



# A New Support Tool: Glance

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You will soon notice a new option on the ESF 8 Portal login page – something called “Glance”. Glance is a new support technology that allows ESF 8, LERN, or your DRC to quickly start a screen sharing session and even view your screen when you are experiencing a problem.

Glance allows ESF 8 to do 3 primary things:

1. Show our screen to you and up to 100 people on an ad hoc basis. No software installation is required.
2. View your screen if needed. This requires the quick installation of a Glance plug-in.
3. Take control of your mouse to show you how to do something. This is possible once you have the Glance plug-in installed.



If you need support and some sort of screen sharing is required (either ours or yours) we will start a Glance session and give you a session key (a 4-digit number). You’ll enter that number in the space provided and then click the Glance button. That’s all it takes!

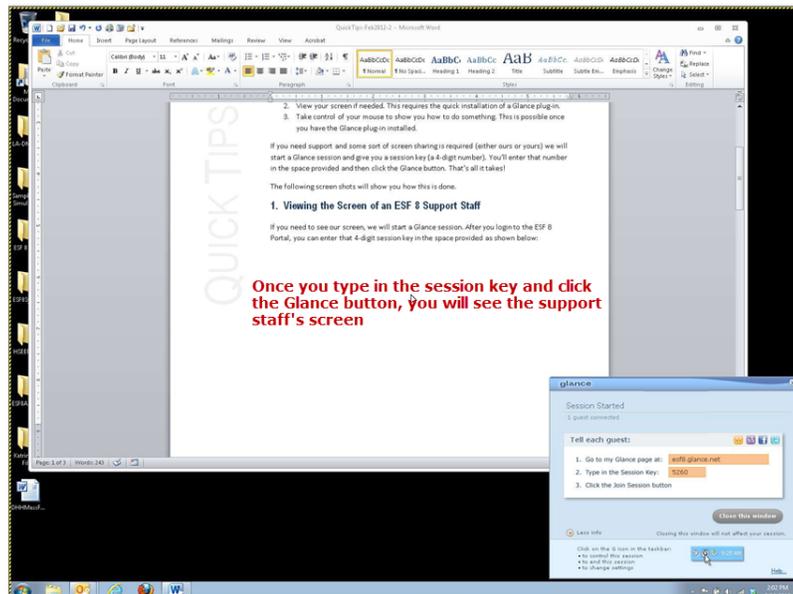
The following screen shots will show you how this is done.

## 1. Viewing the Screen of an ESF 8 Support Staff Member

If you need to see our screen, we will start a Glance session. Glance can be accessed on the ESF 8 Portal login screen as shown below:



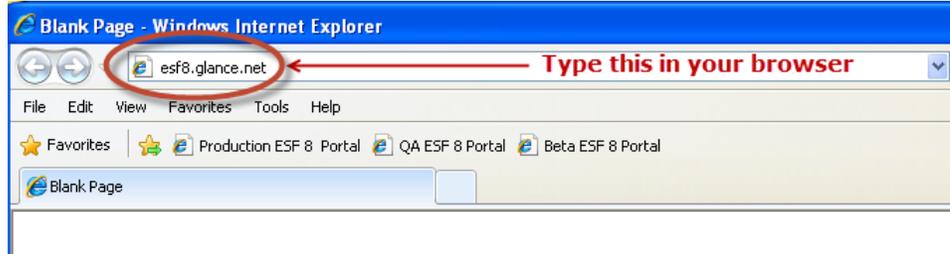
- Once you enter the session key and click the Glance button, after a brief moment you will see the support staff's screen:



