



# How to log into POSM Support

15 Steps

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Created by  
POSM Software

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## STEP 1

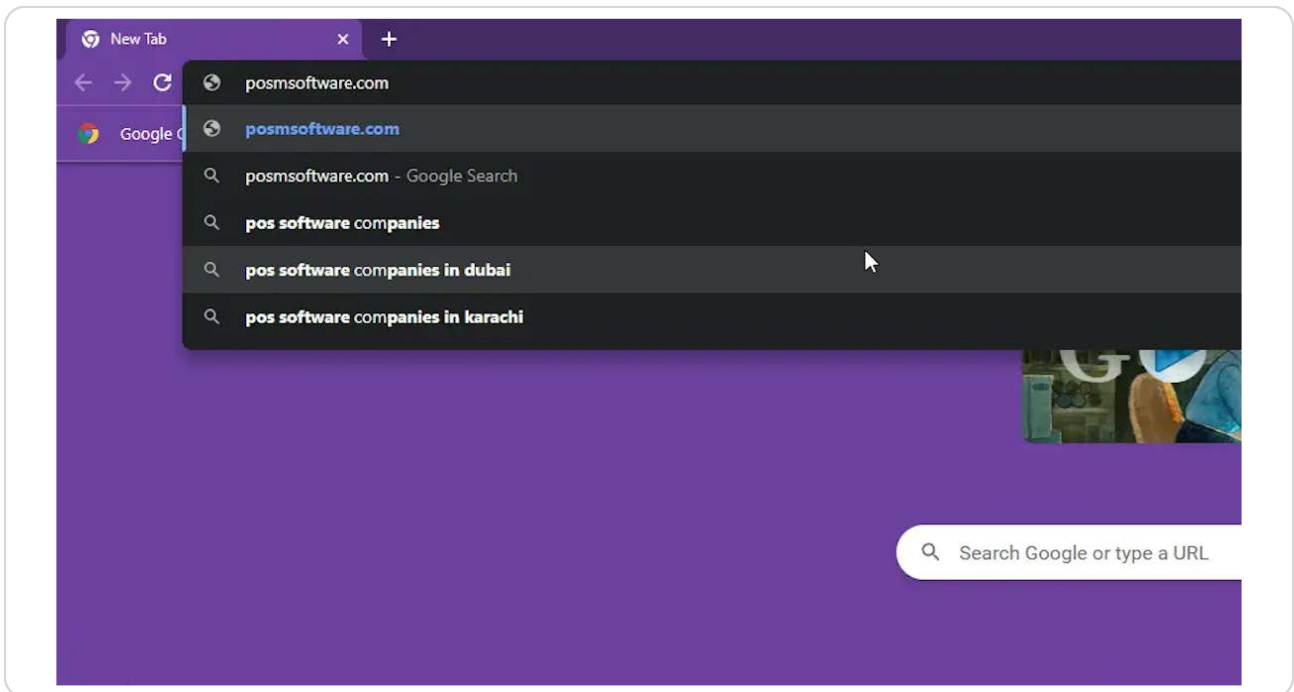
### Launch your Web Browser

In our example, we are using Google Chrome



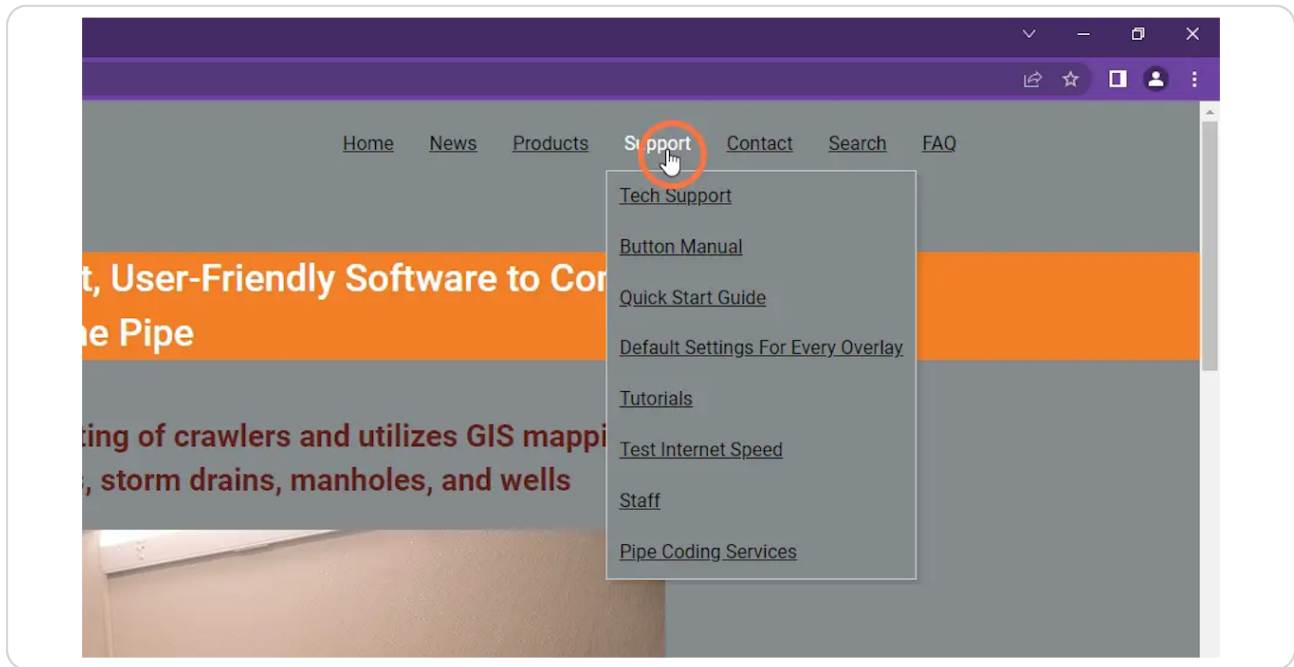
