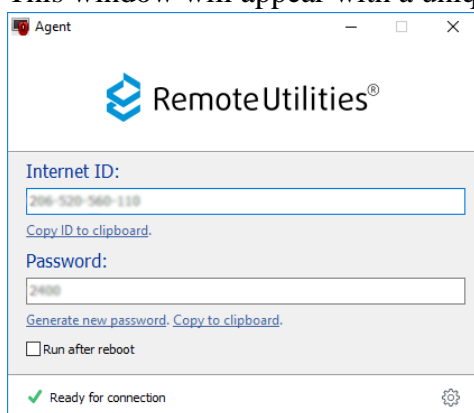


Dear Valued Client,

In order for us to best assist you, please follow the instructions below.

1. Follow this link: <https://www.remoteutilities.com/download/agent.exe>
2. Your browser should open with an option to run or save the Agent program - select “Run”.
3. This window will appear with a unique Internet ID and Password:



4. Leave this window open and have the Internet ID and Password information ready.
5. Call us at (718) 885-8750.