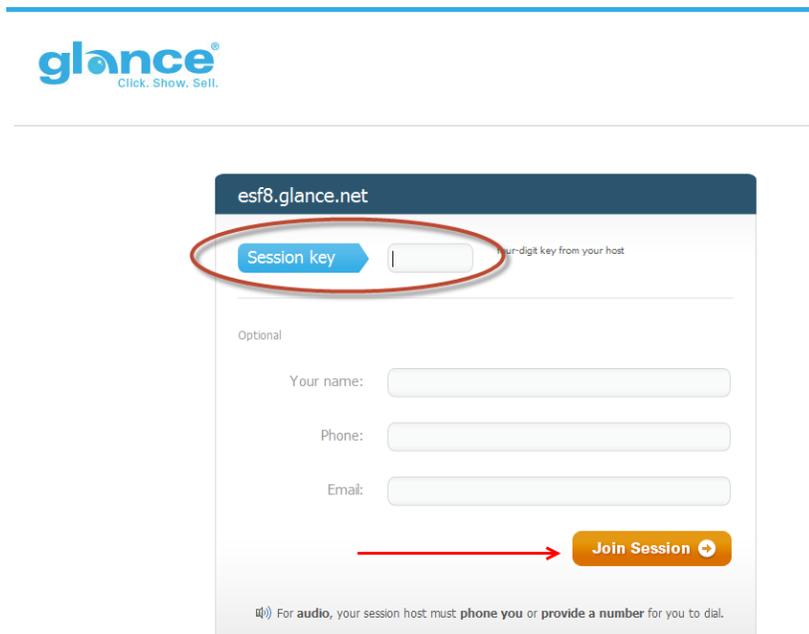
- It's that simple! Your host can close the session and you will be given a message to that effect.



- If you can't access the Portal login screen, we can still access Glance as a support tool. If needed, you would be directed to the following web address: **esf8.glance.net**. We may also send you an email with this address and the **session key embedded**:



You will be brought to the following page where you can enter the session key and click "Join Session":

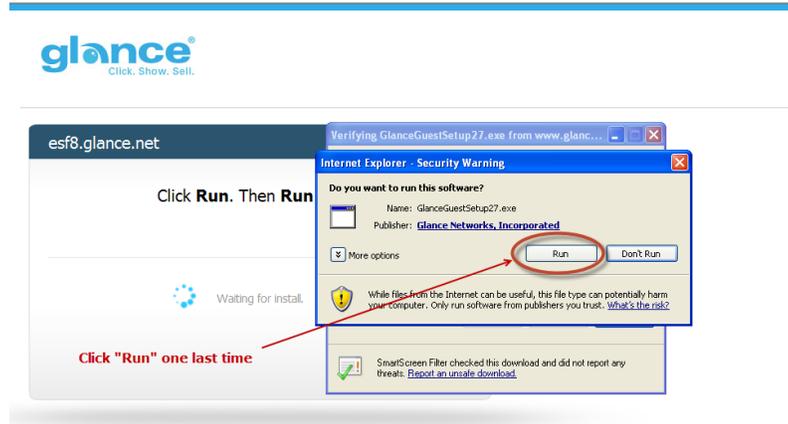


As before, once you enter the session key and click the "Join Session" button, you will see the support staff's screen after a brief moment.