## STEP 2

### Head to posmsoftware.com



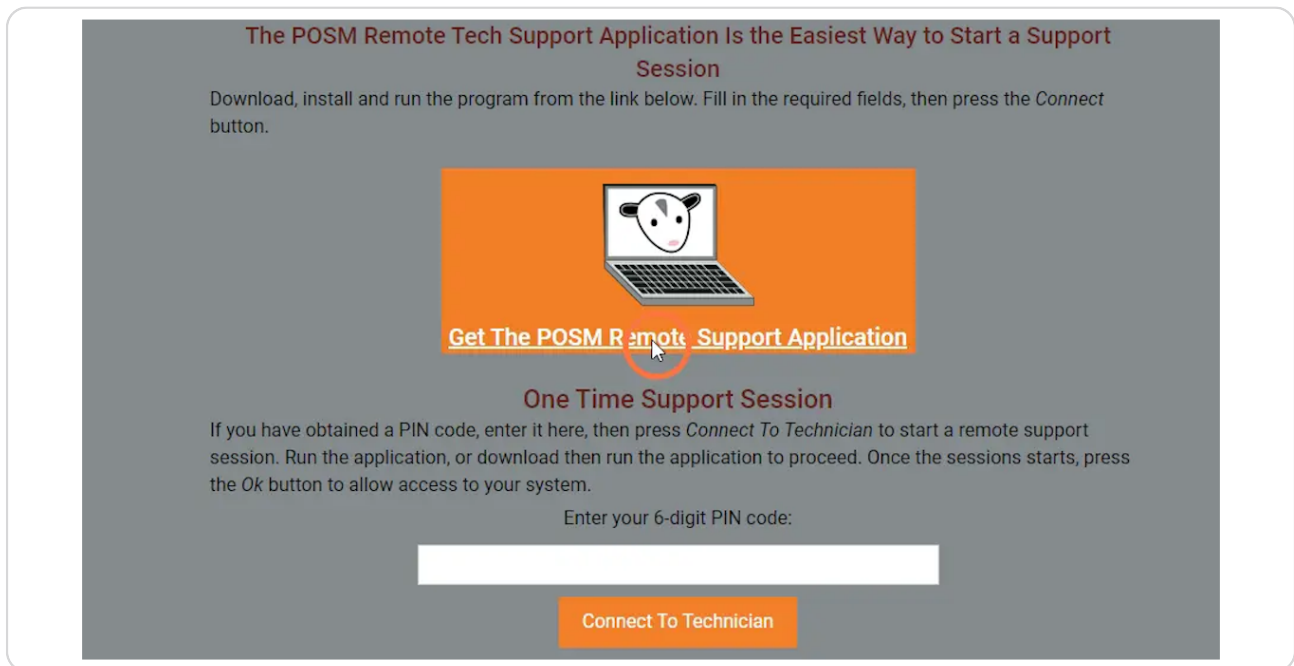
### STEP 3

## Click Support



### STEP 4

## Then click on the Laptop with a POSM on screen



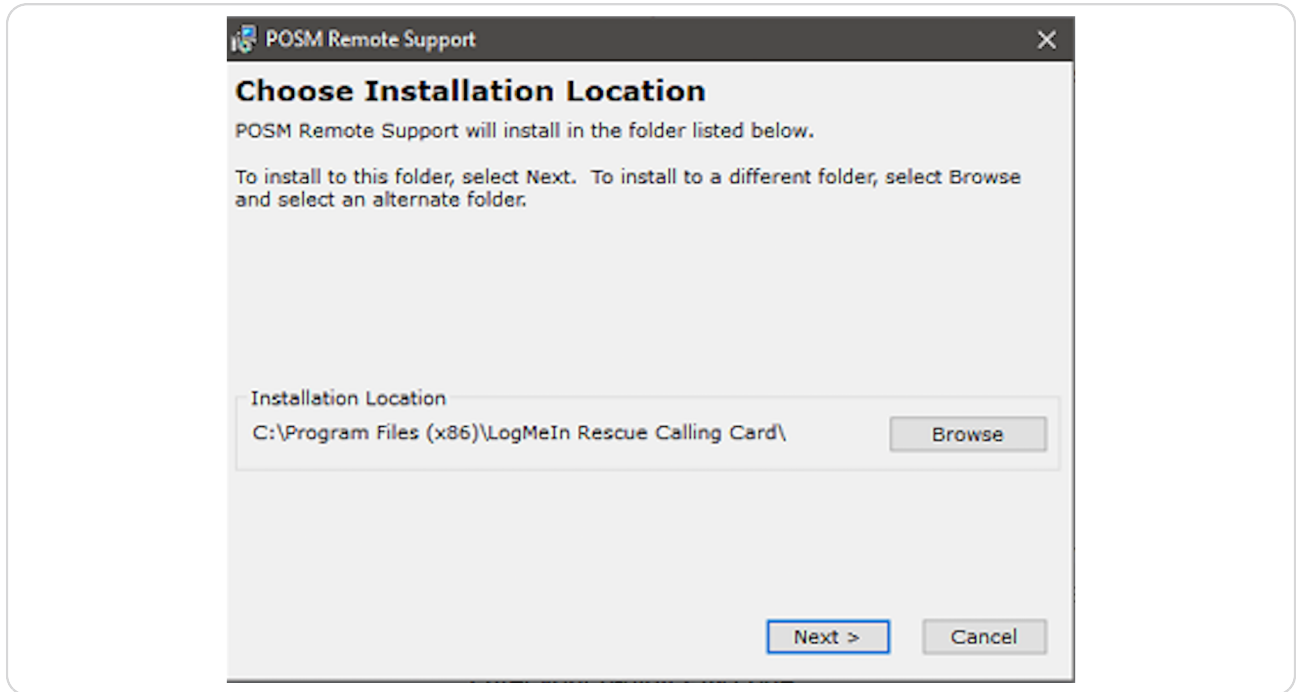
## STEP 5

**Launch the Support Application after it's finished installing**



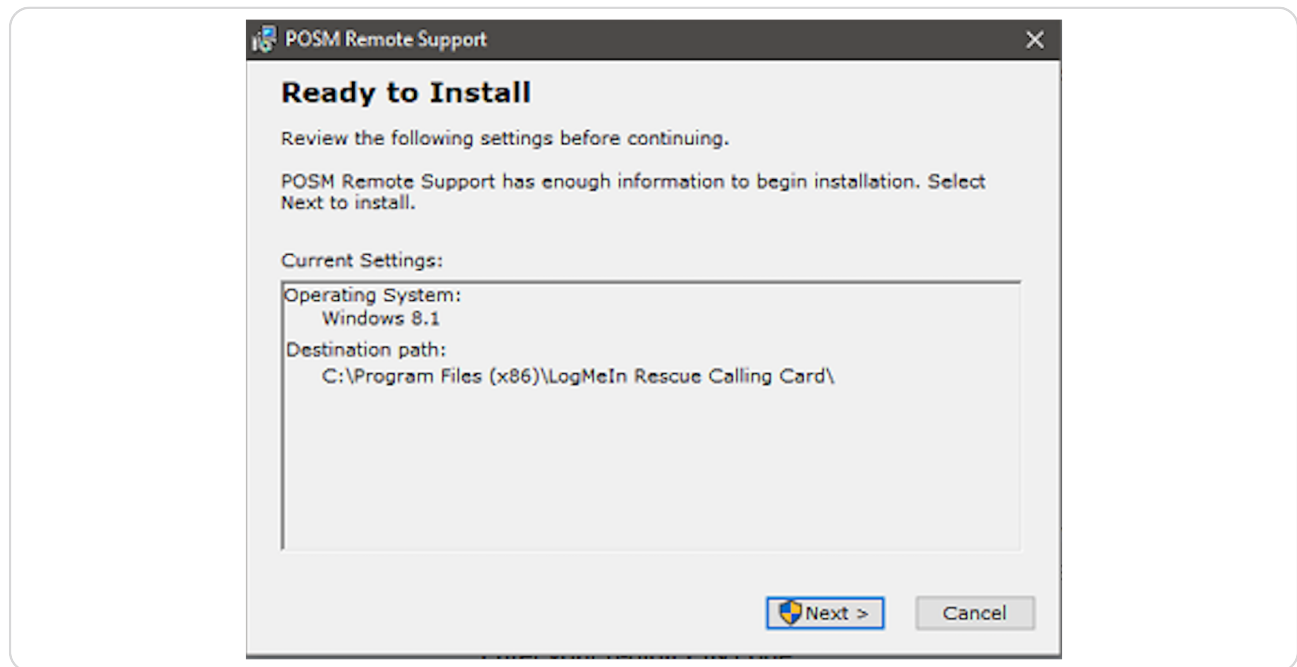
