ScreenConnect

Information on how to connect to ScreenConnect (ConnectWise Control).
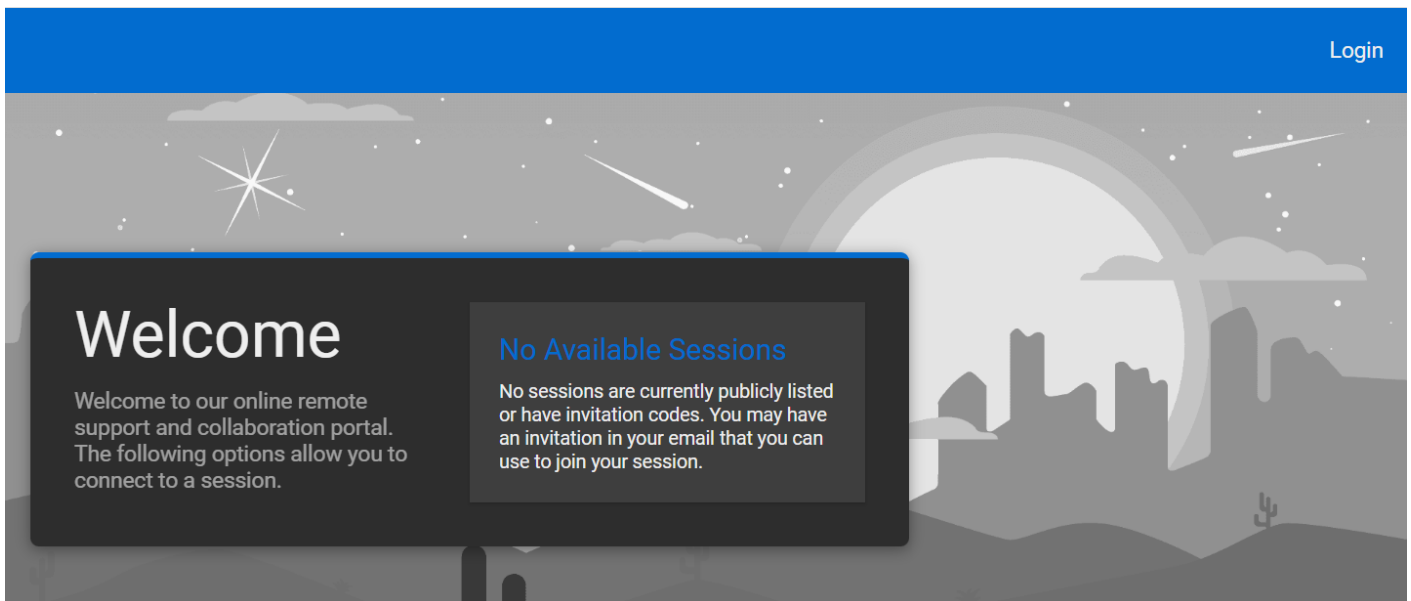
- Login
- Access

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.
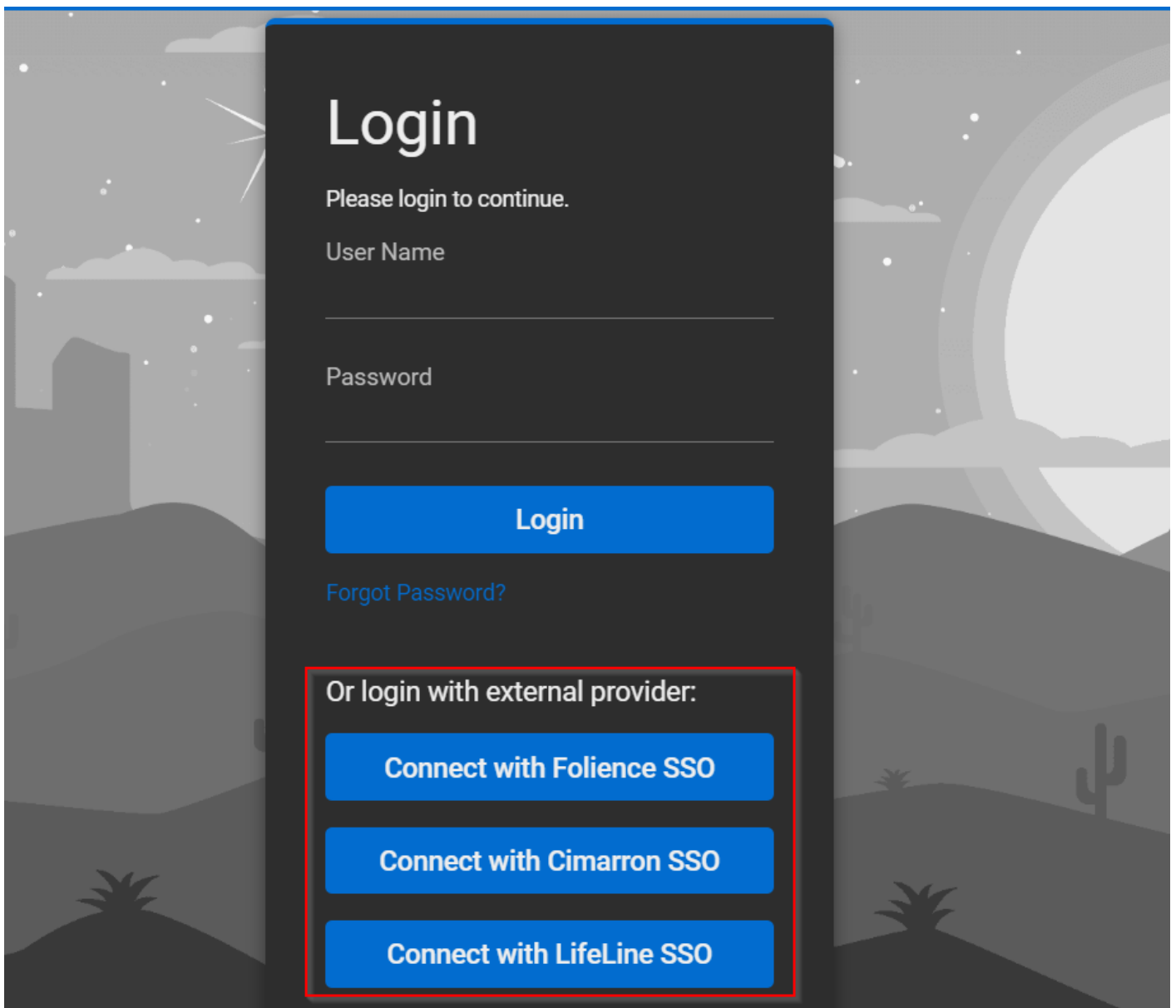
URL

