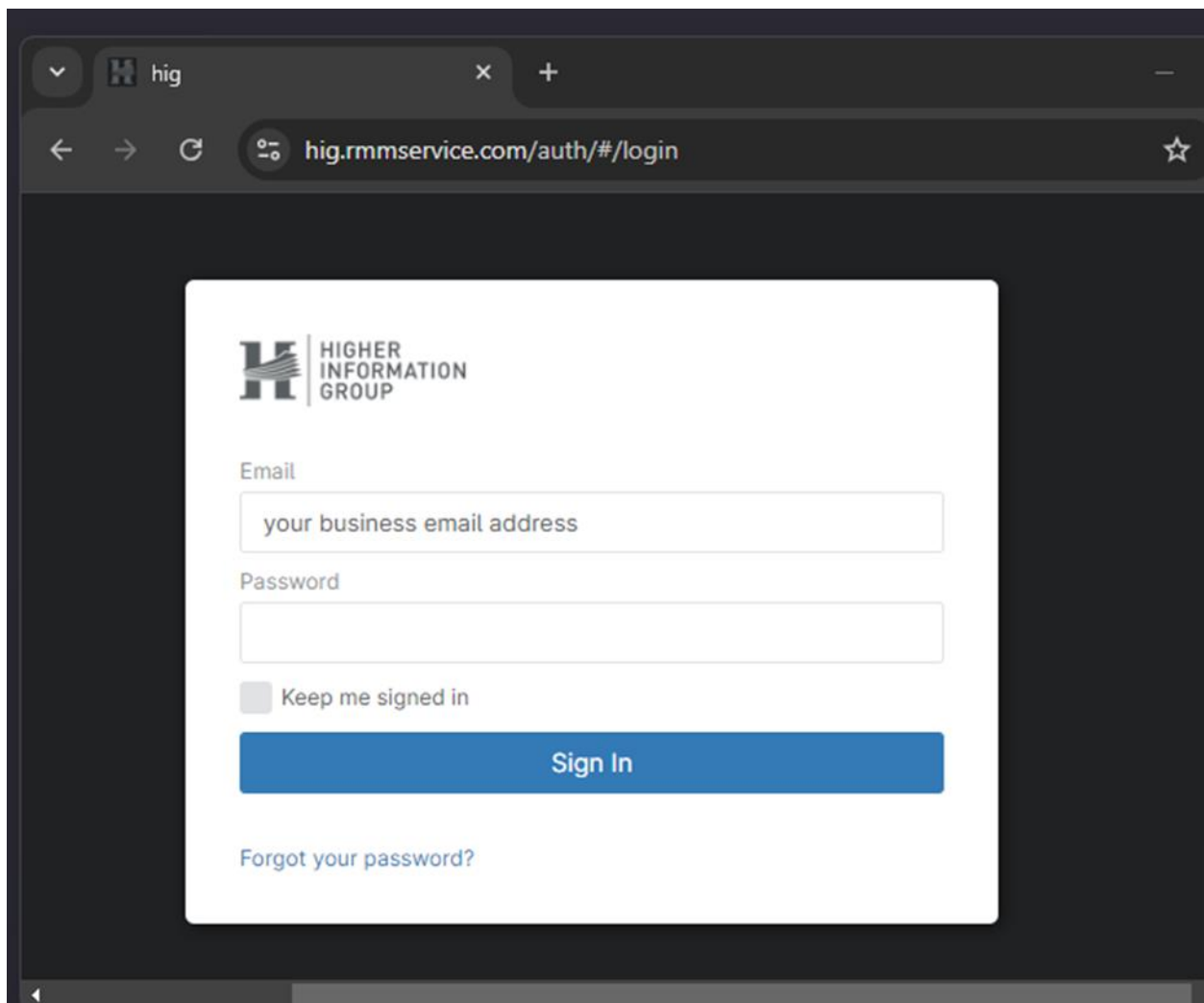


Accessing the Higher Information Group Remote Access Portal

The first step in accessing the Higher Information Group Remote Access Portal is to contact the [helpdesk](#) and request an invitation to the portal. If you've already received the invitation and configured your username, password and MFA, continue following the steps below.

