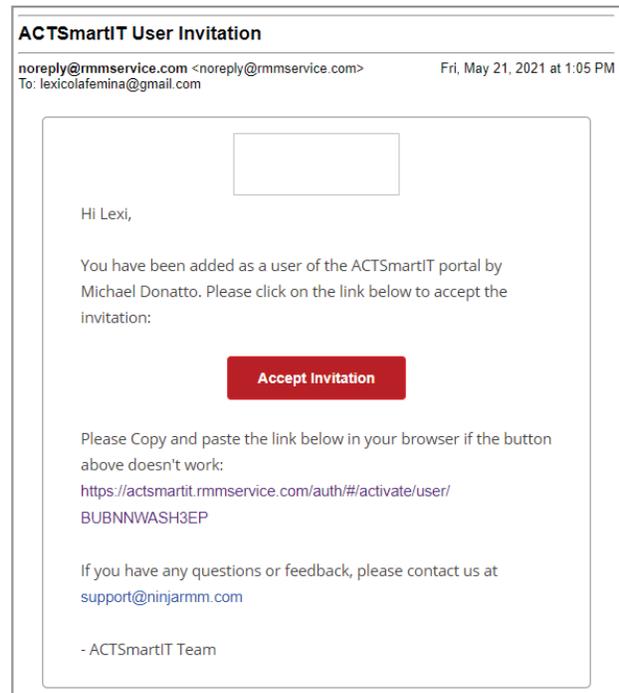


How To Setup Your NINJA Remote Access Account

If you have already set up your account scroll to page 3 for login instructions

Step 1

Open the invitation you received in your email and click "Accept Invitation"



ACTSmartIT User Invitation

noreply@rmmsservice.com <noreply@rmmsservice.com> Fri, May 21, 2021 at 1:05 PM
To: lexicolafemina@gmail.com

Hi Lexi,

You have been added as a user of the ACTSmartIT portal by Michael Donatto. Please click on the link below to accept the invitation:

[Accept Invitation](#)

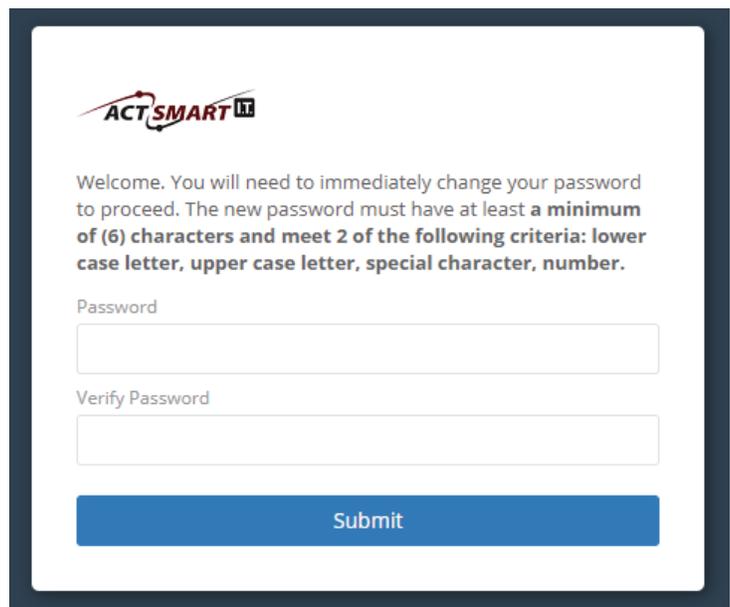
Please Copy and paste the link below in your browser if the button above doesn't work:
<https://actsmarrit.rmmsservice.com/auth/#/activate/user/BUBNNWASH3EP>

If you have any questions or feedback, please contact us at support@ninjamm.com

- ACTSmartIT Team

Step 2

The next window will ask you to create a password.





