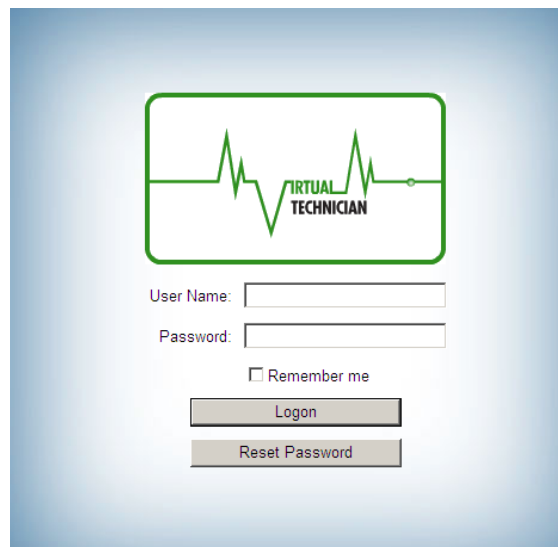# Live Manager Users Guide

Open internet explorer and type https://vigilix.net in the address bar of the web browser. From the following screen, enter your username and password. You may check the "Remember me" option if you wish. Your password will expire after 90 days and you will be required to choose a new password. Please choose a new STRONG password. Minimum length of 7 characters and contains 3 of the following 4 types of characters: Numbers, Lowercase characters, Uppercase characters, and Special characters. It also may not contain the user id for the user for which the password is being set (case insensitive comparison).

In the upper left area of the main screen, click on "Remote Control Agents"
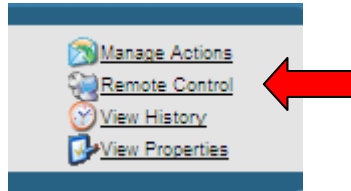
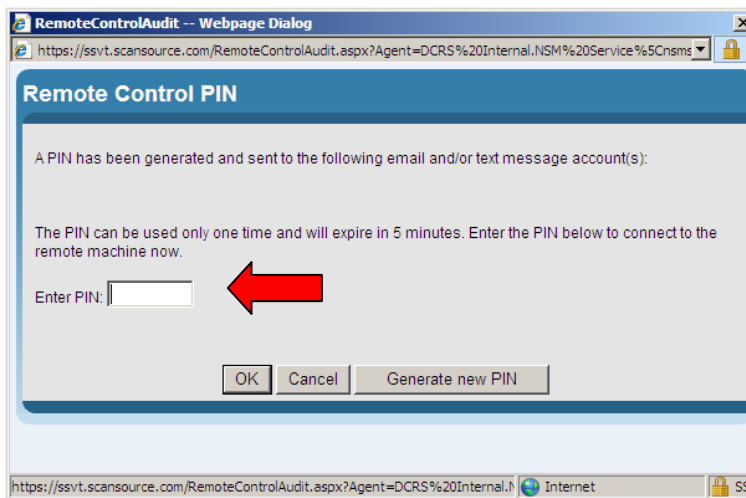You will notice that YOUR agent(s) will display.

At the far right of the screen, click on "Click for Options"

Click on the "Remote Control" link and you will be prompted for your PIN number.

Within 5 minutes, enter the PIN number you receive via E-mail here and click "OK" to connect.

You will now be connected to your system remotely. When you are finished, close the connection by clicking the X in the upper right corner of the window.

For further support, please contact DCRS Solutions at 314-739-6666 or 800-231-0166.

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