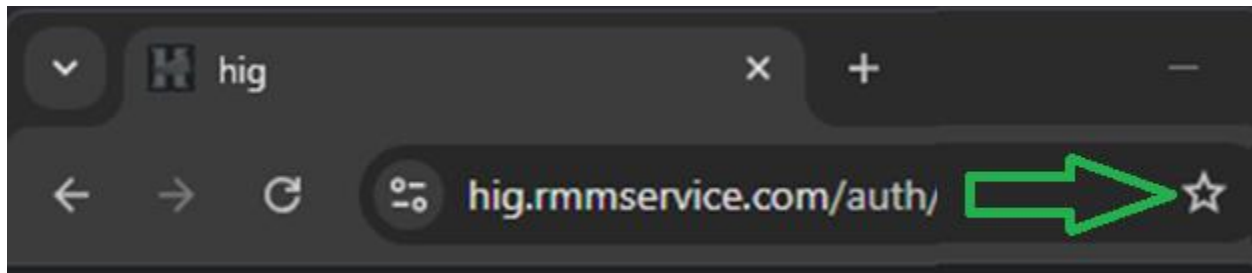
From your home computer, launch a web browser and navigate to the Higher Information Group Remote Access Portal by navigating to: <https://hig.rmm-service.com>.



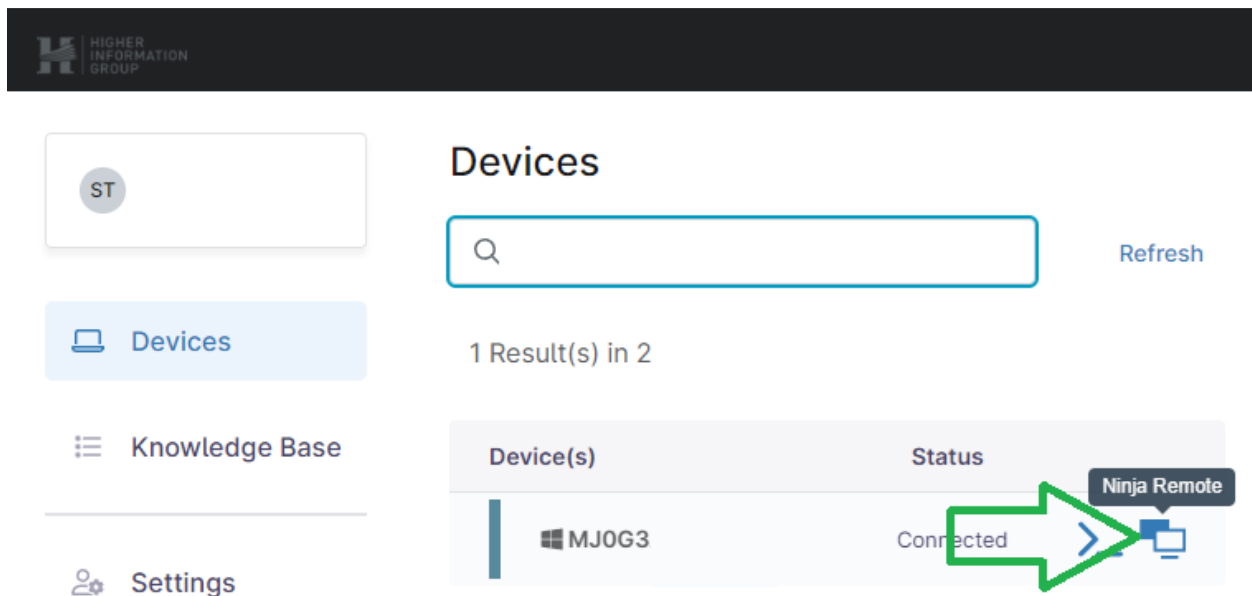
The image shows a web browser window with the address bar displaying hig.rmm-service.com/aut#/#/login. The page content is a white login form centered on a dark background. At the top left of the form is the Higher Information Group logo, consisting of a stylized 'H' and the text 'HIGHER INFORMATION GROUP'. Below the logo are two input fields: 'Email' with the placeholder text 'your business email address' and 'Password'. Under the password field is a checkbox labeled 'Keep me signed in'. A large blue button labeled 'Sign In' is positioned below the checkbox. At the bottom of the form, there is a link that says 'Forgot your password?'.