## STEP 6

**Click Next to confirm the download location**



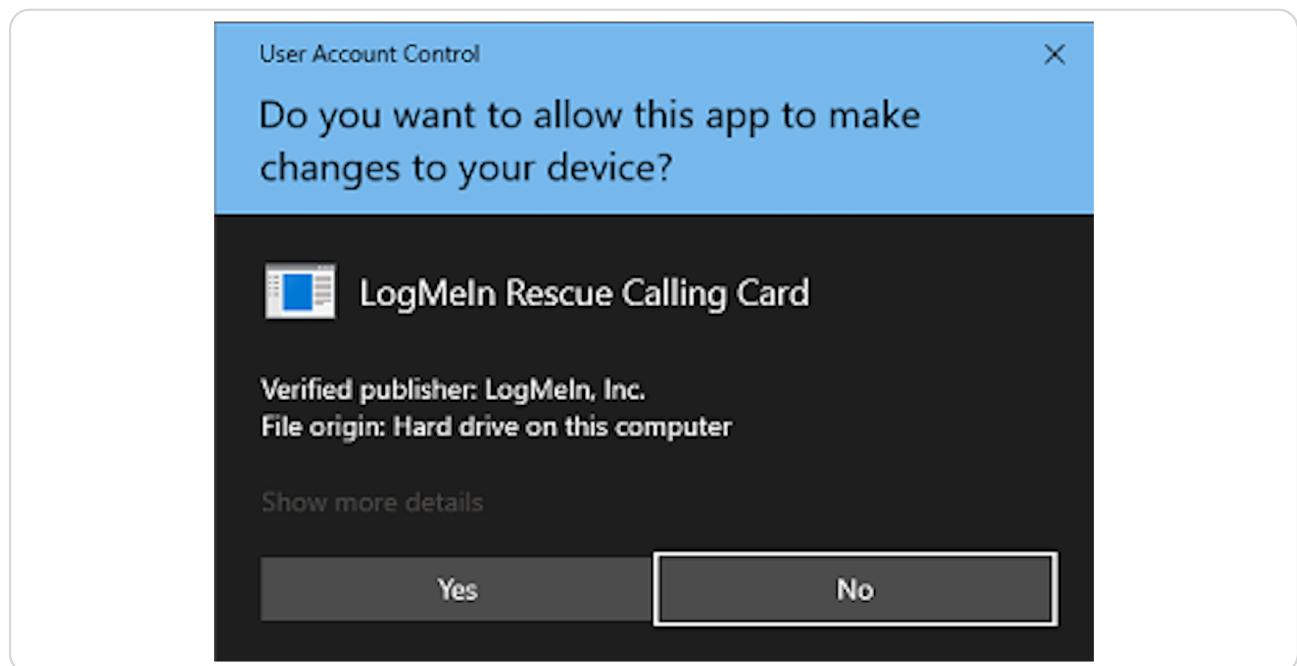
## STEP 7

### Click Next to confirm the settings



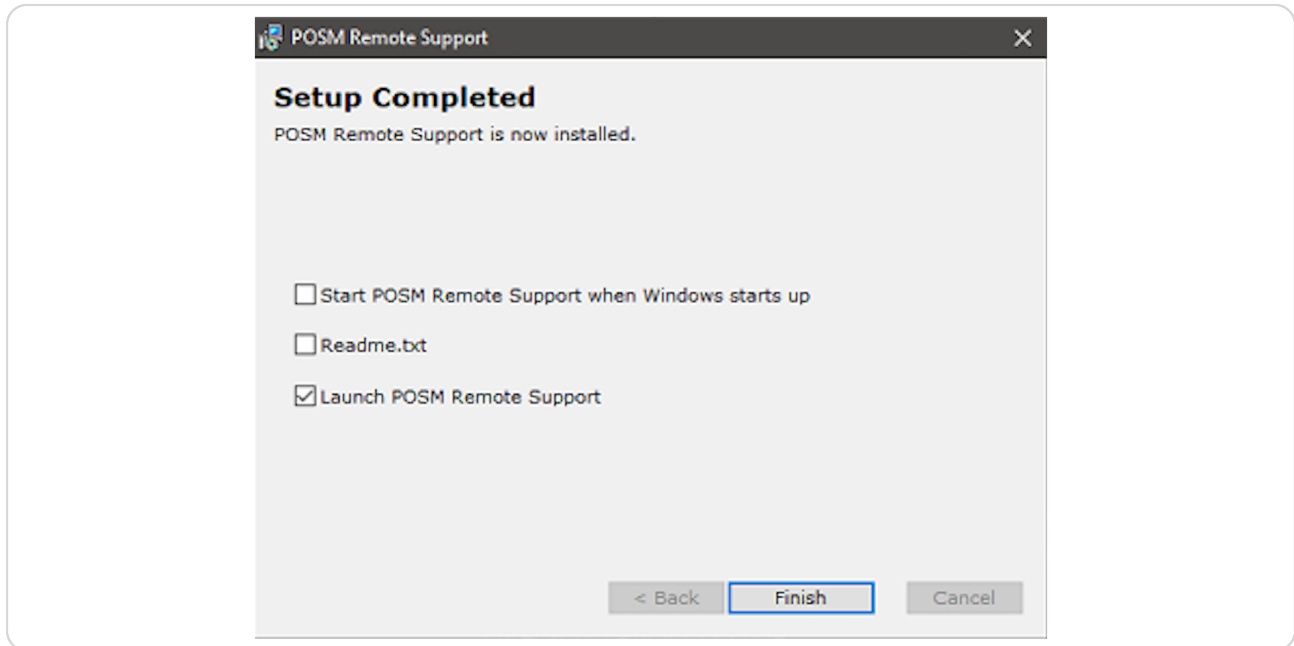
## STEP 8

### Click Yes to allow POSM Remote Support Application to install



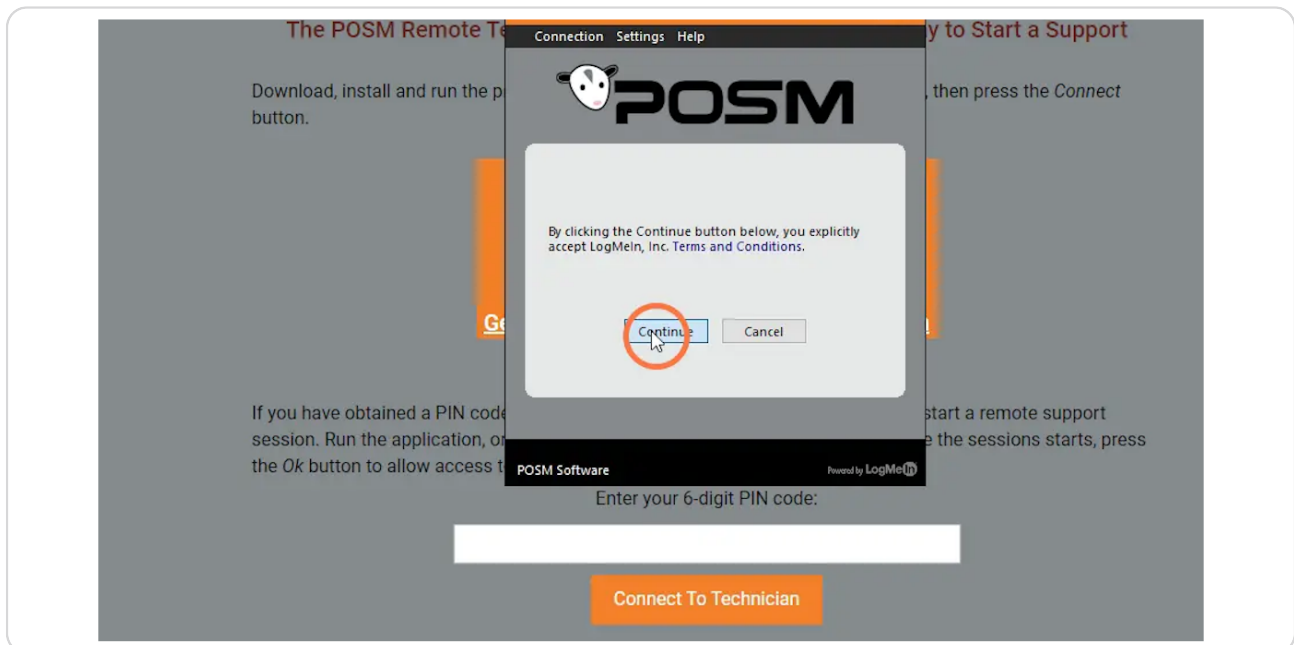
