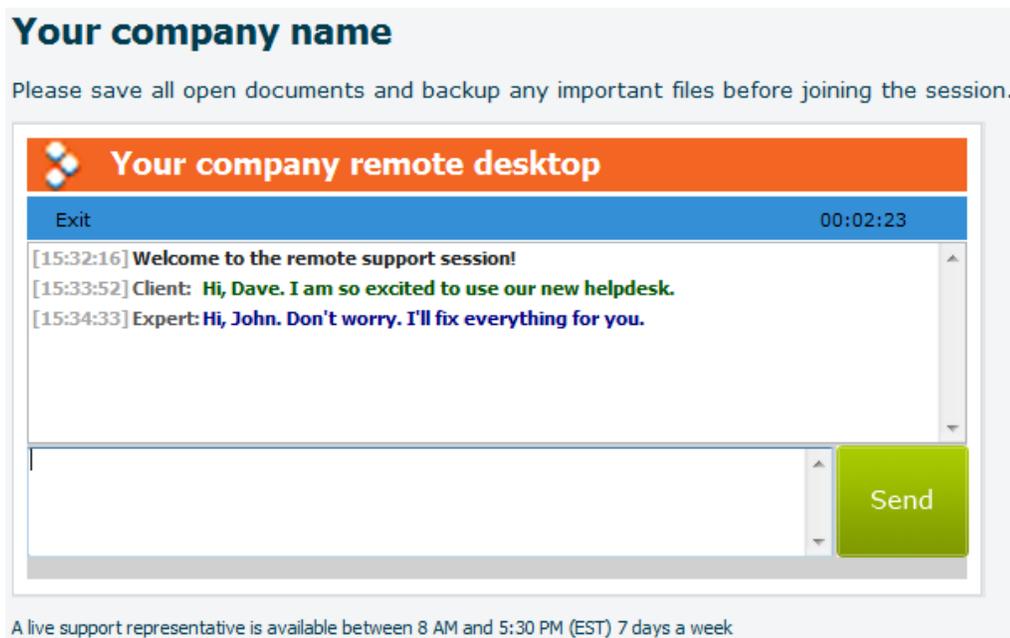
As an example for this guide, we have created a simple "Your company" Techinline account which will be redesigned according to its corporate style. To present you with a better idea of the customization steps performed and the subsequent changes that are made to the interface, we have included the "Before" and "After" screenshots for each applied technique.

Client Box Before



Client Box After



Client Page Before**Client Page After**

We will now demonstrate how simple this entire process actually is, even for those who may lack advanced artistic or technical skills.

Normally, in order to join the remote session a Client must go to fixme.it and obtain a Client ID number. However, to meet the customization requirements, you may specify a personalized link for the Client to connect to the *Techinline* service. This enables you to create a direct link on any webpage such as your website, blog, social network page, threaded discussion, etc. Directing the customer to this link will be enough for them to launch the service, thereby avoiding the need to run fixme.it. This link is unique for every

Techinline Expert account and is found in the Client Box Setup section. See [Getting Client Link](#) for more information.

The entire customization procedure is performed in two sections of the **My Account** menu - **Client Box Setup** and **Page template**.

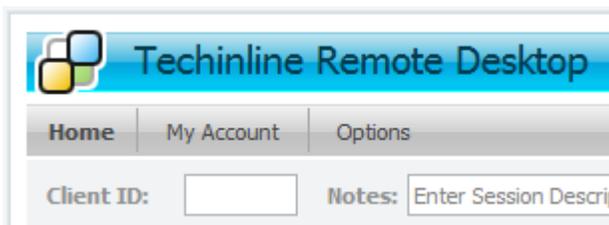
Let's get to work!

Client Box Setup

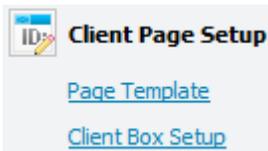
The **Client Box** initially appears in its default style.

