

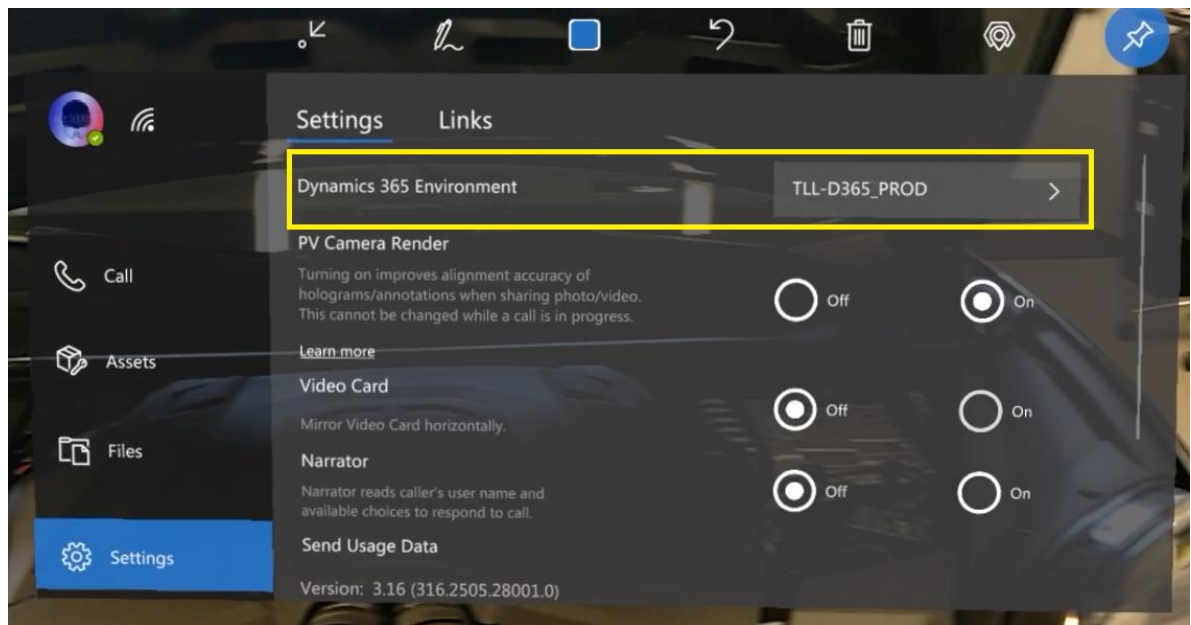
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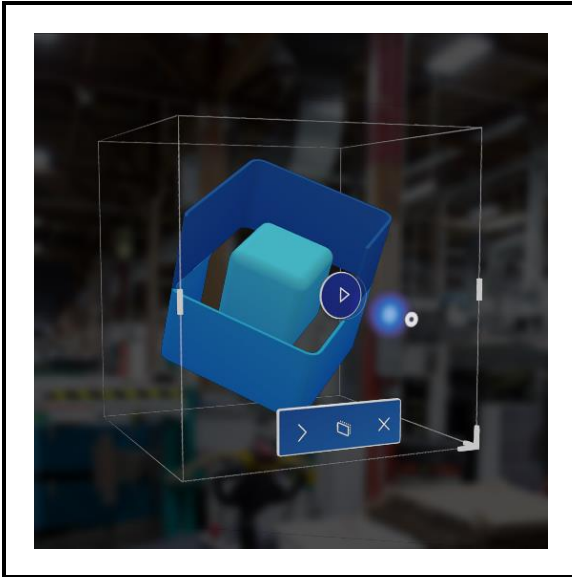
Subject: Verification steps for ensuring the correct environment in the Dynamics 365 Remote Assist Application

Information: To ensure that PCNA is able to collect all of the necessary data and analytics during your Tech Live Look Remote Assist calls, you must be in the correct Dynamics 365 Environment. Refer to the picture and steps provided below to verify that you are using the correct D365 environment.

Correct Dynamics 365 Environment:

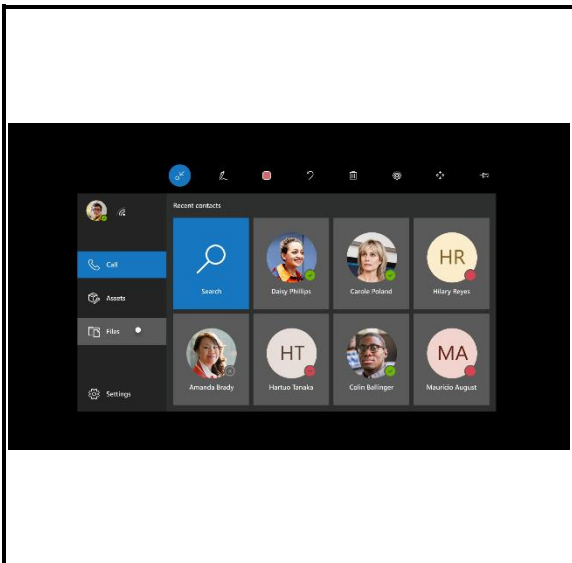
- TLL-D365_PROD





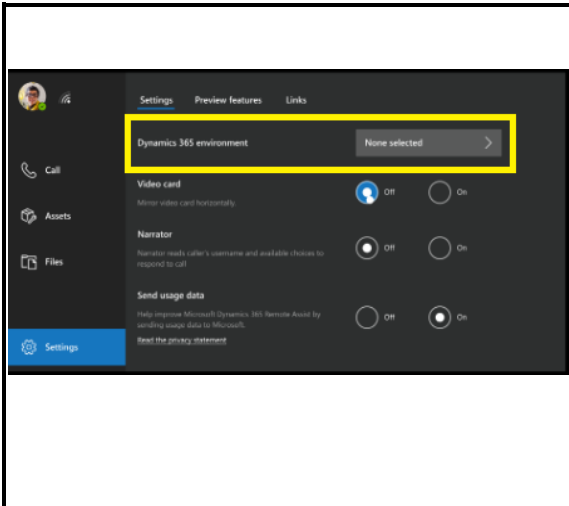
Step 1 – Opening Dynamics 365 Remote Assist

- Open the **Start Menu** and select the **Remote Assist** application, press the **Play Button** on the cube to finish opening the application
- Once launched, you will be prompted to hit the **Sign In** button.
- On your first time opening the application, you may get a series of tutorial hints.



Step 2 – Operating Dynamics 365 Remote Assist

- Once within the Dynamics 365 Remote Assist application, you will see your main menu
- There are four tabs you can select:
 - **Call:** Search for contacts and initiate calls
 - **Assets:** Capture data about physical assets with or without annotations
 - **Files:** Access files from your OneDrive
 - **Settings:** Configure various settings, switch environments, watch tutorials, etc



Step 3 – Verify Correct Environment

- Before initiating a call, verify you are in the correct environment
- Go to **Settings** and select **Dynamics 365 Environments**
- The correct environment is **TLL-D365_PROD**

Support Process:

If you have any questions regarding this update, please submit a PRMS ticket under **Special Tools** --> **Tech Live Look**

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