

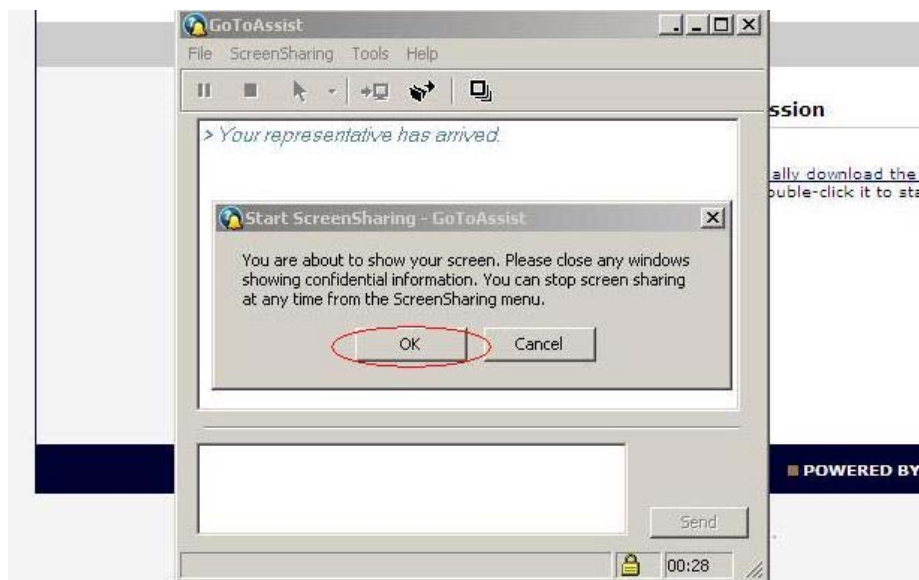
## REFCON remote connection via Citrix GoToAssist

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

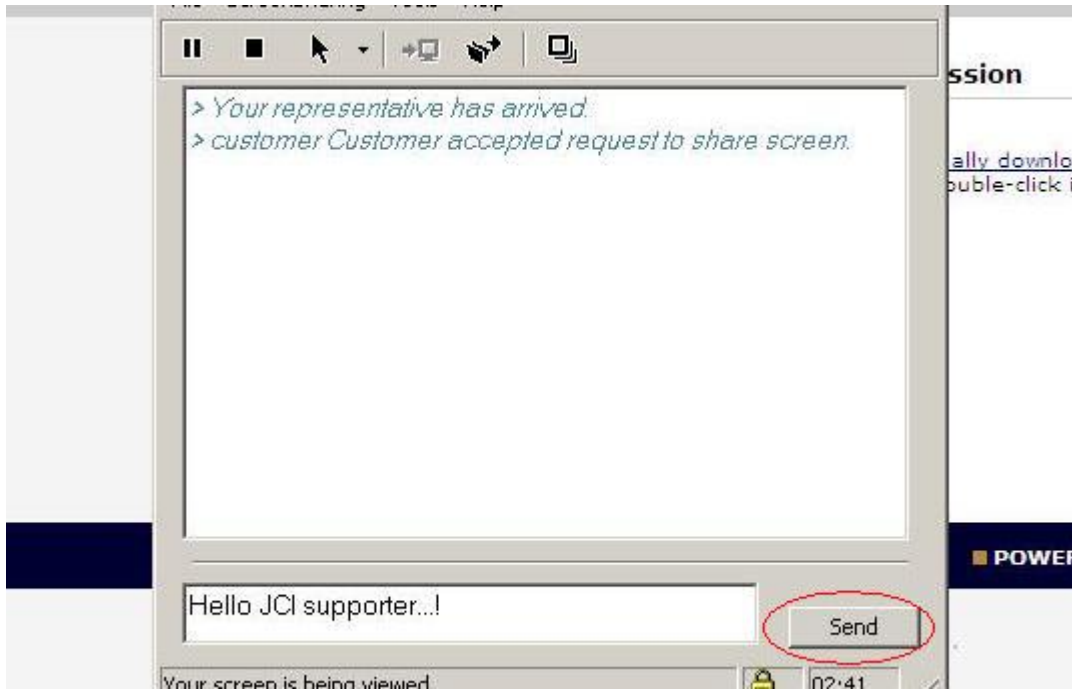
**Step 1.** Go to this webpage: <http://www.gotoassist.com/ph/jcontrols>



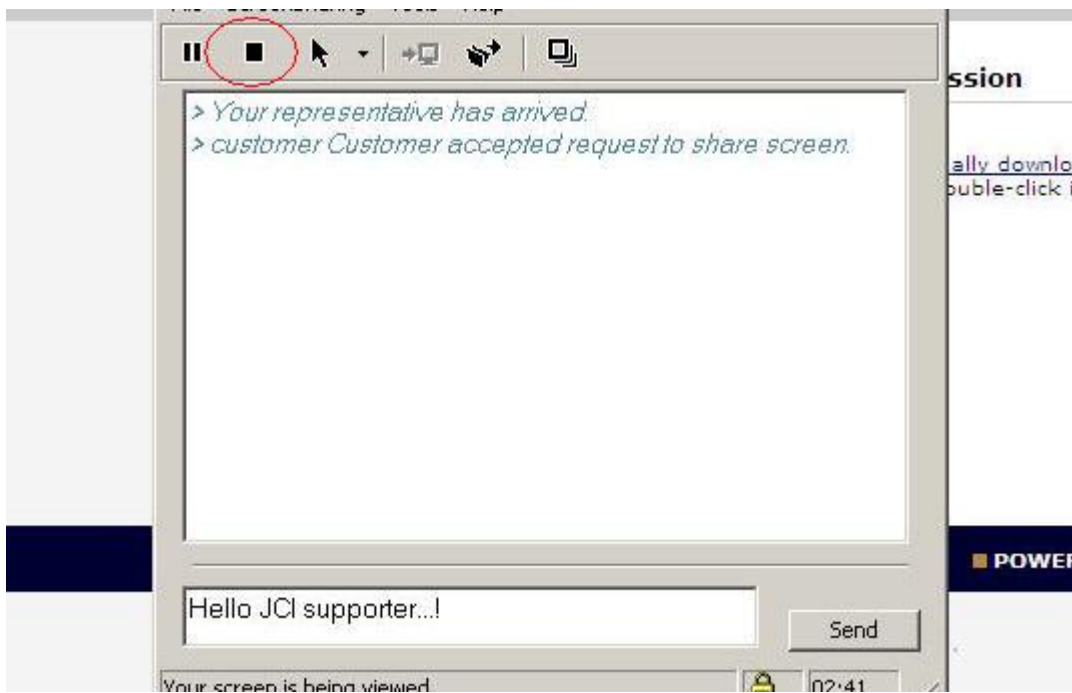
**Step 2.** This window will appear. Type the 7 digit code provided by the JCI supporter and hit "Click Here" *Note the code has a limited lifetime of 60 minutes.*



**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.