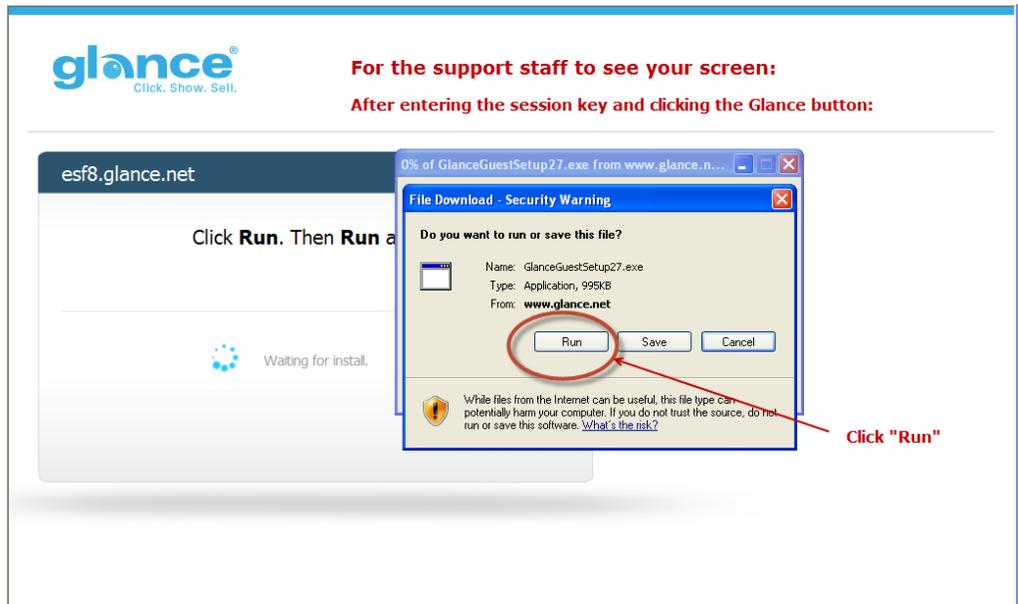
## 2. Viewing Your Screen



- In order for the support staff to see your screen, you will start the session as outlined above by entering the session key and clicking the Glance button. You will then be asked to install a small plugin:



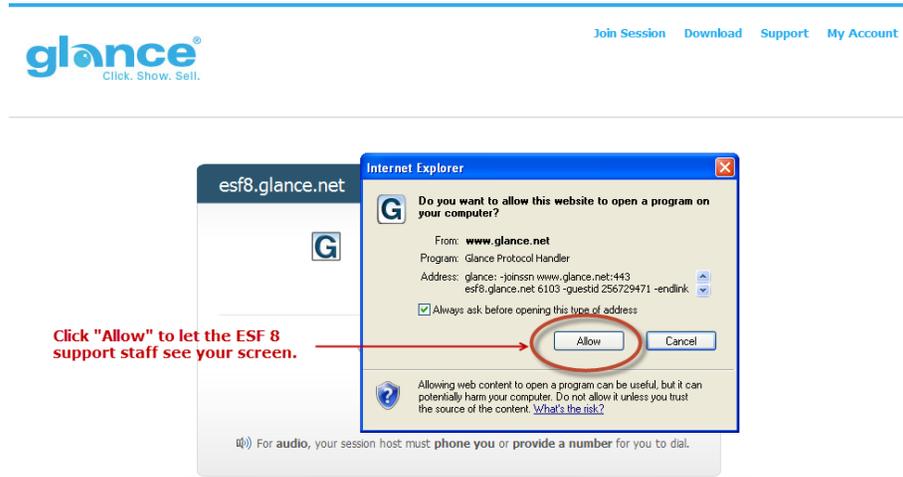
- Once this is complete, you will be asked to click “Run” again:



QUICK TIPS

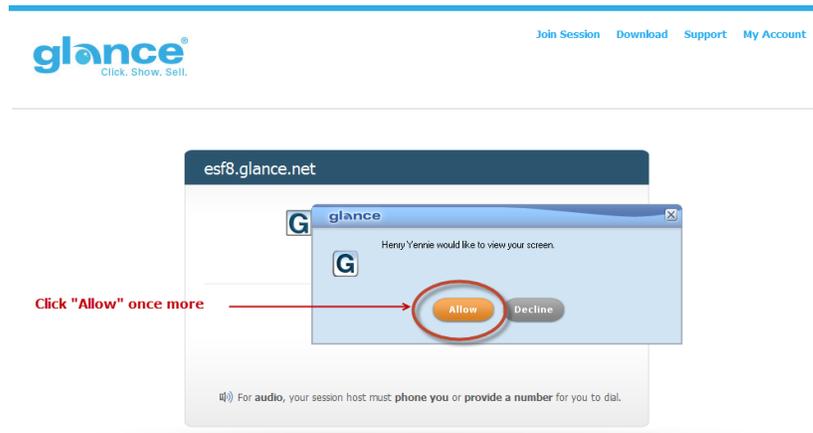


- Once this process is complete, you will be asked to let the ESF 8 support staff see your screen by clicking “Allow”:



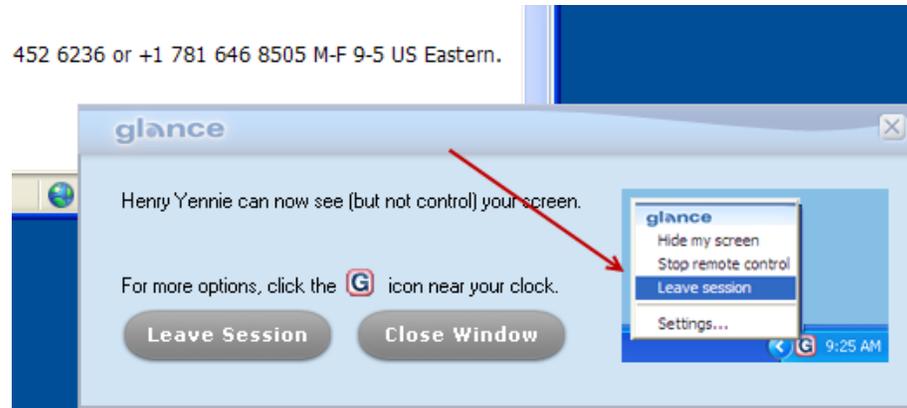
If you cannot view the session, see these [FAQs](#) or call us at 877 452 6236 or +1 781 646 8505 M-F 9-5 US Eastern

- Click “Allow” once more to confirm:

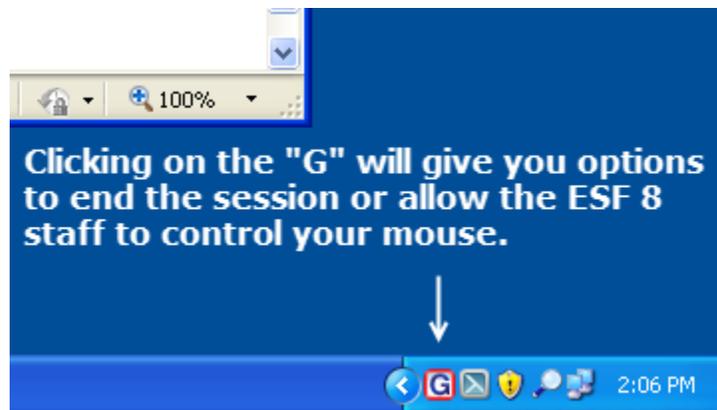


If you cannot view the session, see these [FAQs](#) or call us at 877 452 6236 or +1 781 646 8505 M-F 9-5 US Eastern.

- Once this is done, you will get a window near the bottom right of your screen showing you the options you have during the session and highlighting the small “G” icon in your task tray:



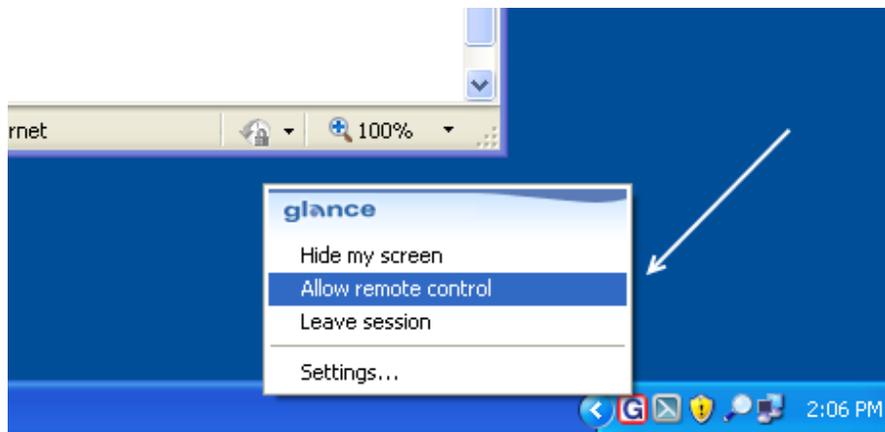
- The “G” icon in your tray gives you options:



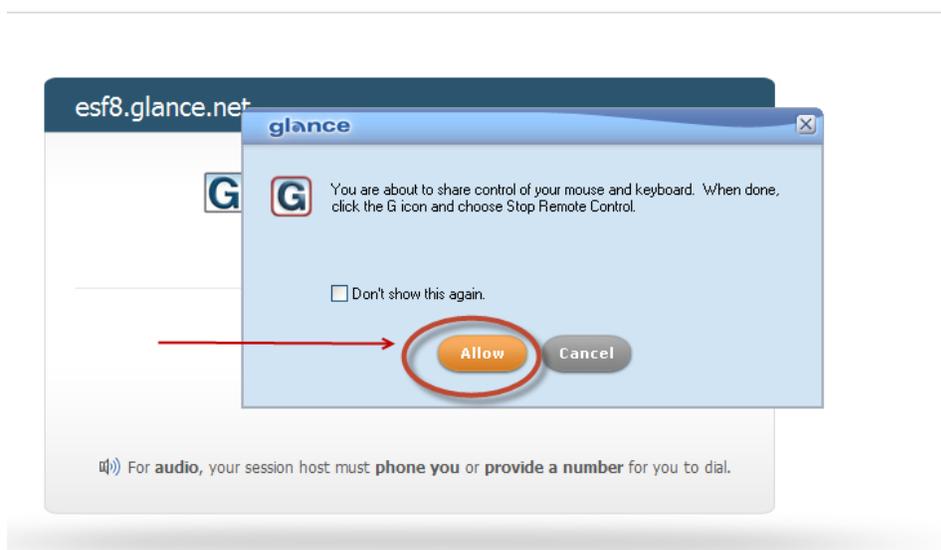
### 3. Allowing Remote Control of Your Mouse



- If you want to give the support staff control of your mouse, click the “G” icon in your tray and choose “Allow Remote Control”:



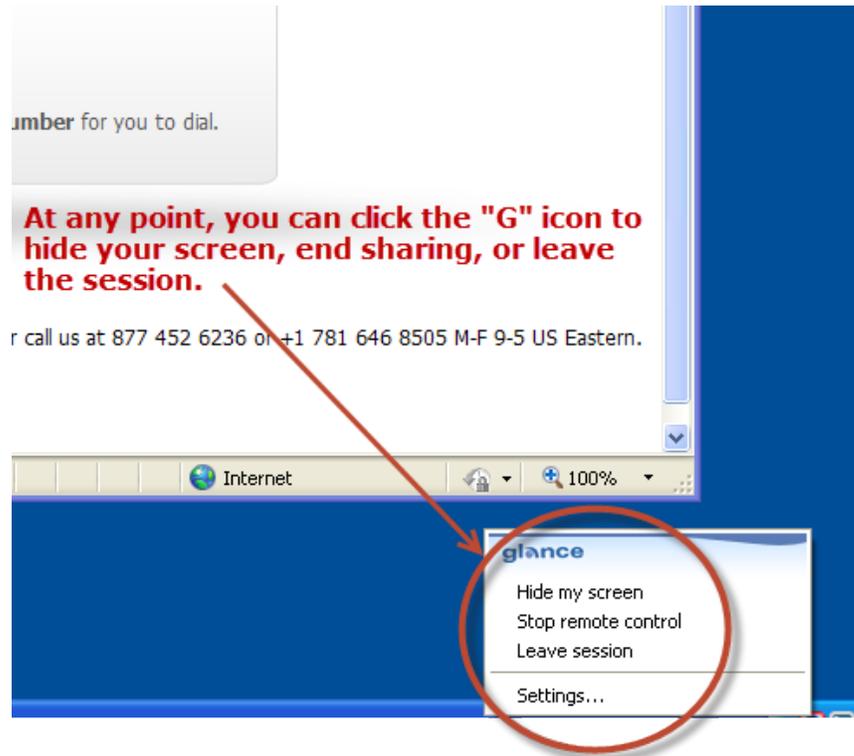
- This will bring up a confirmation screen. Click “Allow” once more:



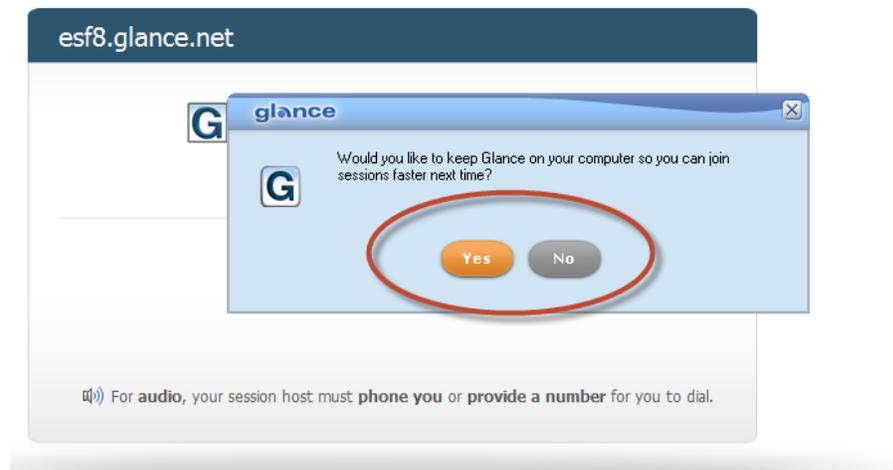
Support staff can now give you instructions directly on your machine or discover the errors you are experiencing quickly and efficiently.



- During the session, the “G” icon gives you options:

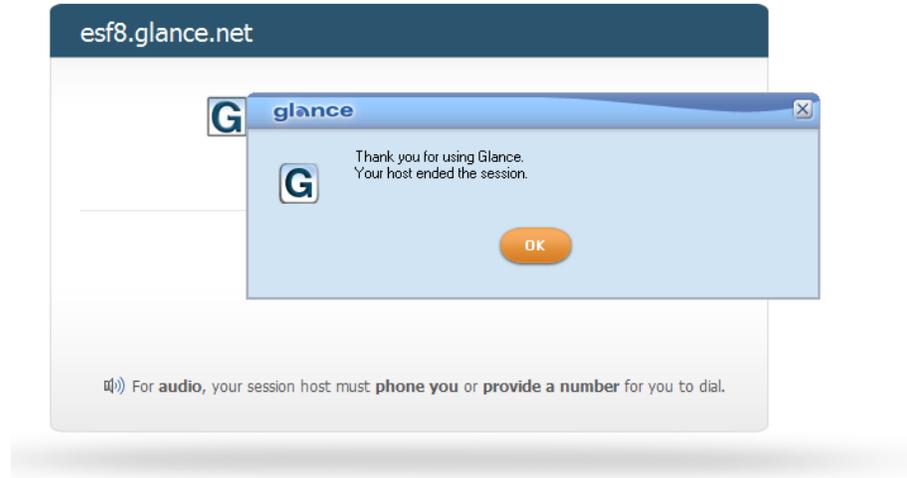


- When the session ends, you can leave the Glance software installed to make future sessions more seamless, or you can have it remove itself.





- In any scenario, when the host ends the session, you will get a notification similar to that below:



All ESF 8 support staff, including LERN, has access to Glance.