

Tech Tip Tuesday—November 16, 2021

Note about Thanksgiving Office Hours

As a reminder: the Livery Coach office will be closed from 6pm (eastern) on Wednesday, November 24th until Monday, November 29th at 9am eastern. In other words, we are closed both Thanksgiving Day and the day after Thanksgiving, so that our team can spend time with their families. As always, in the event of a true emergency where your system is down, we will have a technician on call 24/7.

There will also be no regular Tech Tip next week (Tuesday, November 23rd). The Tech Tip will return on Tuesday, November 30th, 2021.

Another note about ZipWhip

As you probably know from an email or from a previous Tech Tip a few weeks ago, ZipWhip has announced that they are discontinuing the ZipWhip software that many of you use (in conjunction with Livery Coach). A number of you have called us asking about alternatives.

Keep in mind that ZipWhip has committed to continuing the service until December 2022, which is over a year away—so no need to panic! We have already heard from a number of ZipWhip competitors eager to integrate, and we will begin evaluating them after the first of the year. We will be evaluating different companies based on a variety of factors (ease of integration, functionality, ability to text-enable your land-line, international reach, etc.) but will also keep cost in mind. Some of you have even suggested alternative providers to us—but we're not sure that you noticed that some of these companies have monthly service costs of up to \$500 and more!

In addition, ZipWhip has promised us that they will have an alternative solution to replace their current offering, so that might be an option as well.

Bottom line: we know ZipWhip is going away at the end of 2022 and we will have a solution well before that, but not in the next few weeks. We will keep you posted as news develops.

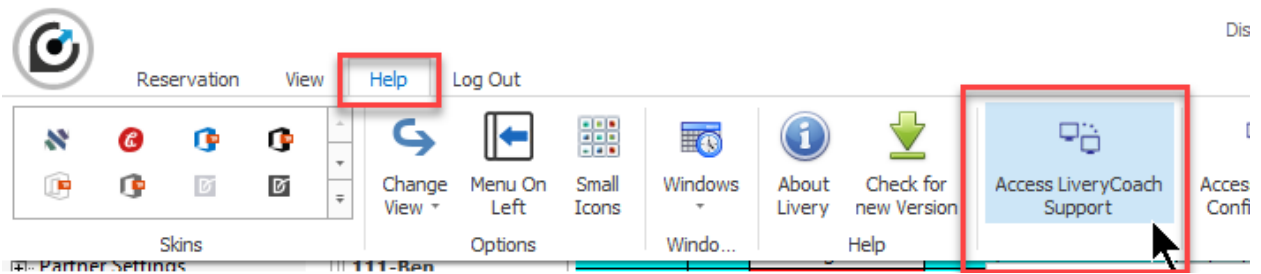
Access Livery Coach Support

This week's tip is a repeat of one we did a few years ago, and a short one, but our tech support team suggested running it again. We hope you will find it useful.

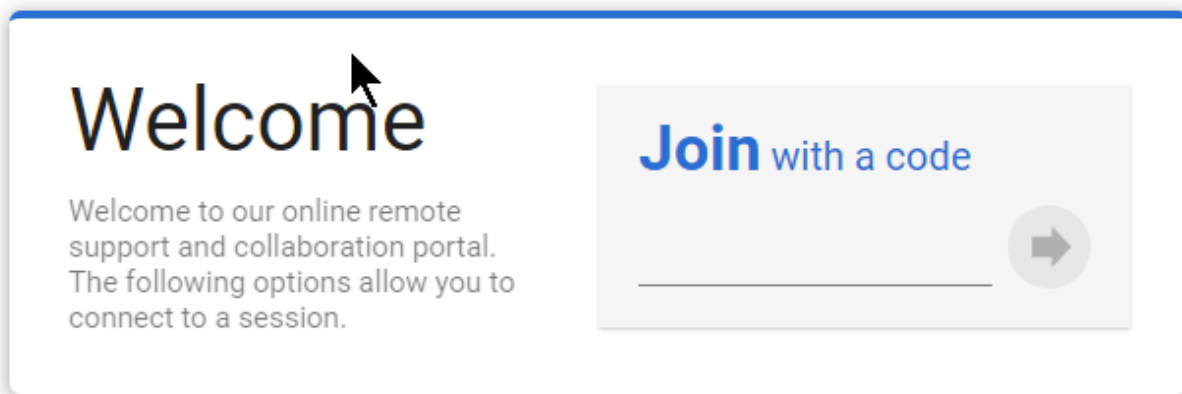
When you contact Livery Coach for support, often our support technician will need to access your system so that he can see exactly what issue you are having, or show you on your screen how to accomplish what you are trying to get done. In order to access your screen, we generally send you to our help site (<https://help.liverycoach.com>) or directly to our remote support software (<https://liverycoach.screenconnect.com>) where you enter the 5 digit code we give you (which is different each time).