To change the appearance of the Client Box:

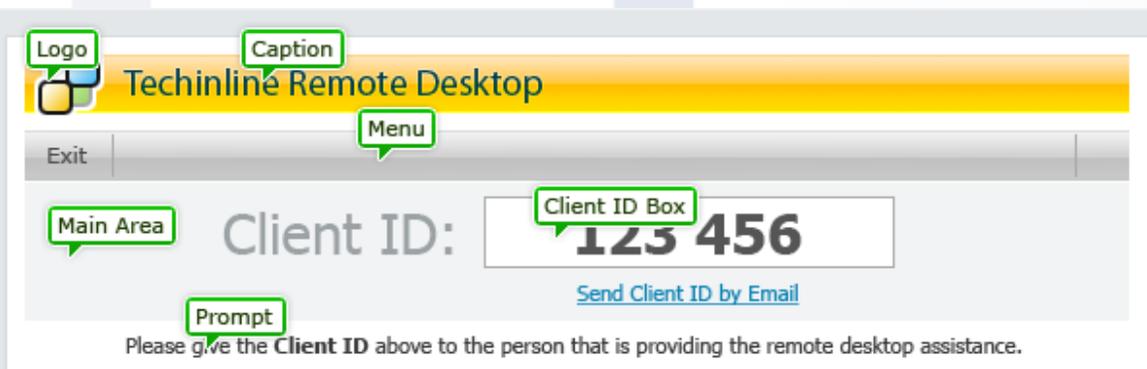
1. Run Techinline Remote Desktop. Your Techinline Remote Desktop **Expert Page** appears.
2. In the **Main Menu Bar**, choose **My Account** menu.



3. The **My Account** page appears. Click the **Client Box Setup** link.



The following objects are available for customization: **Logo**, **Caption**, **Prompt**, **Menu**, **Main Area**, and **Client ID Box**. HTML/CSS is used to change properties of these objects.



4. Click the **Update Client Box** button to save and update the appearance of the **Client Box**.

Logo

To replace the Techinline logo with your company's logo:

1. Click **Browse** to open the logo image file from your computer.

Logo:

You can upload a JPG, GIF or PNG image (File size limit is 50 KB).



Result:



Caption

This area may be used for the company's name or any message that you would like to be displayed in the header to the right of the company's logo.

In our example, we prefer to have the text in **Bold**, so put the title into the `` tag. Here, the following code was used:

```
<b>Your company remote desktop</b>
```

Caption: (HTML allowed)

e.g. `Your Company Support`

Caption Style

Specify the appearance properties for the **Caption** area where your company's name is placed.

Here, the following code was used:

color: white; color of the inscription White

background-color: #F26522; color of the background is #F26522. Please refer to the [Reference Guide](#) for 'Color Mixer

font-family: Tahoma; font Tahoma

*font-weight: bold; font weight **bold***

Caption Style:

e.g. `color: #007030; background-color: #aaffee; font-family: verdana;`

Result:

Your company remote desktop

Prompt

Provide the Client with instructions on how they should communicate the Client ID to the Expert.

Here, the following code was used:

*Please give the **Client ID** provided above to one of our technicians by phone at (123) 123 4567*

Status bar prompt:
(HTML allowed)

```
Please give the Client ID provided above to one of our technicians by phone at (123) 123 4567
```

e.g. Give the `Client ID` to your consultant

Prompt Style

You may change the font properties of the **Client ID** number and its surrounding area.