Enter your previously configured credentials for the portal.

Consider adding the website to your saved bookmarks.

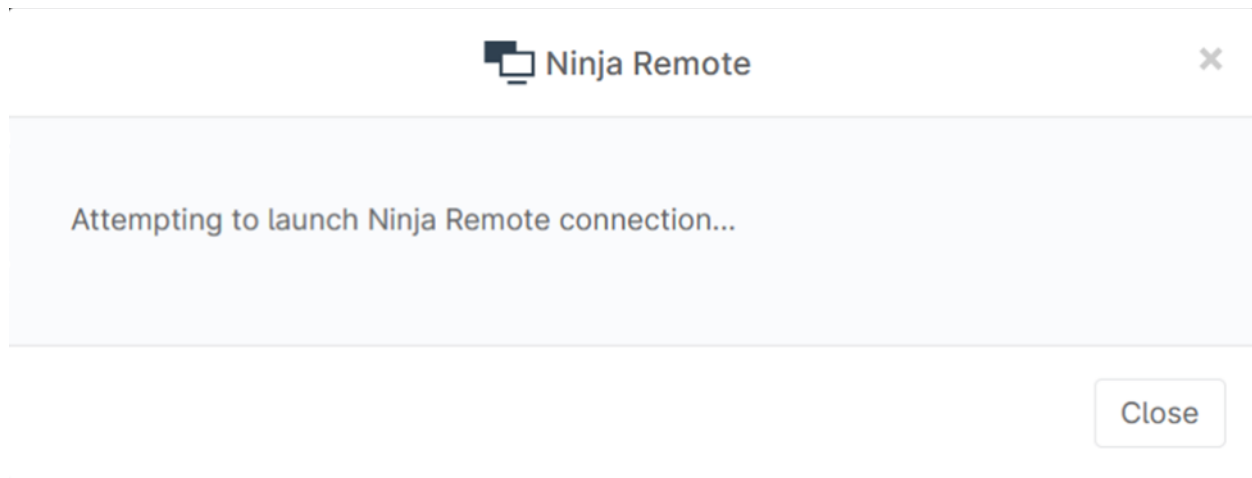


Once logged in, you will be presented with a list of available computers to connect to.

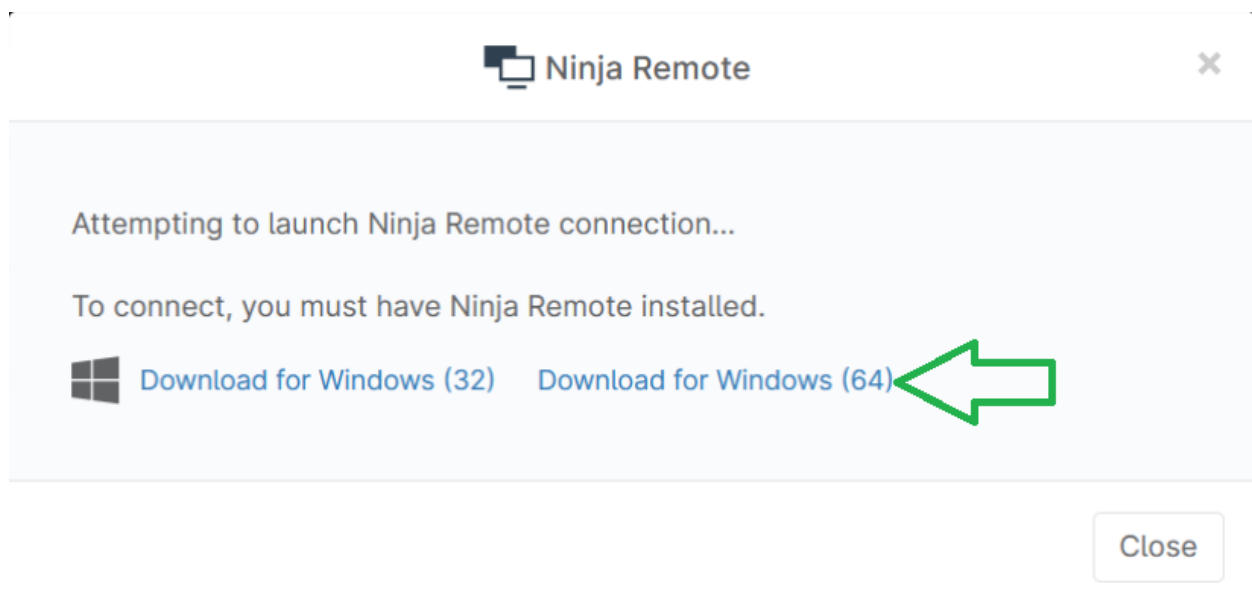


Select the Ninja Remote icon which appears as two monitors.

