

**Installation Procedure** (These steps will need to be performed ONCE on each computer you want *Black Diamond* to have access to):

1. Download the CrossLoop setup file to your computer.
2. Double-click on the "crossloopsetup.exe" file you just downloaded.
  - a. You may be asked, "Do you want to run this file?" If so, click "Run."
3. You will be prompted to select a language for installation. Do so and press "OK."
4. Click "Next" on the first screen.
5. Accept the license agreement and click "Next."
6. Uncheck the boxes to "Create a desktop icon" and "create a quick launch icon." Press "Next."
7. Press "Install."
8. Allow the installation to finish. Uncheck the "Launch CrossLoop" box. Press "Finish."
9. You may delete the file you downloaded in step one.

**Usage Procedure** (These steps will need to be performed EACH TIME *Black Diamond* needs to access your computer):

1. Open your Start Menu. Go to "All Programs" or "Programs." Find and open the "CrossLoop" folder. Click "CrossLoop."
2. You will be asked to "Create Account" or "Login." Click the "Skip" link in the lower right-hand corner.
3. Click on the tab labeled "Share."
4. Provide the Black Diamond technician with your "Access Code," then press "Connect." \*
5. When the technician attempts to access your computer, you will be prompted to allow his/her connection. Be sure to answer, "Yes" to this prompt.

\*If you receive any message from your firewall program, be sure to allow "CrossLoop" and "WinVNC" to access the network.