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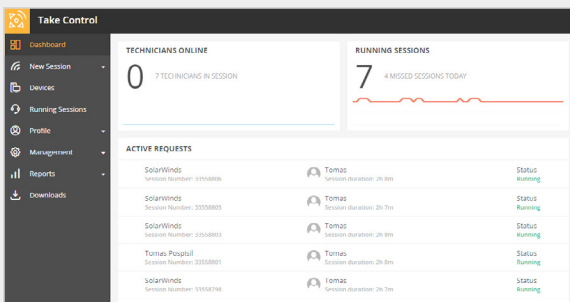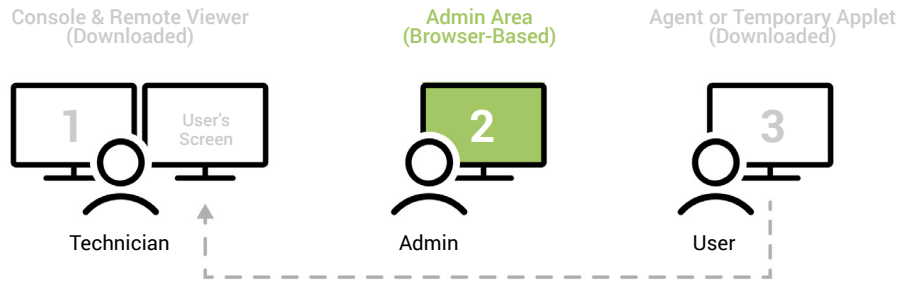# Getting Started with SolarWinds Take Control

First things first, log in to the Admin Area.

The Admin Area is where you can set up technicians and devices, and configure your account.

Take Control has three main components.

Console & Remote Viewer
(Downloaded)

Admin Area
(Browser-Based)

Agent or Temporary Applet
(Downloaded)

1 — User's Screen

2

3

Technician
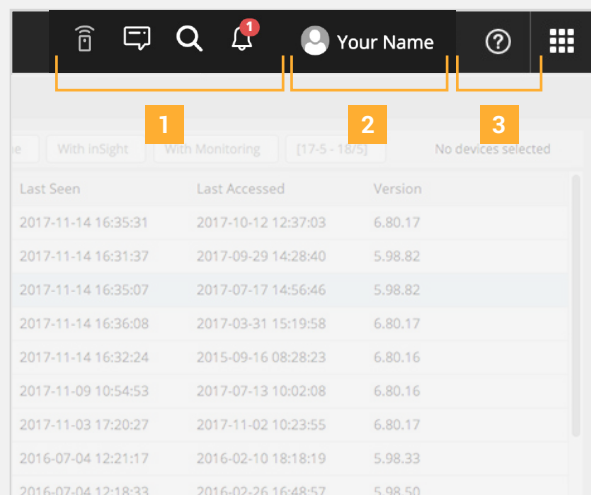
Admin

User

THE STARTUP WIZARD: YOUR FIRST STOP

After logging into the Admin Area, the Startup Wizard will guide you first to add your company name, main technician's name, and logo to your account. Then it will prompt you to download the Technician Console and Agent version you require.

The Tech Console provides the ability to create and manage remote sessions and chat with technicians or customers. The Agent adds the computer to the Devices List in the Admin Area and allows for unattended or attended remote control of the device.

Take Control
Dashboard
New Session
Devices
Running Sessions
Profile
Management
Reports
Downloads

TECHNICIANS ONLINE
0 7 TECHNICIANS IN SESSION

RUNNING SESSIONS
7 4 MISSED SESSIONS TODAY

ACTIVE REQUESTS

SolarWinds   Tomas   Status
Session Number: 33558806   Session duration: 2h 8m   Running

SolarWinds   Tomas   Status
Session Number: 33558805   Session duration: 2h 7m   Running

SolarWinds   Tomas   Status
Session Number: 33558803   Session duration: 2h 8m   Running

Tomas Pospisil   Tomas   Status
Session Number: 33558801   Session duration: 2h 8m   Running

SolarWinds   Tomas   Status
Session Number: 33558748   Session duration: 2h 7m   Running

1 The links at the top of the page let you enable remote control mode, provide feedback or request features, search the Admin Area, and view alerts.

2 Click **Your Name** in the upper right corner to access settings. From here, you can change your password or language, and increase security by activating two-factor authentication.
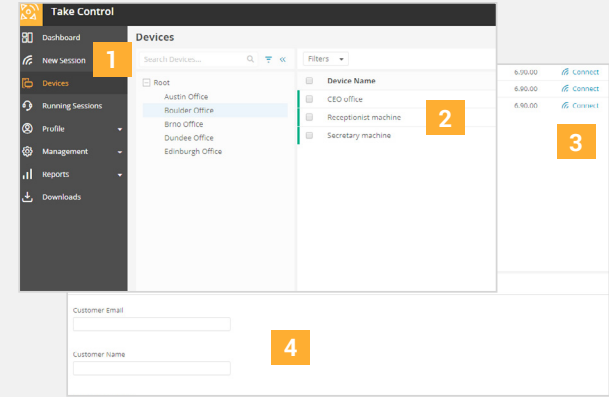
3 The **Help** section lets you use the Startup Wizard, chat with Support, access the Viewer Shortcuts Guide, and view the SolarWinds® Take Control™ User Guide.