Clicking the Ninja Remote button will initiate a remote session to the selected machine.

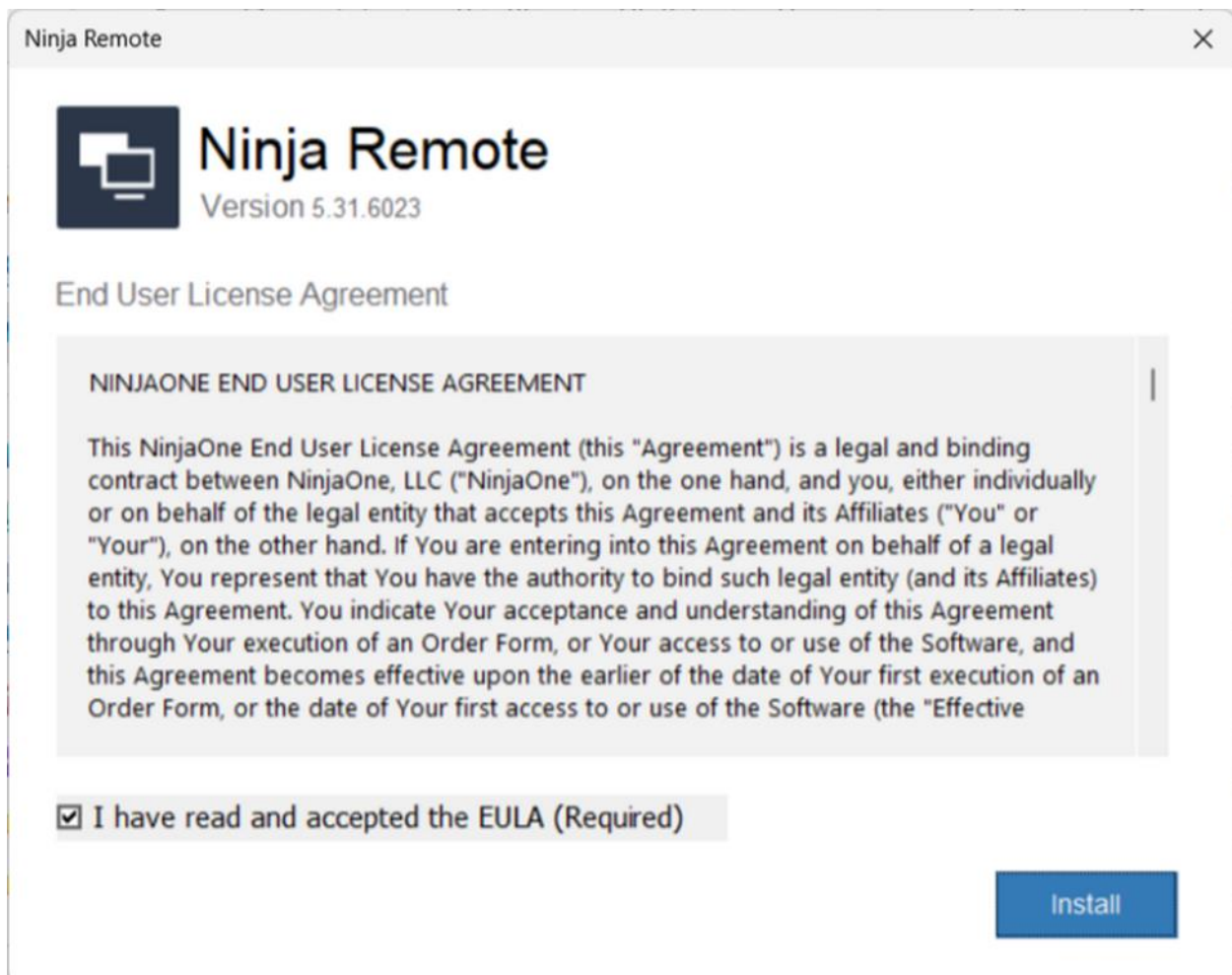


If the Ninja Remote software has not been previously installed, you will be prompted to download and install it. ***Note, this should only occur once.**

