



Fixed Assets Module

Release Notes

December 2023

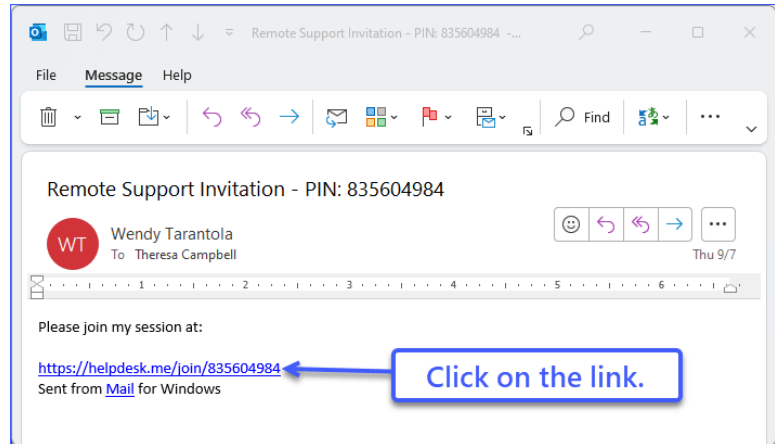
There were no new product enhancements specific to the **ADMINS Unified Community for Windows (AUC) FIXED ASSETS** system this quarter. The following describes a tool the support team uses to initiate screen sharing when providing support.

1 Using GoToResolve



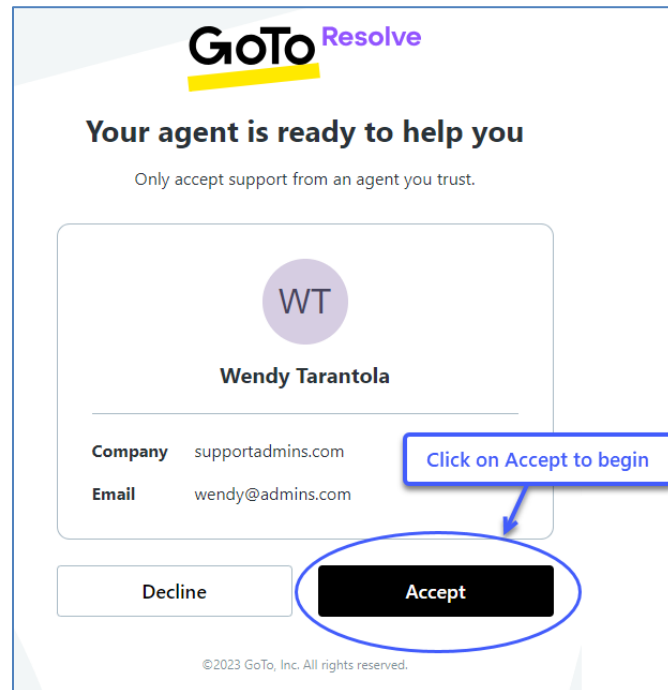
AUC support staff will use a new tool called “GoToResolve” to allow users to share their screens more easily.

We will telephone you first to review the problem. Then we will send an e-mail with a link to click on.



Clicking on the link will open a browser window that looks like this.

Click on the accept button to begin.

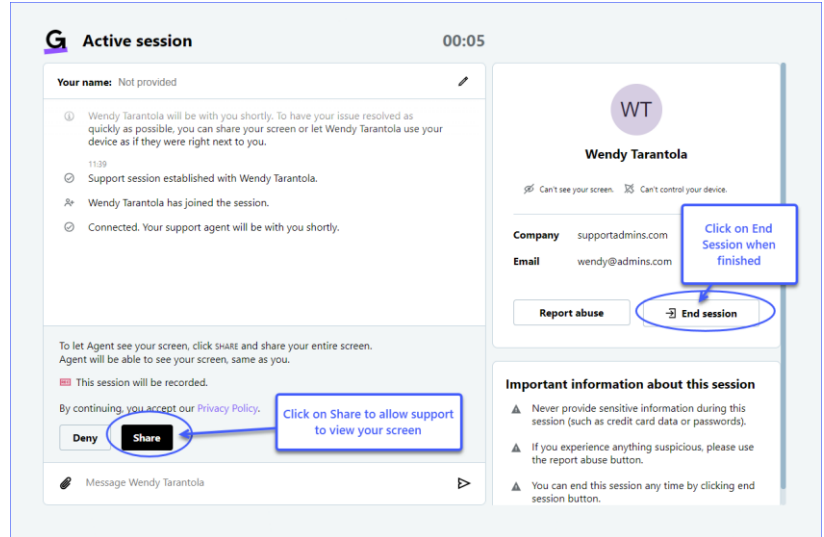




A browser window with instructions opens.
Click on the **Share** button.

During the support session you may be asked to provide additional access. The support team member will walk you through that process if we need to control your screen instead of just view it.

Click on end session when finished.



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