Your Name

1   2   3

With inSight   With Monitoring   [17-5 - 18/5]   No devices selected

Last Seen	Last Accessed	Version
2017-11-14 16:35:31	2017-10-12 12:37:03	6.80.17
2017-11-14 16:31:37	2017-09-29 14:28:40	5.98.82
2017-11-14 16:35:07	2017-07-17 14:56:46	5.98.82
2017-11-14 16:36:08	2017-03-31 15:19:58	6.80.17
2017-11-14 16:32:24	2015-09-16 08:28:23	6.80.16
2017-11-09 10:54:53	2017-07-13 10:02:08	6.80.16
2017-11-03 17:20:27	2017-11-02 10:23:55	6.80.17
2016-07-04 12:21:17	2016-02-10 18:18:19	5.98.33
2016-07-04 12:18:33	2016-02-26 16:48:57	5.98.50

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START EXPLORING!

After you're set up, you'll be greeted with an invitation to tour key bits of functionality, such as setting up technicians, devices, and of course, starting remote sessions. Roll your cursor over or click just about anything in the Admin Console navigation areas to reveal what the button does, or open the navigation section.

Feel free to explore on your own; you can always get back to the guided tours by selecting the **?** in the lower right-hand corner.

ADD AND MANAGE DEVICES

1 Start a one-time Support session using the Applet

2 Select a device

3 Start an unattended Support session using the Agent

4 View and edit Device Info

The Devices section of the Admin Area shows the list of computers and devices that have the SolarWinds Take Control Agent installed.

The Agent provides 24/7 access to your customers' devices. Edit and view information about each device, deploy scripts, run audits, and click **Connect** to start a Support session from the Device list.

You can also search for a specific computer, use the filter options to sort the list by domain or MAC address, or view all groups.

Next, we're going to cover the Tech Console.
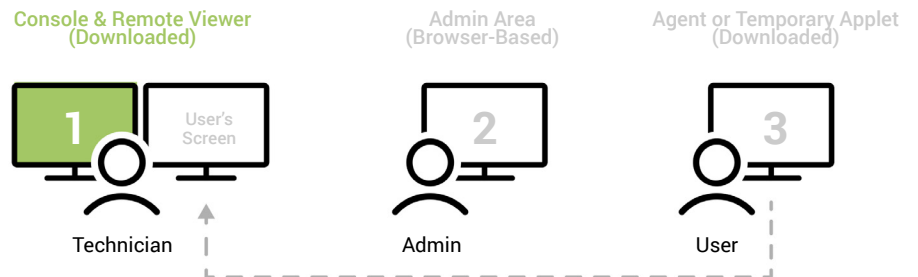
Console & Remote Viewer (Downloaded)

1 Technician — User's Screen

Admin Area (Browser-Based)

2 Admin

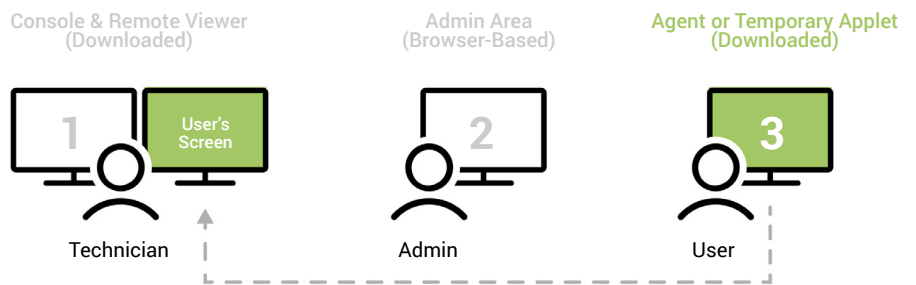Agent or Temporary Applet (Downloaded)