If you are already in Livery Coach, there are two fast and convenient ways to get to that site.

One way is to just click on the Help menu at the very top of the screen, and then click on the "Access LiveryCoach Support" button.



The second way (even faster) is to use the keys SHIFT-F1. That is, hold the SHIFT key down on your keyboard and then press the F1 key (above the numbers at the top of your keyboard). This will open your browser ready for the code.



Once you enter the code in the box and click the right arrow, your computer will download a small app that allows the connection.

If you have never downloaded the app before, you will likely get a popup on your browser that looks like this:

Join Session



Joining your session.....

- 1 Your browser should download the app. **Click on the file** in the bottom left corner of your browser to start launching the app.



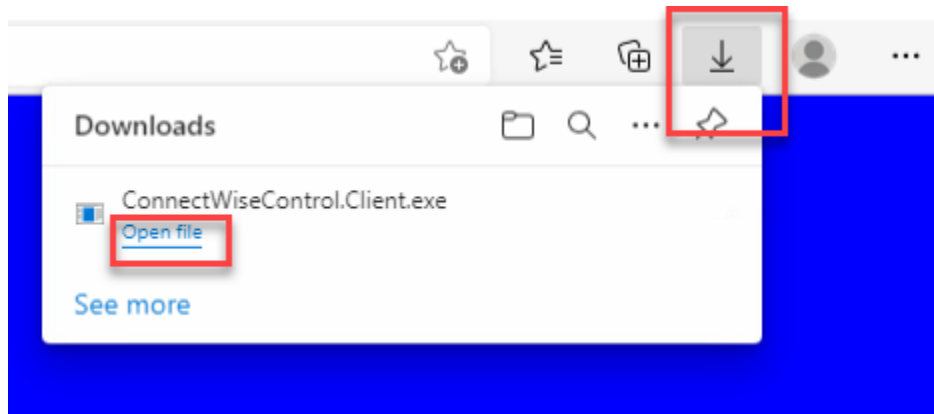
- 2 You may receive a prompt for your consent. **Click the "Run" button** to launch the app.



If you don't see this message, it likely means that someone on your workstation has gone through this process before—but you still need to download and run the little app, since the connection info is embedded in it that will allow the technician to connect.

Once it has downloaded, it needs to be run. While the exact process depends on the browser you are using, all are similar.

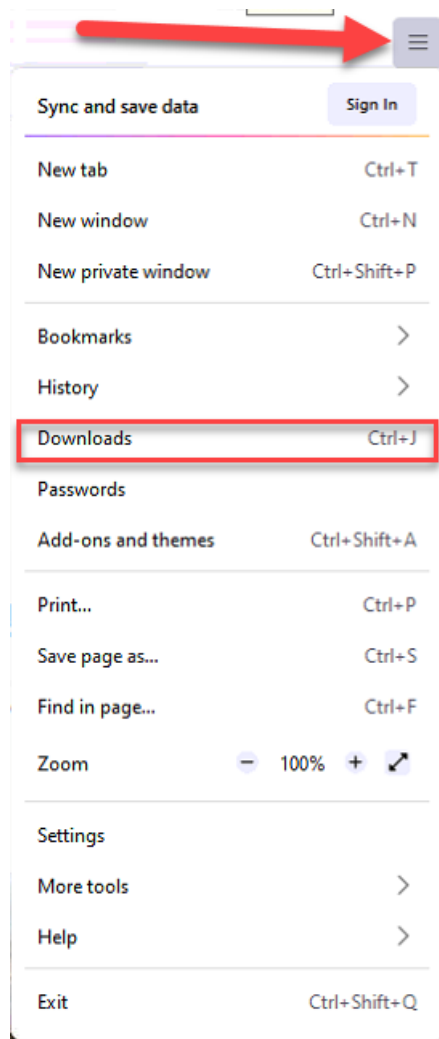
For Chrome, there should be a pop-up where you want to "Open File"...but if you don't see anything, click the down arrow at the upper right of the screen.



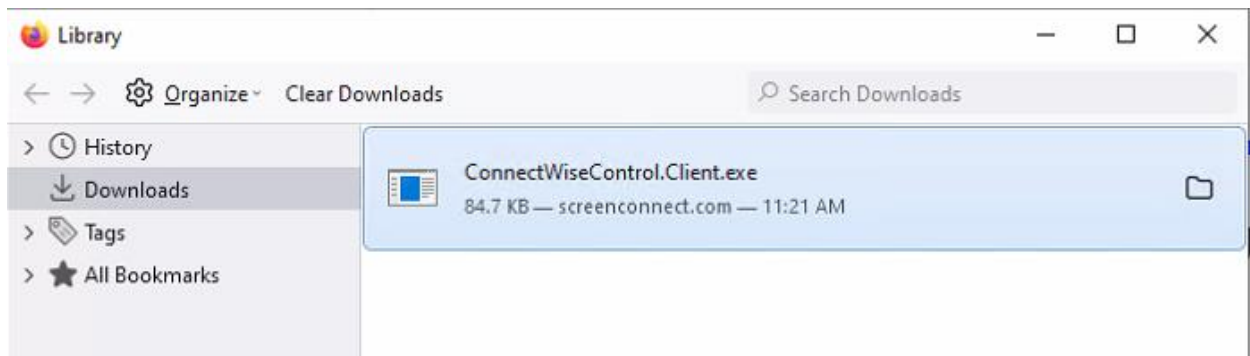
In FireFox, you should get a pop-up in the middle of the screen. Click Save File to download it, and then open the folder where it downloaded.



