

Access the Dalhousie GIS Center Remotely to Troubleshoot ArcGIS Pro and ArcMap

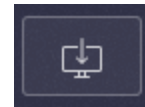
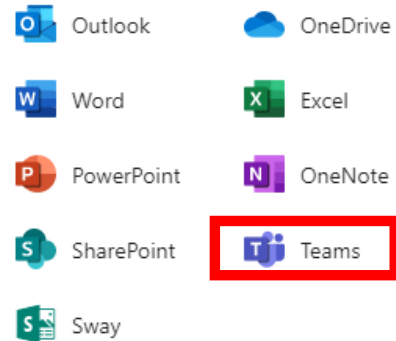
Name	Hours
GIS Centre (5 th Floor Killam Library)	M-F: 12:00 pm – 4:00 pm
Jennifer Strang (GIS Centre)	M-F: 9:00 am – 4:00 pm

Log in to ‘Microsoft Teams App’

If Application is not on Desktop:

- Open your “Microsoft Teams” account with you Dalhousie Email. This can be done on your computer by opening your email on your browser and going to your **app launcher** in the top left corner of the screen.
- Once the app launcher is selected find your Teams app and select.
- Now that you have the Microsoft Teams app opened in your browser, find the “**download desktop app**” button in the bottom left hand corner.

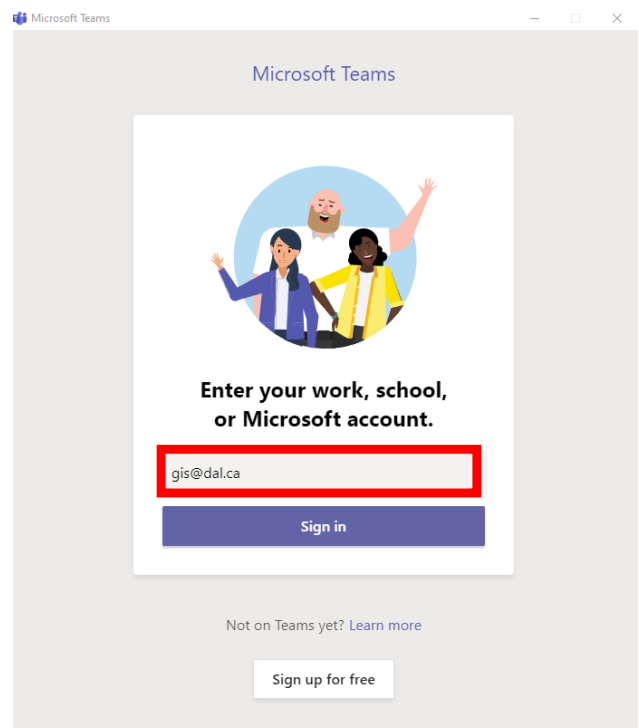
Apps



*You may have to re-sign in with your Dalhousie credentials after downloading the desktop application.

If Application is on Desktop:

- Open your “Microsoft Teams” account using the desktop application, and sign in with your **Dalhousie Email**.
- The app will prompt you to the Dalhousie sign in screen where you will re-enter the password associated with your net ID credentials.
- You should now have access to the Dalhousie Network and be able to search for students and faculty using the App.



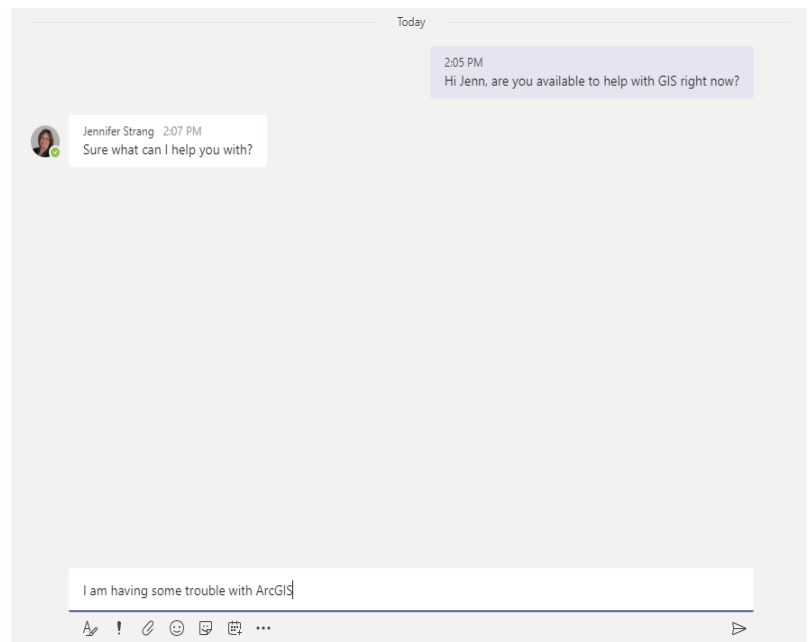
Accessing GIS Centre Employees Remotely

Microsoft Teams App:

- Now that you are signed in to Teams, go to the search bar at the top of the application and search for a Dalhousie GIS interns through the ‘**GIS Centre Group Email**’, or ‘**Jennifer Strang**’ who is the GIS Analyst at Dalhousie University.

