

# ScreenConnect

Information on how to connect to ScreenConnect (ConnectWise Control).

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# Login

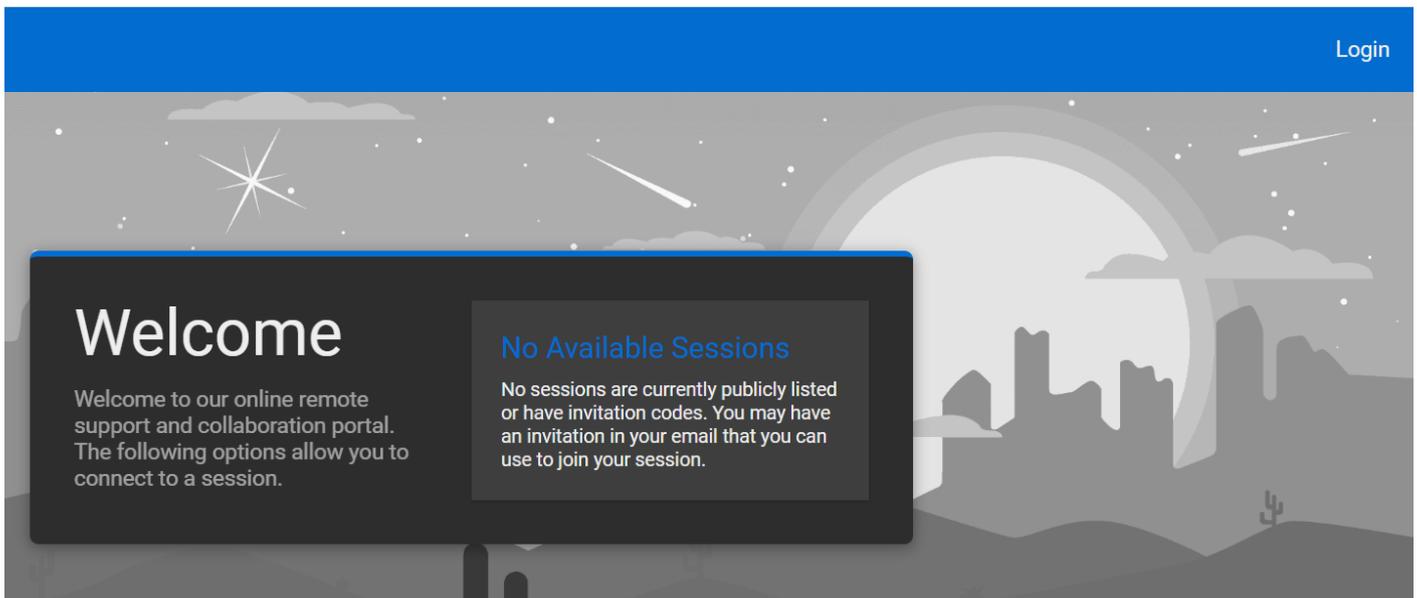
This document will describe the login process for ScreenConnect (aka: Connectwise Control) for the purposes of logging into a pre-defined set of machines. For employee access, this is most often used by working from home.

## URL

To login to ScreenConnect, you must visit <https://folience.screenconnect.com>

## Login

At the top-right corner of the landing page, you will click the "Login" button.



You will login with an external provider of your company.

# Login

Please login to continue.

User Name

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Password

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Login

[Forgot Password?](#)

Or login with external provider:

Connect with Folience SSO

Connect with Cimarron SSO

Connect with LifeLine SSO

If not logged into Office365 already, you will need to login with your work email and work password and approve your two-factor authentication. If you are already logged in, you will be automatically logged in.

# Access

This page will show how to use the Access page to get to connect to machines that you have access to.

The machine must be powered on and connected to the internet in order to be able to remotely connect to the device.

# Access

On the left menu, ensure you are on the Access page to show the list of unattended machines you may access.

Once on the page, you will be shown a list of groups that you may have access to. Most employees will only have 1 access group. Click on the group name to display the list of machines in the group.

The screenshot shows the 'Access' page interface. On the left is a navigation menu with icons for Support, Meeting, Access (highlighted with a red box), and Admin. The main content area is titled 'Access' and contains the instruction 'Install an agent and connect to unattended devices.' Below this is a blue 'Build +' button and a table of groups:

LifeLine	127
LLEV Workstations	98
LLEV-Engineering	14
LLEV-Winpak	1
Editorial	3

On the right side of the interface is a 'Chat' window with a search bar and a 'Search Chat' button. The chat area contains a decorative graphic of a laptop and a lightbulb.

If you do not see any groups or your machine is not in a group to connect to, please contact the Help Desk ([help.desk@folience.com](mailto:help.desk@folience.com)) to review the configuration.

# Connect

Find the machine you need to connect to in the list and double-click the machine name or use the "Join" button to start the connect. You may need to "allow" and/or download and run a lightweight application the first time you connect.

The screenshot shows the LLEV-Engineering interface. At the top, there are navigation buttons: Join, Edit, Run Tool, and More. Below this is a search bar labeled "Search LLEV-Engineering". A list of machines is displayed, each with a checkbox, company name, site, department, device type, and user status. The machine WLL1480 is highlighted. To the right of the list is a detailed view for WLL1480, showing its name, company, site, department, and device type. A "Join" button is located at the bottom right of the detailed view.

Machine Name	Company	Site	Department	Device Type	User
WLL1479	Life Line	East Building	Engineering	Precision 5810-X	Guest - 1... (Idle 3h 12m)
WLL1480	Life Line	East Building	Engineering	Precision 5810-X	Guest - 1... (Idle 2h 26m)

WLL1480 Details:

- Name: WLL1480
- Company: Life Line
- Site: East Building
- Department: Engineering
- Device Type: Precision 5810-X

## Advanced Controls / Documentation

Once you have installed and connected to the machine, you may find the knowledgebase useful for advanced controls. There are things such as sending "CTRL+ALT+DEL" to the machine, selecting individual windows, and sending keystrokes from your clipboard that are often used. The documentation for getting started, knowledgebase, and support are below.

[https://docs.connectwise.com/ConnectWise\\_Control\\_Documentation](https://docs.connectwise.com/ConnectWise_Control_Documentation)