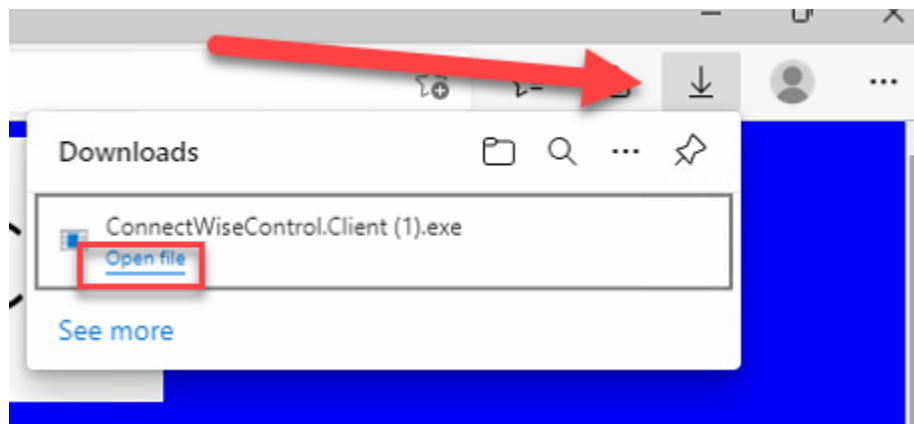
If you aren't sure where that was, it's likely the default location for the browser—in that case, just click the little menu bar in the upper right corner of the browser, then click on the Downloads menu.



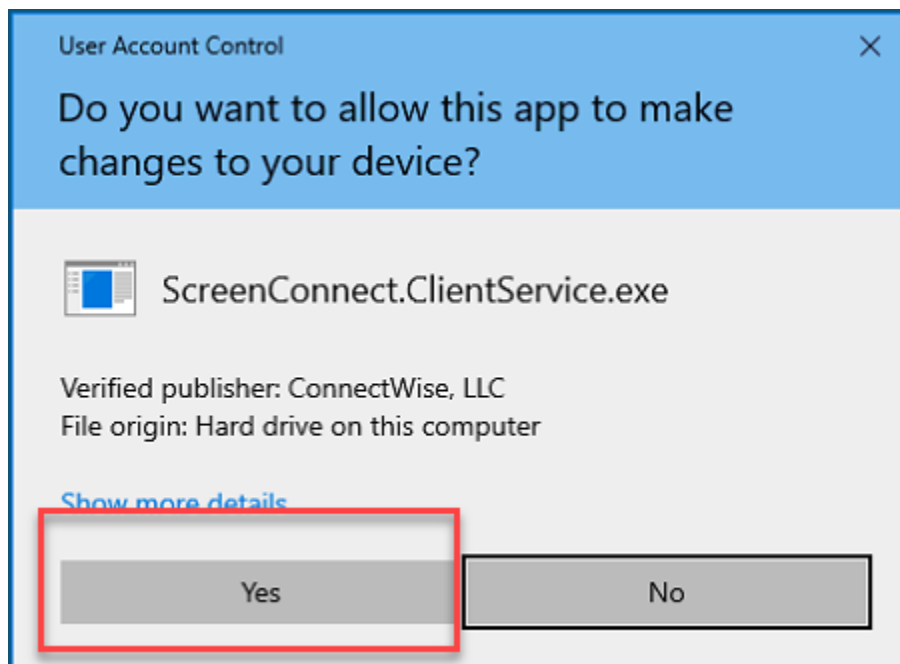
Then it opens up your downloaded files, and the one you want (ConnectWiseControl.Client) should be at the top. Double-click it to run.



In Microsoft Edge, it's almost the same.



Finally, when you actually double-click on the file to run it, you might get the following screen. Be sure to click on Yes.



We hope this helps streamline the process of getting help fast when you call. If you would like our technician to install a small piece of software right on your computer that will make access even faster and easier, please mention that to the technician on your next call. But be aware that granting this permission will allow our tech instant access to the machine at any time. Obviously we will only use it when appropriate, but keep that in mind.