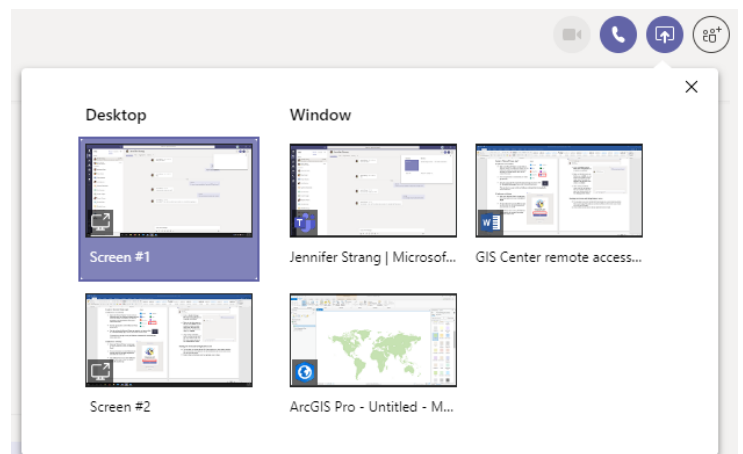


- Click on **Jennifer Strang** or **GIS Centre Group Email** icon to open up conversation.
- Make sure that their status says that they are **available**, you can do this by hovering over their image status. The image will indicate if they are busy, away, offline, or **available**.
- After checking availability, reach out on the chat and ask if they are available to help with GIS at the moment and are not busy helping another student.

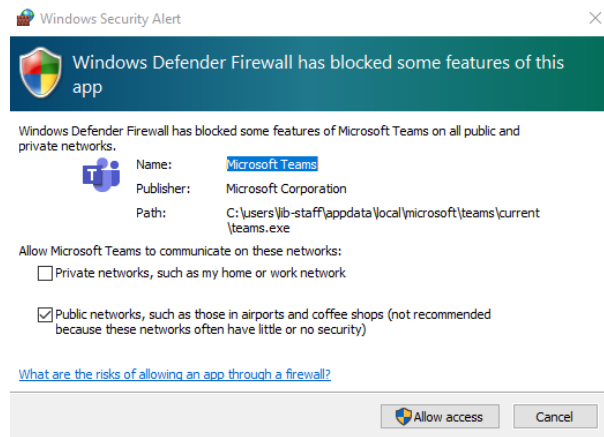


Sharing your Screen and Giving Remote Access

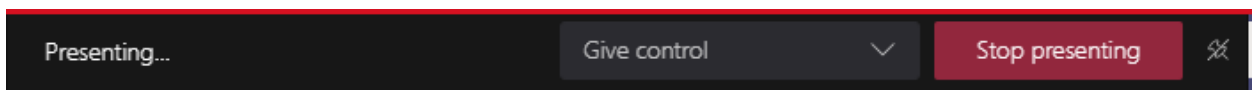
- You can **share your screen** with the GIS Centre employees to show them the problem that you are having. The employees can then troubleshoot with you the issues to help you with your GIS-related questions.
- Click the **start sharing your screen** button in the top right hand corner to begin, make sure you are giving access to your **Desktop Screen**.



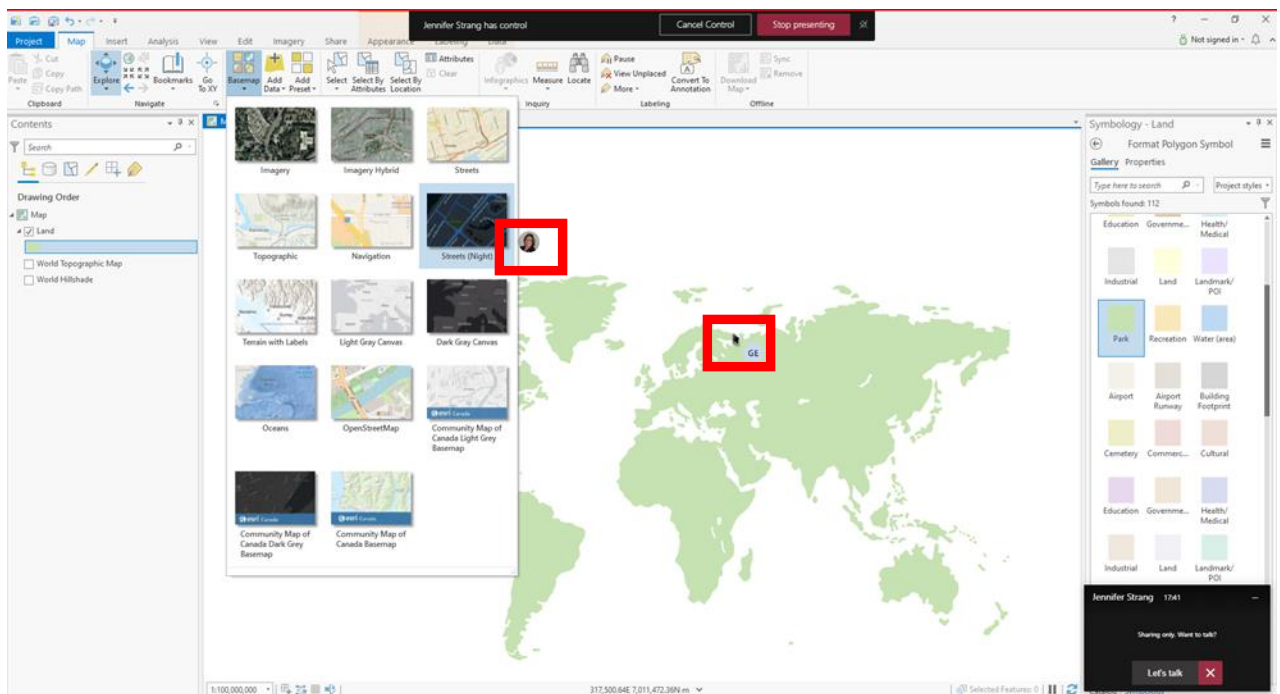
- You may have a Windows Security Alert pop up on your screen that looks like this:
- **You don't need to press allow access**, just exit out the alert to begin sharing your screen with the GIS Centre employee.