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.

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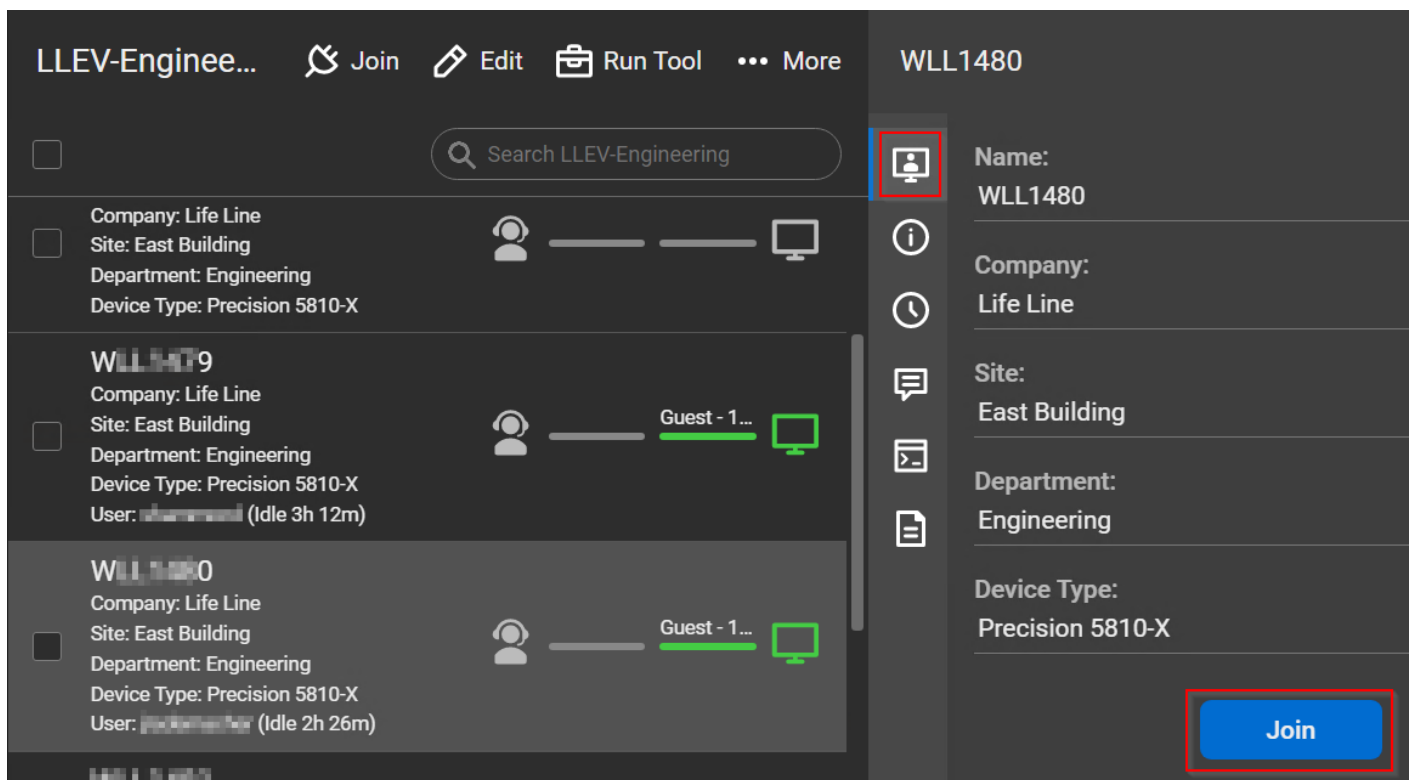
Once on the page, you will be shown a list of groups that you may have access to. Most employees will only have 1 access group. Click on the group name to display the list of machines in the group.

> 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) 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.

Advanced Controls / Documentation

Once you have installed and connected to the machine, you may fine 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