



Leffler.Support

Leffler.Media LLC

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Table of contents

1. Leffler.Support Knowledge Base	3
2. Email	4
2.1 Email Support	4
2.2 Change email password	5
3. Remote Support	6
3.1 Remote Support	6
3.2 Android Phone	7
3.3 MeshCentral	8
3.4 ScreenConnect	9
3.5 TeamViewer	10
4. Webhosting	11
4.1 Webhosting	11
4.2 Website not updating after change	12

1. Leffler.Support Knowledge Base

2. Email

2.1 Email Support

Here is a basic KB for email related items

2.2 Change email password

THIS IS STILL A WIP

3. Remote Support

3.1 Remote Support

1. [MeshCentral](#)
 2. [TeamViewer](#)
 3. [ScreenConnect](#)
- [Android Phone](#)

3.2 Android Phone

Download the MeshCentral Android App [HERE](#)

1. Open MeshCentral Agent
2. Hit "Set up server"
3. Allow camera (you can choose always or only this time doesn't matter, it's just to take a picture of the QR Code below)
4. Scan the QR Code Below
5. Hit OK, when asked "setup to: mesh.leffler.support?"
6. Now hit connect
7. Allow access to files if/when prompted

QR Code

3.3 MeshCentral

3.4 ScreenConnect

1. Go to lefflermedia.screenconnect.com by clicking the link or typing it in your URL bar
2. I will provide you with the support code

3.5 TeamViewer

3.5.1 Preferred option

Click [THIS](#) link and download and run the "TeamViewer QuickSupport"

3.5.2 Option 2

Go to [TeamViewer.com](https://www.teamviewer.com) and scroll down to "TeamViewer QuickSupport" like the picture below, then download and run the EXE, once you've ran it I need the ID number and password

4. Webhosting

4.1 Webhosting

Here is a basic KB for webhosting related issues

4.2 Website not updating after change

If your website updates haven't been shown make sure to reload the page at least twice by hitting ctrl+r in the browser. Also incognito mode is great as well. If using Chrome hit ctrl+shit+n and then go to your site



<https://kb.leffler.support/>