

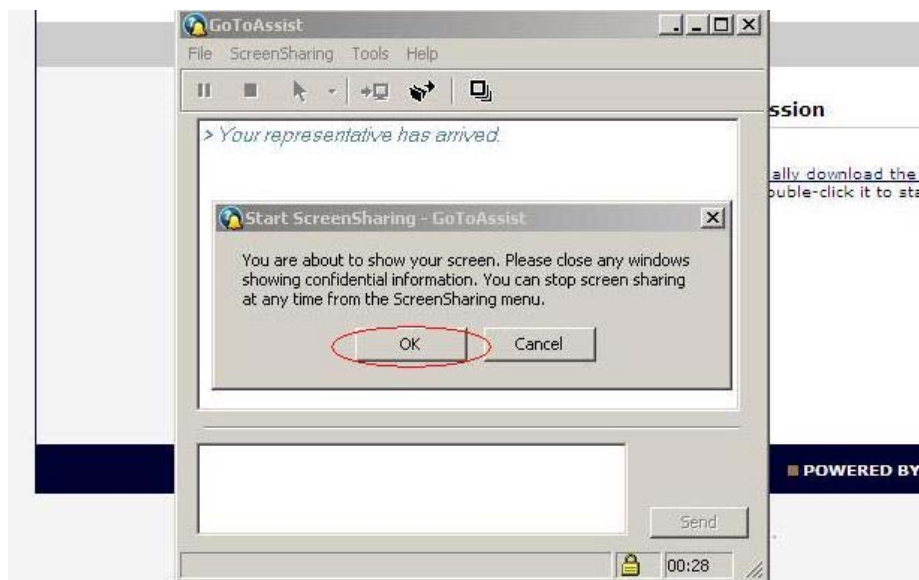
REFCON remote connection via Citrix GoToAssist

Dear client. Please follow these steps in order to establish connection to our JCI supporter.

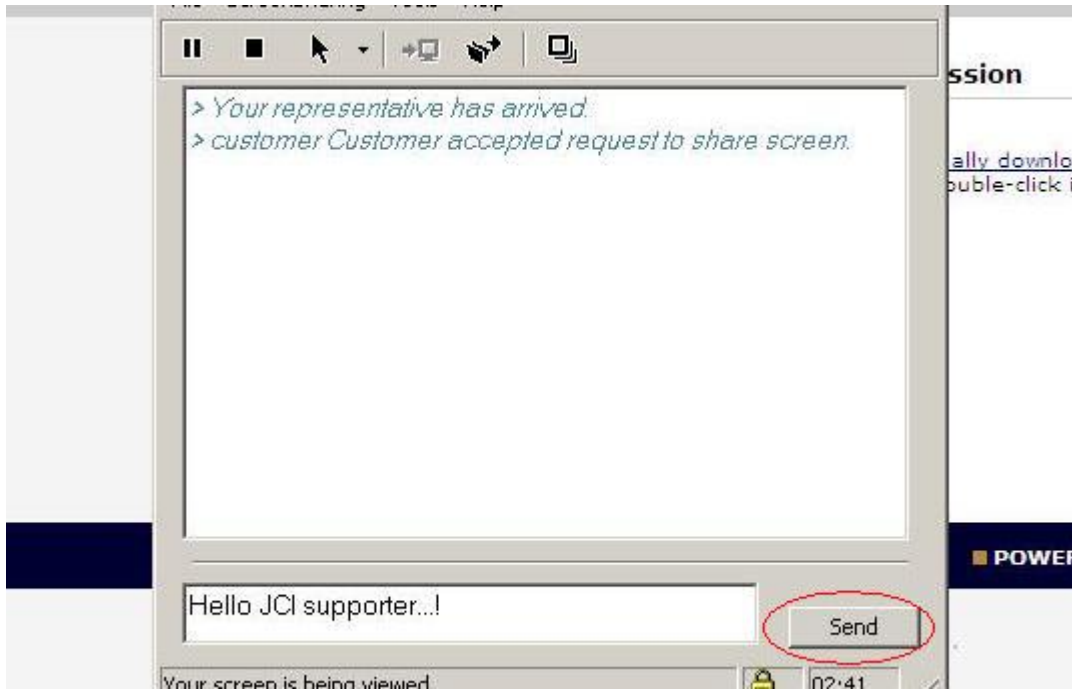
Step 1. Go to this webpage: <http://www.gotassist.com/ph/jcontrols>



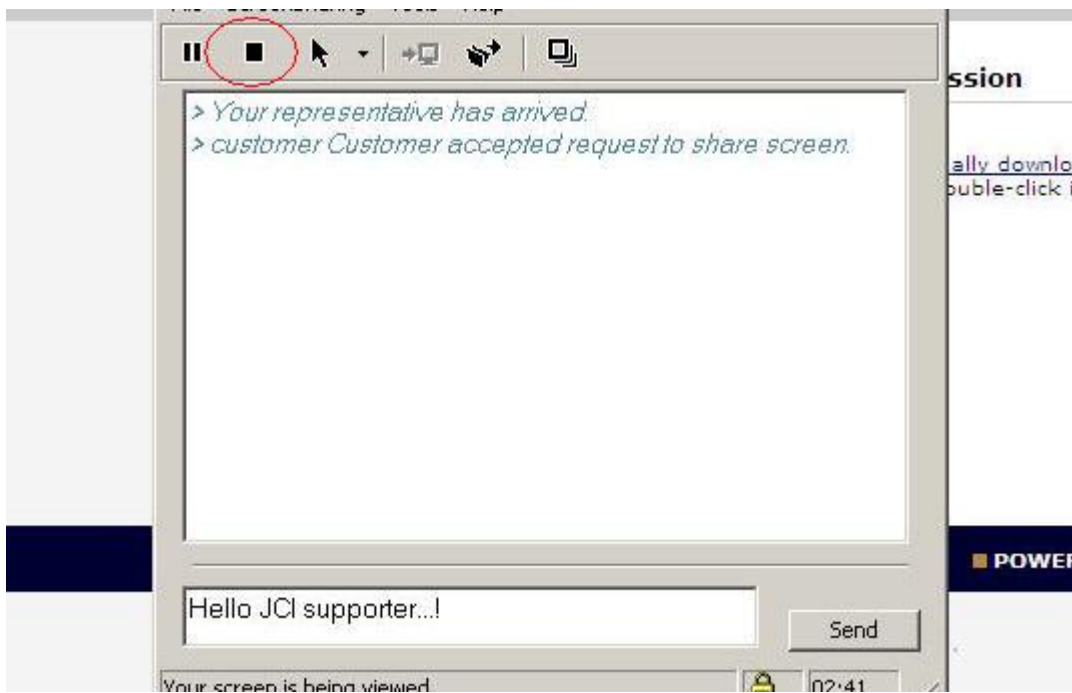
Step 2. This window will appear. Type the 7 digit code provided by the JCI supporter and hit "Click Here" *Note the code has a limited lifetime of 30 minutes.*



Step 3. Next window appearing is requiring your accept in order for the JCI support to take over your PC. Hit "OK".



Step 4. Once connection is established you will be able to send a text message to the supporter by typing in the lower box and hit “Send”



Step 5. It is always possible for you to disconnect by hitting the stop key.