Welcome. You will need to immediately change your password to proceed. The new password must have at least a **minimum of (6) characters and meet 2 of the following criteria: lower case letter, upper case letter, special character, number.**

Password

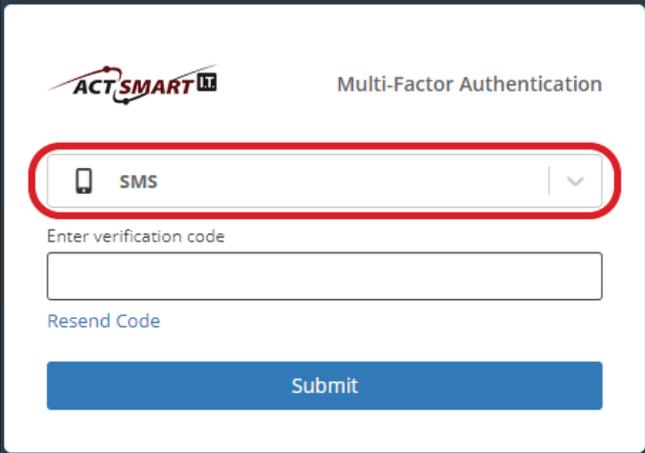
Verify Password

[Submit](#)

Step 3

Then you will be prompted to setup Multi-Factor Authentication.

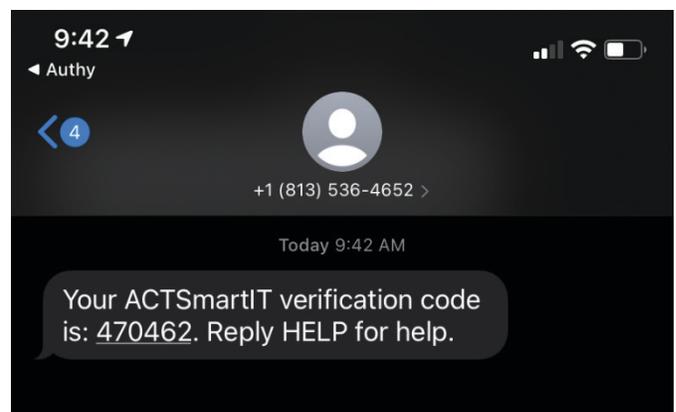
Select "SMS" from the drop down.



The screenshot shows the ACTSMART IT Multi-Factor Authentication setup interface. At the top left is the ACTSMART IT logo, and at the top right is the text "Multi-Factor Authentication". Below this is a dropdown menu with "SMS" selected, which is highlighted by a red circle. Underneath the dropdown is a text input field labeled "Enter verification code". Below the input field is a link that says "Resend Code". At the bottom of the form is a blue "Submit" button.

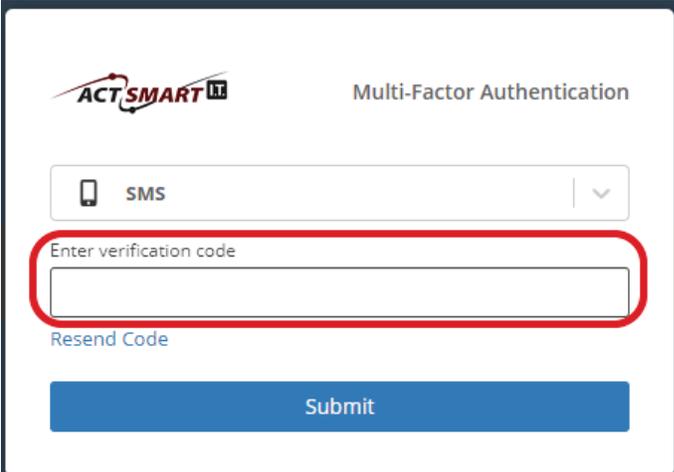
Step 4

Then you should get a text message (SMS) with a 6 digit code.



Step 5

Enter the 6 digit code in to the "Verification Code" box.



The screenshot shows the same ACTSMART IT Multi-Factor Authentication setup interface as in Step 3. The "SMS" option is still selected in the dropdown. The "Enter verification code" input field is now highlighted with a red circle, indicating where the user should enter the 6-digit code received in the previous step. The "Resend Code" link and the "Submit" button are also visible.

Now you should be all set up and ready to login!
Go to the next page for instructions on how to login to your work PC.

Logging Into Your Work Computer via NINJA Remote Access

Step 1

Go to <https://actsmartit.com/support> and click on the "NINJA Remote Access" button

ACTSMART IT

Home Services Remote Support Pay Online About Us David's Blog Contact Us

Remote Support Home / Remote Support

Our remote support solution is instantly available to our managed clients as part of their ProWatch Service Package.

To remotely access your office PC via ScreenConnect click the button below.

ScreenConnect

For instructions on how to use remote access via ScreenConnect click below.

CLICK HERE

To remotely access your office PC via NINJA click the button below.