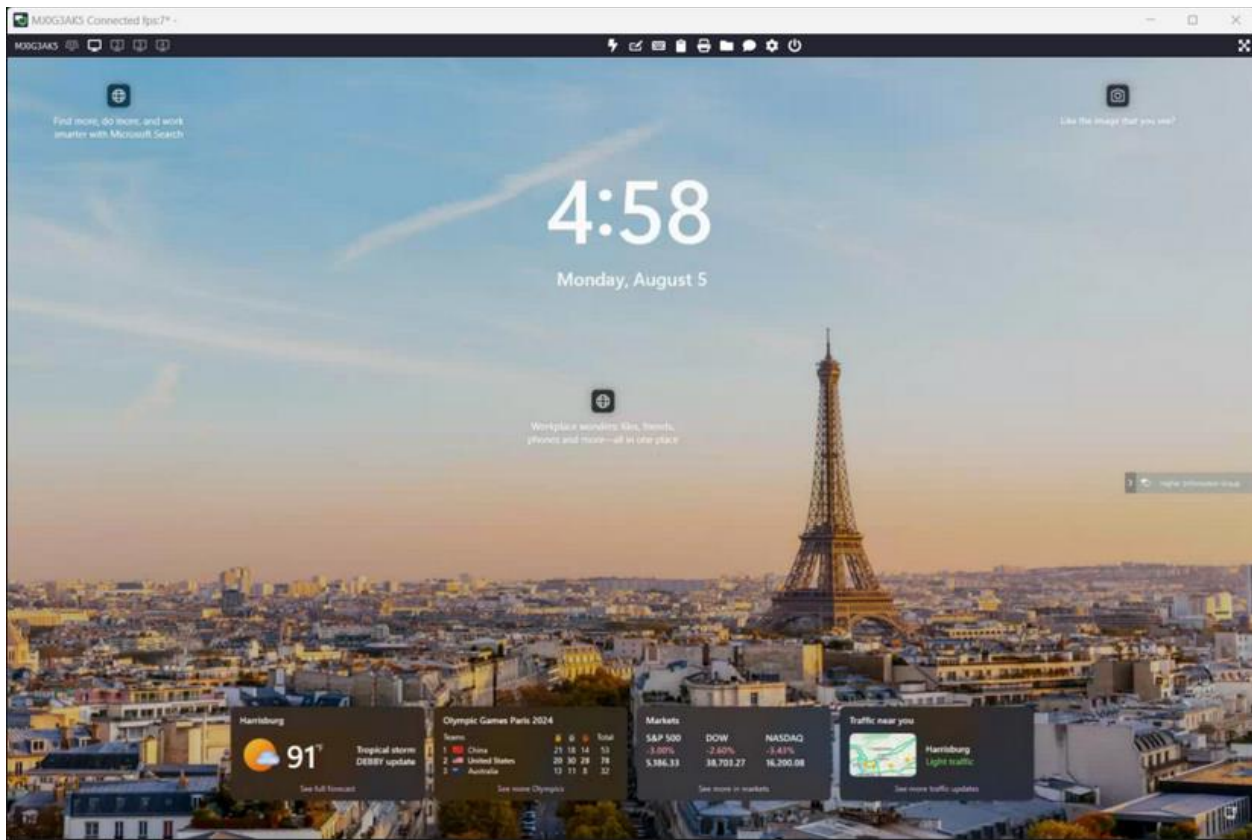


Select **Download for Windows (64)**.

Step through the installation of the Ninja Remote software.



Once installed, a remote connection window will launch.



Use the Lightning bolt icon to send a CTRL, ALT, DEL to begin the login process.



If you have multiple monitors, you can toggle between them or view all of them using icons depicted in the upper-left hand corner of the remote connection window.