3 User

GET TO WORK WITH THE TECH CONSOLE

1 View incoming Support Requests

2 Configure your Account Settings

3 List of Devices with the Agent installed

4 Remote Device details

5 Start an unattended Support Session
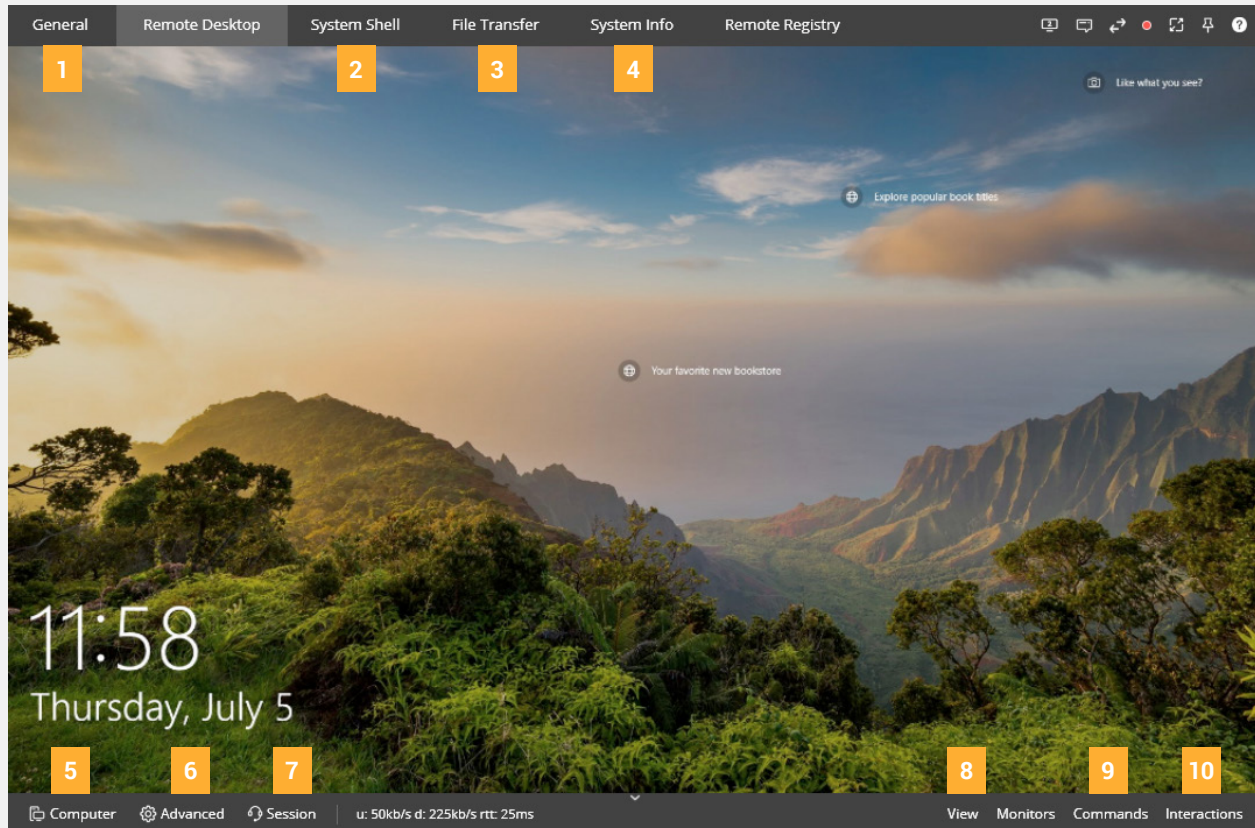
6 Install the Agent on a customer's computer

The Tech Console provides a number of account configuration options, in addition to displaying incoming Support Requests and starting Support Sessions. Use the Console to chat with other technicians in your company, customize colors for remote sessions, or view your Session History.

Start an Attended Session by clicking the **Connect** button. Have the user of the destination machine go to startcontrol.com and input the six-digit code generated by the Console. Some details about the device SolarWinds Take Control has connected to are shown.

Lastly, the Remote Viewer communicates with the user's Agent or Applet.

Console & Remote Viewer
(Downloaded)

Admin Area
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Technician

Admin

User

solarwinds
msp

USE THE REMOTE VIEWER TO ACCESS YOUR CUSTOMERS' COMPUTERS

| General | Remote Desktop | System Shell | File Transfer | System Info | Remote Registry |

1 View customer's request details and device info in the Quick Dasboard

2 Access command or Powershell® prompt

3 Share files and folders between local and remote file list

4 View remote system info, like process, applications, and services

5 Restart or shut down the remote computer

6 Use RDP, enable port forwarding or send surveys

7 Transfer, share, or pause the session

8 Adjust visualization settings of the remote computer

9 Send commands to the remote computer

10 Take screenshots, use the laser pointer and start recording the session

The Remote Viewer is the remote access tool launched by the technician to access the end-user's desktop.

During a Support Session, click the Remote Desktop tab to access and control the remote computer. Use the options in the Viewer to send commands to, and interact with, the remote computer.

WE'RE HERE TO HELP

If you get stuck or want more information, we have several resources available to assist:

Online Help Guide: Learn more about each feature and the overall functionality of the product.

Knowledge Base Articles: If you're stuck or you need to figure out how to complete a task, search for the answers in our Knowledge Base.

Questions and Answers from the Community: Get answers from your peers to help you troubleshoot thorny issues.

SolarWinds MSP empowers IT service providers with technologies to fuel their success. Solutions that integrate layered security, collective intelligence, and smart automation—both on-premises and in the cloud, backed by actionable data insights, help IT service providers get the job done easier and faster. SolarWinds MSP helps our customers focus on what matters most—meeting their SLAs and delivering services efficiently and effectively.