## STEP 9

**Click Finish when installation is complete to launch POSM Remote Support Application**



## STEP 10

**Click Continue to agree to the Terms and Conditions of LogMeIn**



## STEP 11

### Fill out all your info



The screenshot shows the POSM Remote Technician interface. At the top, there's a navigation bar with "Connection", "Settings", and "Help". Below this is the POSM logo. A central form titled "To contact a technician, please fill in all fields below and press Connect" contains the following fields:

- Name: POSM
- Phone Number: 8592740041
- Email Address: POSM@posmsoftware.com
- Organization: POSM

A "Connect" button is located at the bottom right of the form. Below the form, there's a section for "Enter your 6-digit PIN code:" with a text input field and a "Connect To Technician" button.

## STEP 12

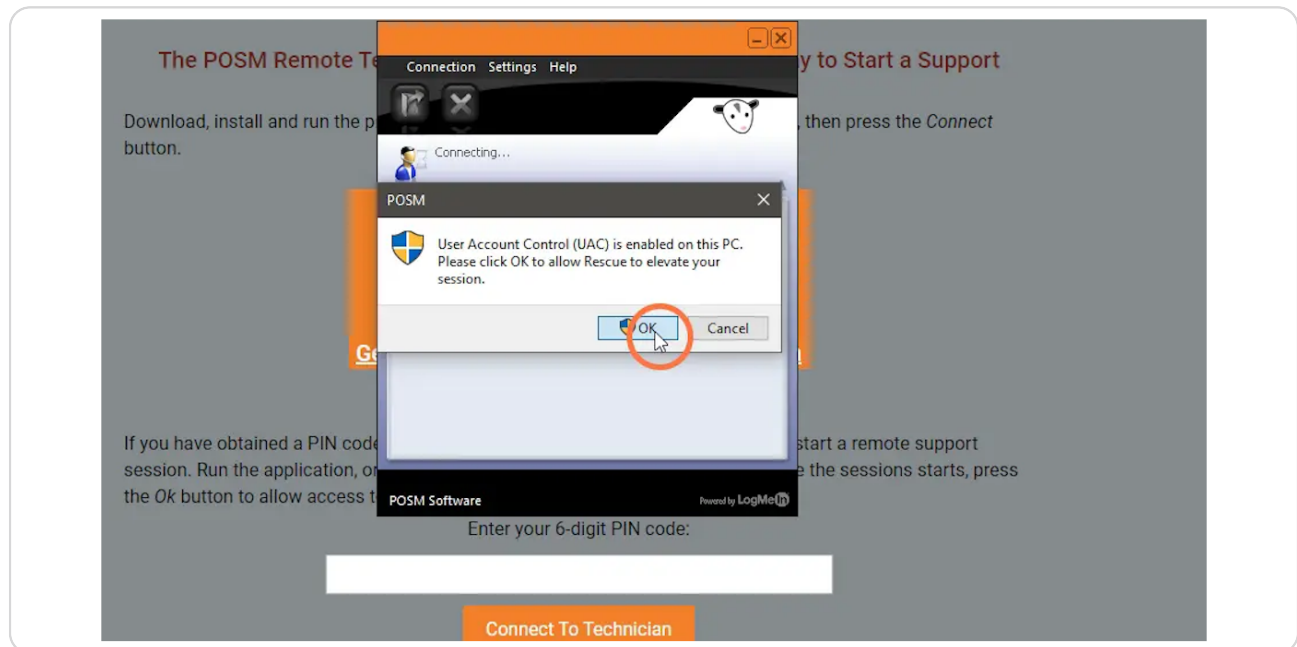
### Once all the filled-out info is correct click Connect to notify POSM Support you need assistance



