



ACTY – How to use it – Customer

Developed by	Nicola Hackett
Last updated	30/06/2020
Manufacturer/Client that this procedure refers to	ACTY Software

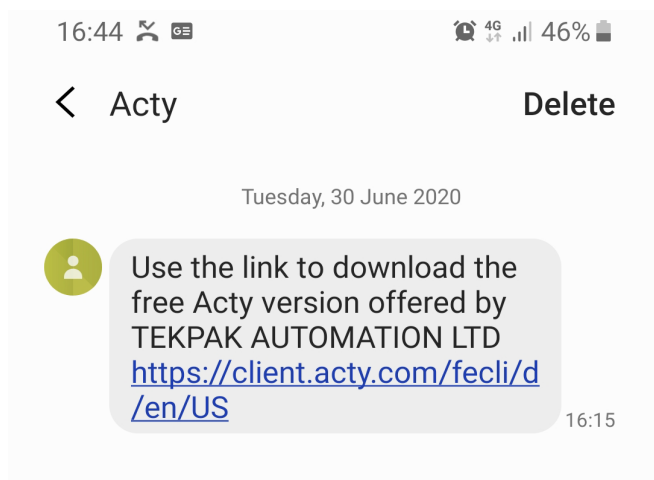
Contents

1	Receive a SMS to Launch Communication	1
2	Launch Communication	2
2.1.1	Assistance with App	2
2.1.2	Assistance with Web Client (Without App)	2
2.2	Camera View	2

1 Receive a SMS to Launch Communication

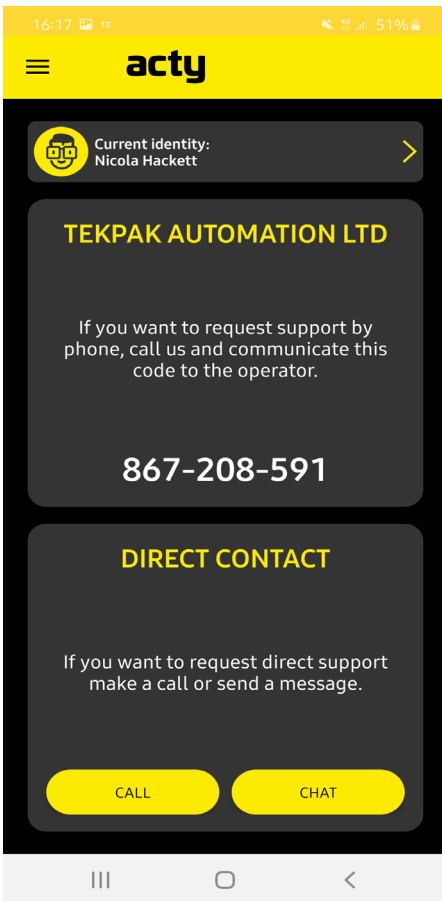
After establishing a remote access call with our Service Team, a Tekpak Engineer will send the customer an SMS to Launch Communication.

Please inform the Tekpak Engineer if you would like to download the App or receive support via the web platform (chrome preferred).





2 Launch Communication



2.1.1 Assistance with App

Click the link in the SMS, this will re-direct you to the ACTY App on your mobile play store.

Download the ACTY app.

Once installed, you will be requested to confirm your identity via an activation link sent by email.

Please note you may need to check your spam folder for this email.

Once activated - A unique number will appear on your user app screen.

2.1.2 Assistance with Web Client (Without App)

Click the link in the SMS, this will re-direct you to the ACTY web platform. You will need to open it in the Chrome Web Browser

User Licence and Privacy – Please check both boxes to proceed

2.2 Camera View

Once the support session has begun, click the camera icon on the toolbar to reverse your camera view and allow you to direct the Tekpak Operator to your issue.

