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Enabling Support Connection

What is Support Connection?

One feature that is available through the Green-GO Control Software, is the ability to enable a Support Connection. The Support Connection feature is a secure SSL access over the internet type connection to the configuration software. This would allow users to remotely connect to the configuration and provide support to anyone onsite who may be unfamiliar with the software. The connection style is ad-hoc, meaning the ID and password combination is only valid for one session - and is not supposed to be an unattended access connection.

This connection style is secure for both users. The Support Connection allows the Remote User to connect to the Host User and view the entire configuration, view device status, and even make updates to the configuration as needed.

The Support Connection only allows access to the Control Software, it does not allow

the Remote User to access the Host User's Computer or other files. The Support Connection also does not mirror the Host User's view and allows both the Remote User and Host User to work simultaneously on the same configuration.

Use of the Support Connection Feature allows for the Remote User to potentially diagnose issues within the configuration and resolve them efficiently. The other main feature of the Support Connection is to establish a second instance of Green Go Control on the network, allowing multiple users to view the configuration and make changes as required.

Support Connection can be terminated at any time and is not a feature that requires continuous use. You may use that Support Connection as often as you like or not at all. The Support Connection is a powerful tool! It is important that you understand the best ways of using this feature.

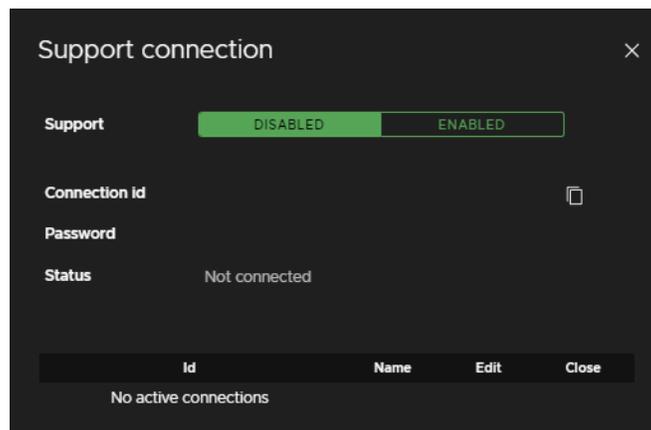
How do I establish a Support Connection?

Host User

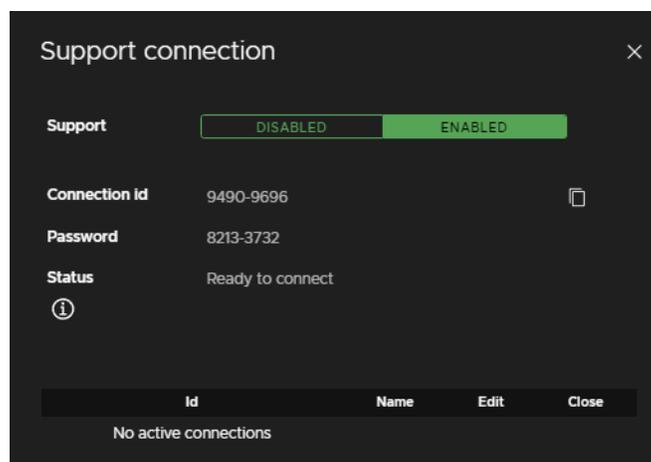
1. Once a configuration is open in Green Go Control, select the Support Eye Icon in the taskbar.



2. Once open, Select ENABLED to enable support connection.



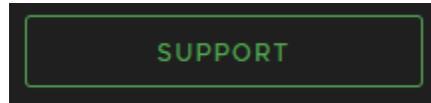
3. Share Connection ID and Password with the Remote User. Selecting the Copy to Clipboard option will allow Host User to Share Connection ID and Password via various messaging/email platforms.



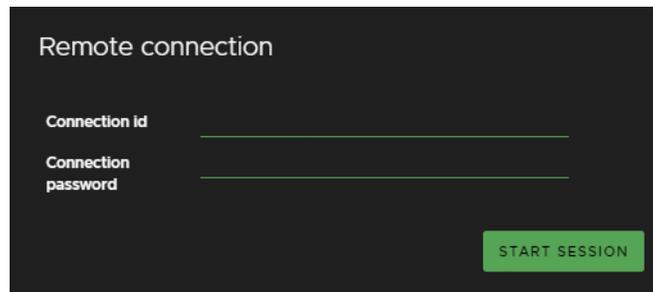
4. Once Remote User connects to Green Go Control, Status will show connection and table will show active connections.
5. Selecting Disabled once an active connection is established will break all connections with existing devices.

Remote User

1. Open Green Go Control.
2. Select Support upon loading Green Go Control.



3. Enter Connection ID provided by Host User.
4. Enter Connection Password provided by Host User.



Remote connection

Connection id _____

Connection password _____

START SESSION

5. Select Start Session.
6. Once connection is established, Green-GO Control can now be used.