This screenshot is identical to the one in Step 11, but with a red circle highlighting the "Connect" button at the bottom right of the form, indicating the next action to take.

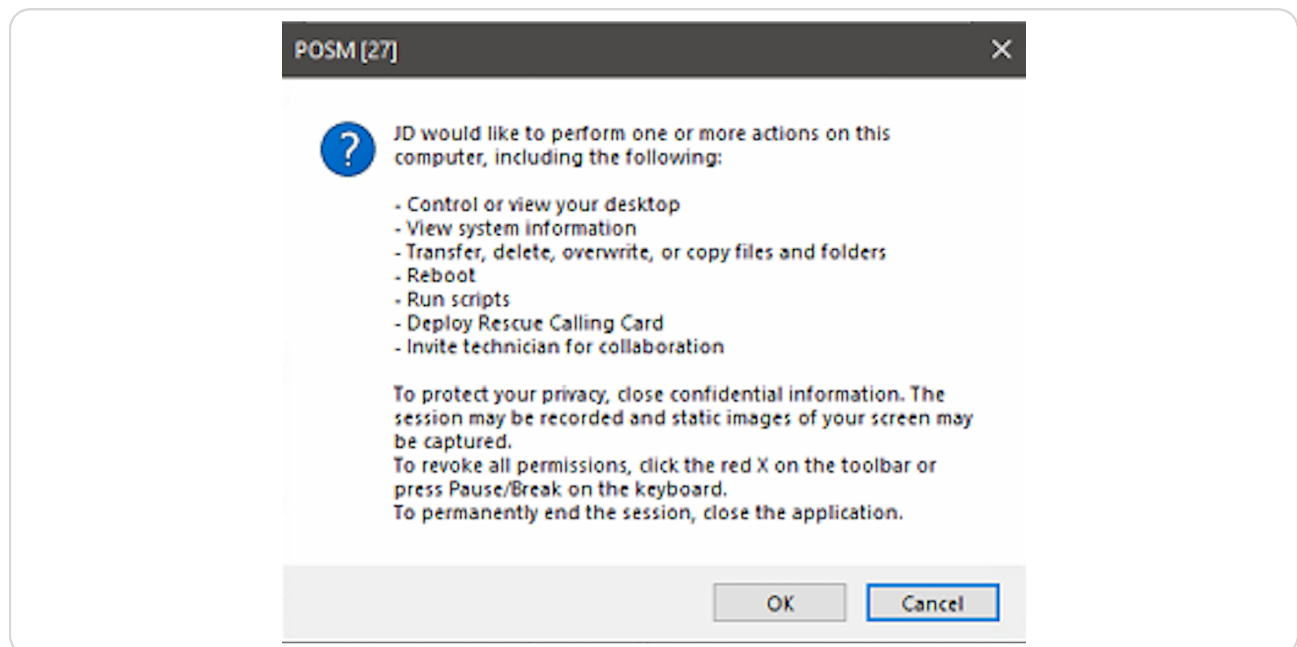
## STEP 13

### LogMeIn will then ask for permission to notify POSM Support



## STEP 14

### Once a technician connects they will prompt for permission to access your computer. Click OK to allow access





## STEP 15

Once you're done you can close out of the POSM Remote Support Application