Here, the following code was used:

color: #323232; color of the text #323232;

background-color: #d9f9ff; color of the background is #d9f9ff

font-family: verdana font Verdana

Prompt Style:

```
color: #F26522; background-color: white; font-family: arial; font-size: 12px;
```

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

Please give the **Client ID** provided above to one of our technicians by phone at (123) 123 4567

Menu Style

Specify the appearance properties for the **Menu area**. Here, the following code was used:

color: black; color of the text Black

background-color: #348fd6; color of the background is #F26522.

font-family: verdana font Verdana

Menu Style:

```
color: black; background-color: #348fd6; font-family: verdana
```

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

Exit

Main Area Style

Setting properties for the **Main area**. Here, the following code was used:

color: red; color of the text Red

background-color: #d0d0d0; color of the background is #d0d0d0.

font-family: Tahoma; font Tahoma

font-weight: regular; font weight regular

Main Area Style:

```
color: red; background-color: #d0d0d0; font-family: Tahoma; font-weight: regular;
```

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

Client ID:

[Send Client ID by Email](#)

Client ID Box Style

You may change the font properties of the Client ID number and its surrounding area.

Here, the following tags were used:

color: #323232; color of the text #32323;

background-color: #d9f9ff; color of the background is #d9f9ff

font-family: verdana font Verdana

Client ID Box Style:

```
color: #323232; background-color: #d9f9ff; font-family: verdana
```

e.g. color: #007030; background-color: #aaffee; font-family: verdana;

Result:

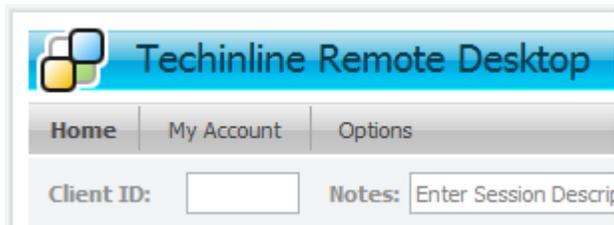
554 690

Client Page

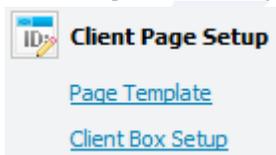
In addition to performing a partial or complete branding of the **Client Box** area, you may also edit or integrate the entire **Client Page** into your website. This is done through the **Page Template** section of your Techinline Remote Desktop account. The template is an HTML page with the main object - `<#CLIENT_BOX#>`. This object must appear in the code for the service to work properly. The remaining content may be changed in accordance with personal preference or required appearance.

To access the **Page Template** section:

1. Run Techinline Remote Desktop. Your Techinline Remote Desktop **Expert Page** appears.
2. In the **Main Menu Bar**, choose **My Account** menu.



3. The **My Account** page appears. Click the **Page Template** link.



In the Page HTML field, enter the HTML-code for the customized page which will appear to the Client.

4. Click the **Update Template** button to save and update the template for the **Client Page**.

For the example in this Guide, we have created a simple template:

```
<HTML>
  <HEADER>
    <TITLE>Your Page Title</TITLE>
  </HEADER>
  <BODY>
    <H1>Your company name</H1>
    <P><font size="2" face="Verdana">Please save all open documents and backup any
important files before joining the session.</font></P>
  </BODY>
</HTML>
```

```
<#CLIENT_BOX#>
  <P>A live support representative is available between 8 AM and 5:30 PM (EST) 7 days
a week</P>
</BODY>
</HTML>
```

Definition of HTML tags used:

The text between `<html>` and `</html>` describes the web page.
 The text between `<header>` and `</header>` defines the header of a section or document.
 The text between `<title>` and `</title>` defines the title of the document.
 The text between `<body>` and `</body>` is the visible page content.
 The text between `<h1>` and `</h1>` is displayed as a heading.
 The text between `<p>` and `</p>` is displayed as a paragraph.
 The `` tag specifies the font face, font size, and font color of text.

```
<H1>Your company name</H1>
```

```
<P><font size="2" face="Verdana">Please save all
open documents and backup any important files
before joining the session.</font></P>
```

Your company name

Please save all open documents and backup any important files before joining the session.