NINJA Remote Access

For instructions on how to use remote access via NINJA click below.

CLICK HERE

Only run the following programs with instructions from ACTSmart tech support.

LabTech Agent TeamViewer Quick Access

Step 2

You will be taken to actsmartit.rmm.service.com where you will enter your email address and password to sign in.

Then click "Sign In"

ACTSMART IT

Email

Password

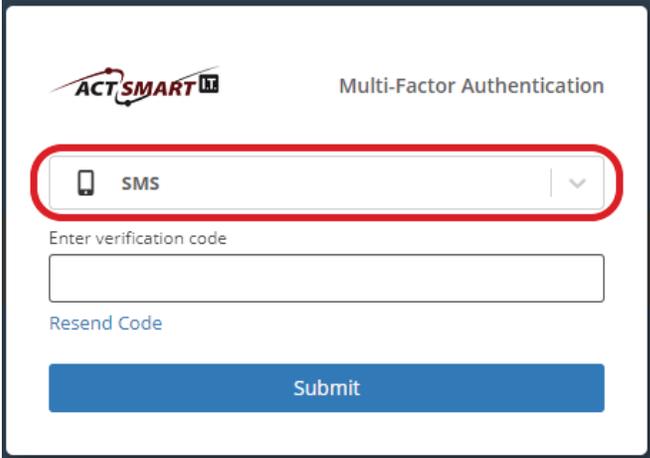
Keep me signed in

Sign In

[Forgot your password?](#)

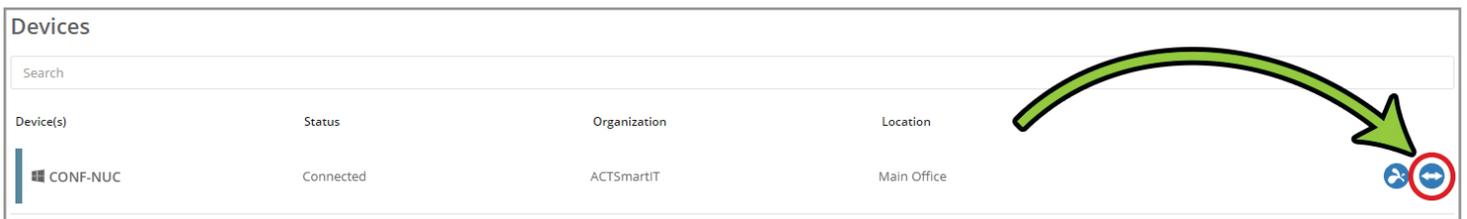
Step 3

Then a “Multi-Factor Authentication” Window will come up and you should receive a new text message with a 6-digit verification code to enter in the box.



Step 5

Once you are signed in you will log into your computer by clicking on the TeamViewer icon

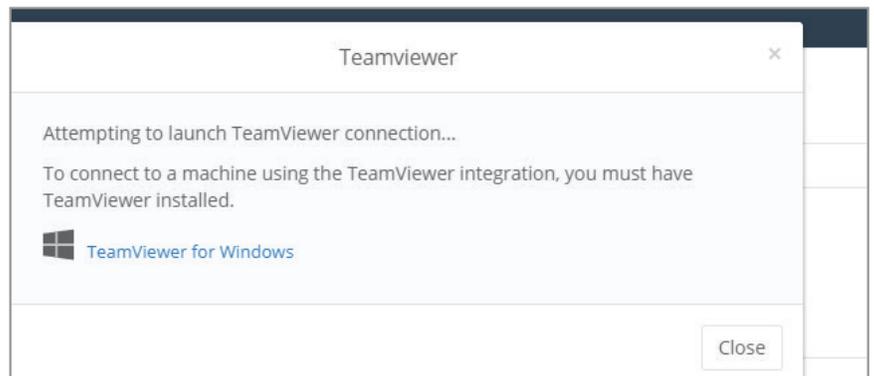


Device(s)	Status	Organization	Location
CONF-NUC	Connected	ACTSmartIT	Main Office

Step 6

A window will appear that will allow you to install TeamViewer unless it is already installed.

If it is already installed a window will popup. If it does not popup click “TeamViewer for Windows” and install it as a free version.



Step 7

Then once TeamViewer is installed, login from the site, again to access your work computer!

**To close your remote session click on the “X” in the top left corner of the grey task bar.*

