

Customer Notification

Date Effective: 9/18/2017

**Time Management System Screen Connect**

Important Service Notification – ACTION REQUIRED

This notification addresses the need for Time Management Systems’ new remote desktop software to be added to Antivirus Exceptions and possible needed IT changes.

This new system will replace our current Go-To-Assist but will provide customers a better experience through more efficient tools. These tools will allow our employees to better serve our customers. Completion of these steps will ensure no disruption when seeking support from Time Management Systems.

**Time Management Systems Screen Connect**

Process:

1. You will receive a code and be directed to access <http://timemanagementsystems.com/connect/>
2. Enter code on screen and click join.
3. You will be directed to install an on-demand client.
4. After support is given and the session is ended, the client is uninstalled with no input from you.

Security:

Our customers security and safety is of utmost importance. As such our system boasts industry accepted features.

1. SSL Website Security
2. 256-bit AES Encryption between customers and TMS
3. PCI Compliance

Exceptions:

For our system to run properly the Screen Connect Client will need the following exceptions.

1. Should be included as an exception within Antivirus applications and allowed to install.
2. Port 443 should be open to access.
3. The following IP addresses may need to be added to your network white list; 34.226.51.61 and 34.229.27.166. All client traffic will all be TCP security protocol.

If you are uncomfortable making these changes please contact your IT Department.

Should you have questions about your TMS Software please contact us at 605.271.7124