Your company remote desktop

Exit

Client ID: **973 752**

[Send Client ID by Email](#)

Please give the **Client ID** provided above to one of our technicians by phone at (123) 123 4567

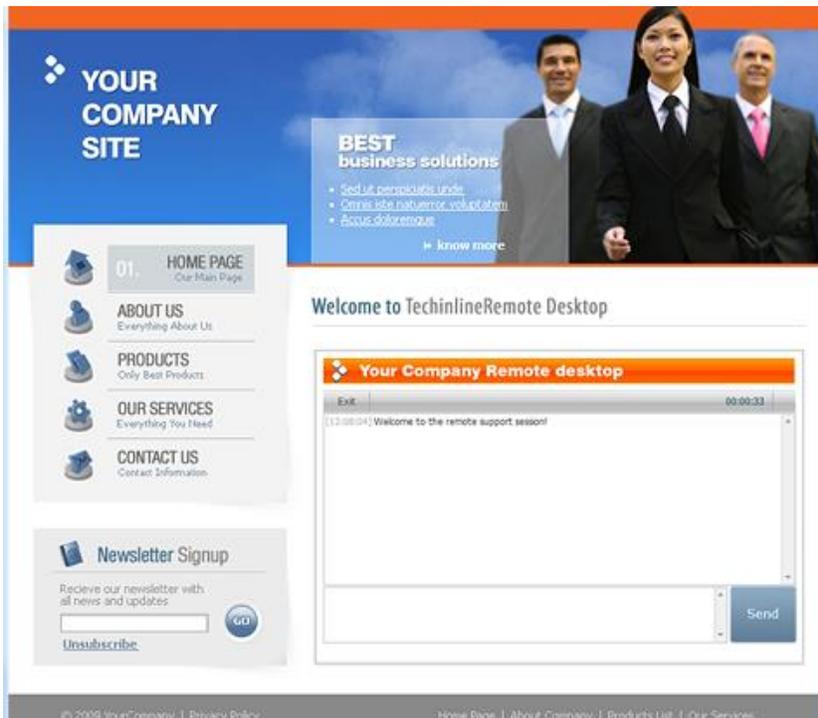
A live support representative is available between 8 AM and 5:30 PM (EST) 7 days a week

```
<P>A live support representative is available between
8 AM and 5:30 PM (EST) 7 days a week</P>
```

```
<#CLIENT_BOX#>
```

The template presented above outlines the basics of the branding process which ideally suits SMBs. At the same time, the Techinline technology is advanced and flexible enough to fit

the requirements of a business of any size. With the appropriate approach, Techinline Remote Desktop can be entirely integrated into an existing website template and customized to effectively promote your brand.

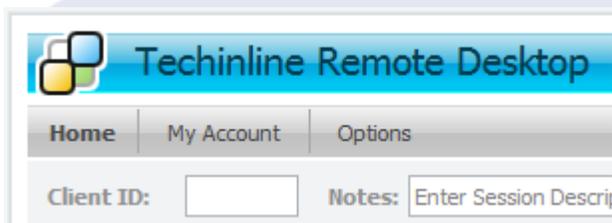


Getting Client link

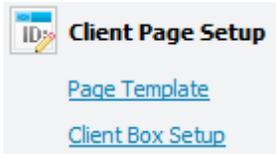
By default, the Client is connected to the service upon entering the fixme.it link in their browser. However, you can specify a personalized link for the Client to connect to the Techinline service. This allows you to set up a link on your website from which the customer can be easily directed to the application.

To specify the Client link for connecting the Client to the customized Techinline service page:

1. Run Techinline Remote Desktop. Your Techinline Remote Desktop **Expert Page** appears.
2. In the **Main Menu Bar**, choose **My Account** menu.