- Now that you've begun sharing your screen, the top of the screen should indicate that you are in **presenting mode**. The GIS Centre employee will now be able to see what you have on your screen and be able to help resolve your GIS issues.

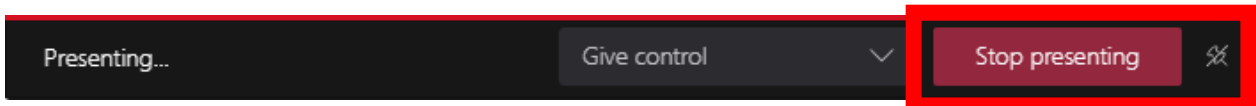
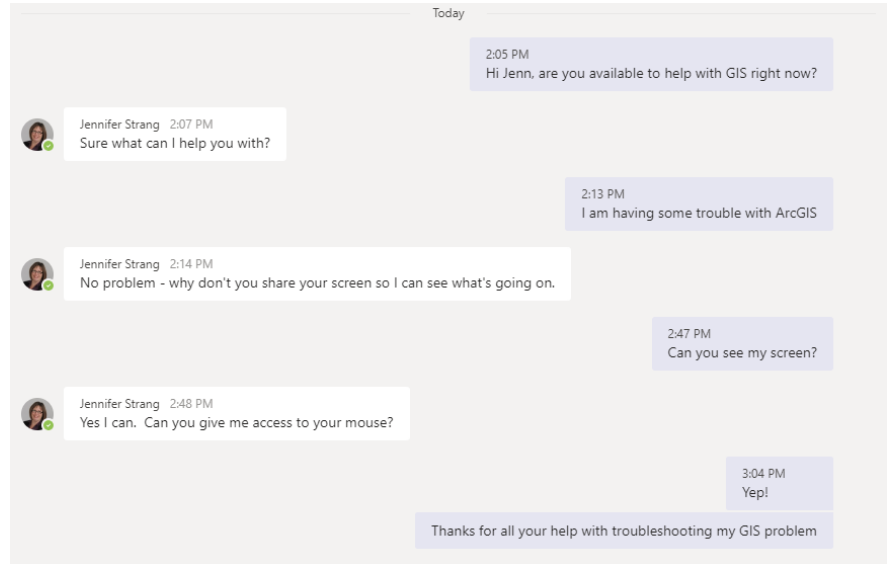


- If need be, you can allow a GIS Centre employee to access your computer remotely by clicking the "Give Control" button, and clicking the employees name.
- The GIS Centre employee should now be able to access and interact with your computer remotely to help you troubleshoot issues in ArcGIS. You will see two mice on the screen, one will have your image and the other will be the employee's image.



Troubleshoot GIS Problem and Finish Project

- After giving access and sharing your screen with the employee, they should be able to fix the problem that you are having.
- After everything is done, press **Stop Presenting** to finish remote help from the GIS Centre.
- Make sure to let the employee know that you are done with the remote help.



And there you have it! You've accessed Dalhousie's GIS Centre Remotely and have successfully troubleshoot your GIS problem with one of its employees.

Things to Keep in Mind:

- Be respectful to all the employees at the GIS Centre. They are here to help but may be busy with other students at the same time.
- Make sure anything you want to be private (emails, other assignments, etc.) are closed when sharing your screen with GIS Centre employees.
- If a problem cannot be fixed through chat or screen sharing, there is option to call over the Teams app. This option is only available in private settings and cannot be accessed using computer owned by the library (i.e.: Killam Library).
- **Note that remote sharing will only be available during the GIS Centre hours of operation as mentioned on the first page.**