



LedgerFortress

Remote Setup Guide

Getting LedgerFortress installed on your computer

This guide walks you through everything you need to do so we can install LedgerFortress on your computer and walk you through the basics — all from the comfort of your own desk. No technical experience needed. You'll be in full control the entire time, and the connection ends the moment we're done.

What You'll Need

- A computer (Windows or Mac)
- A stable internet connection
- A Google account (we'll help you create one if you don't have one — it's free)
- About 10 to 15 minutes of your time

What's ahead

We'll walk through three parts: **(1)** Install Google Chrome, **(2)** Sign in to a Google account, and **(3)** Share your screen with us. Skip any part you've already done.

Part 1: Install Google Chrome

Chrome is a free web browser made by Google. We need to use it because the remote support tool only works inside Chrome. If you already have it installed, skip to Part 2.

1

Check if you already have Chrome

Look on your desktop or in your applications for a colorful round icon (red, yellow, green, and blue). If you see it, skip to **Part 2**. If not, continue below.

2

Go to the Chrome download page

In your current browser (Safari, Edge, Firefox, or whatever you're using), visit google.com/chrome.

3

Click "Download Chrome"

You'll see a big blue button labeled **Download Chrome**. Click it. The website will automatically detect whether you're on Windows or Mac and give you the right version.

4

Run the installer

Windows: Open the downloaded file (usually called *ChromeSetup.exe* in your Downloads folder). Click **Yes** if Windows asks for permission. Chrome will install itself and open automatically.

Mac: Open the downloaded file (usually called *googlechrome.dmg*). Drag the Chrome icon into your Applications folder. Then open Chrome from your Applications.

5

Open Google Chrome

Find the Chrome icon (colorful round circle) and double-click to open it. You should see a clean white window with a search bar in the middle. **Move to Part 2.**

Heads up

Chrome will ask if you want to make it your default browser. You can say **yes** or **no** — it doesn't affect this guide either way.

Part 2: Sign in to Google

Chrome needs to know who you are before it can let someone share your screen. A Google account is the same thing as a Gmail address — if you have a *yourname@gmail.com* address, you already have a Google account.

1

Click the profile icon in Chrome

In the top-right corner of Chrome, you'll see a small circle (it might have a silhouette or a letter in it). Click on it.

2

Click "Sign in" or "Turn on sync"

If you already have a Google account (Gmail), enter your email and password to sign in. **Already signed in? Skip to Part 3.**

3

Don't have a Google account? Create one (free)

Visit accounts.google.com/signup and follow the prompts. You'll choose a name, an email address (Gmail), and a password. The whole process takes about 3 minutes. Then come back to Chrome and sign in with your new account.

Why do I need this?

Google requires you to be signed in before it'll let anyone share your screen — this is a safety feature so that strangers can't connect to your computer without your knowledge. We never see your Google password.

Part 3: Share Your Screen with Us

This is the main event. You'll generate a one-time code that lets us connect to your computer, and you'll see everything we're doing the entire time.

1

Open the remote support page

In Chrome, go to remotedesktop.google.com/support. You'll see a page titled **Remote Support** with two sections: *Get Support* and *Give Support*.

2

Under "Get Support," click the download button

It looks like a blue circular download arrow. Chrome will install a small extension called **Chrome Remote Desktop**. Follow the prompts (it'll ask you to confirm — click **Add to Chrome**, then **Add extension**).

3

Click "Generate Code"

Once the extension is installed, return to the support page. A blue button labeled **Generate Code** will appear. Click it.

4

Send us the 12-digit code

A code will appear (something like **123 4567 8901**). Read it to us over the phone or send it to us in a text message. **The code expires in 5 minutes**, so do this quickly.

5

Approve the connection

Once we enter your code on our end, a pop-up will appear on your screen asking if you want to allow us to connect. Click **Share**. You'll see a small bar at the bottom of your screen showing the session is active.

6

Sit back — we'll handle it from here

We'll install LedgerFortress, set up your account, import any data you have, and walk you through the basics. You can watch everything we do, and you can ask questions at any time.

7

When we're done, click "Stop Sharing"

The button is in the small bar at the bottom of your screen. The session ends immediately and the code becomes invalid. We can never reconnect without you generating a new code.

Security & Privacy

We take your privacy seriously. Here's exactly what Chrome Remote Desktop does and doesn't allow:

One-time codes only. Every session requires a fresh code from you. Codes expire in 5 minutes and can only be used once.

You stay in control. Click *Stop Sharing* at any moment to instantly end the session.

No background access. Chrome Remote Desktop doesn't run when you're not actively in a session. We can't see anything when you're not sharing.

Encrypted connection. All screen-sharing traffic is encrypted by Google in transit. Nobody in between can see what's on your screen.

Easy to remove. You can uninstall the Chrome extension anytime by right-clicking it and selecting *Remove from Chrome*.

We never see your passwords. We won't ask for your Google password, Wi-Fi password, or any banking info. If you need to type a password during the session, we'll look away or pause.

Troubleshooting

My code expired before we connected.

No problem — just click **Generate Code** again for a fresh one and send us the new code.

The Chrome extension won't install.

Make sure you're using Google Chrome — not Safari, Edge, or Firefox. The Chrome Remote Desktop extension only works inside Chrome.

The connection drops mid-session.

Check your internet connection. If it's working, generate a new code and we'll reconnect. Anything we did before the drop is already saved.

I don't see the "Share this screen" button.

Make sure you're signed into your Google account inside Chrome. The button only appears after you've signed in. Look for the profile circle in the top-right corner of Chrome.

I'm worried about giving access to my computer.

Totally understandable. Remember: you watch everything we do, you can stop the session at any time, and once it's over we have zero ongoing access. If you ever feel unsure, just click Stop Sharing.

I have a Mac and the steps look different.

Chrome and the remote support page work the same on Mac and Windows. The buttons and links are in the same places — only the installer file name is different.

Quick Reference

Keep this page handy during setup. Everything you need at a glance.

Item	Details
Chrome download	google.com/chrome
Remote support page	remotedesktop.google.com/support
Create a Google account	accounts.google.com/signup
Code validity	5 minutes — single use only
End the session	Click 'Stop Sharing' in the bottom bar
Total time	10–15 minutes for first-time setup
Cost	Free — no payment required

Still nervous? That's okay.

If anything in this guide is unclear or you'd prefer to do the setup in person or over the phone step by step, just let us know. We're happy to walk you through it however feels most comfortable. Your peace of mind matters more to us than saving 10 minutes on a remote session.

*Questions? Reach out to your LedgerFortress contact anytime.
This guide is provided for one-time remote support sessions only.*