3. The **My Account** page appears. Click the **Page Template** link.

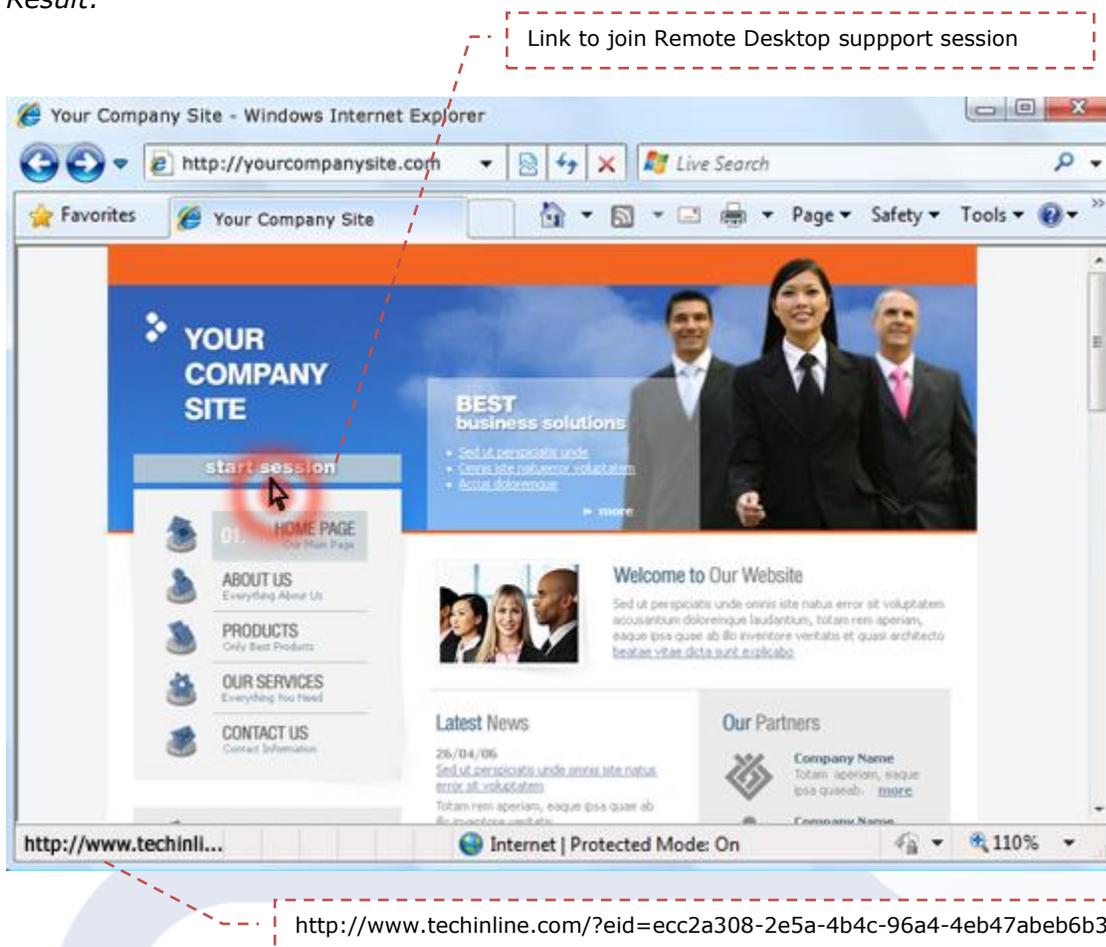


The **Page Template** section appears. It contains a link to the customized Techinline Remote Desktop service page for the Client. You can integrate this link into your own website, thereby enabling your customer to access the Techinline service directly from your webpage.

Please use the following link to direct your clients to the custom page:

<http://www.techinline.com/?eid=ecc2a308-2e5a-4b4c-96a4-4eb47abeb6b3>

Result:



Contact information:

Official website <http://www.techinline.com>

Complete online documentation <http://www.techinline.com/help>

Frequently Asked Questions <http://www.techinline.com/support/faq>

info@techinline.com - for general enquiries and suggestions, website, feedback, and other proposals

support@techinline.com - for any technical issues