Communicating Steps to End Users for Waking Computers

https://campus.barracuda.com/doc/90443734/

You must provide steps to end users so that they can log into Service Center to wake their computer if they want to work remotely.
For example, here is a sample email you could send to end users.

Ensure you provide the following information in the email:

- the address to Service Center
- the username and password the end user should use
- optionally, your contact information if users have trouble

Sample Email

As part of our remote management and monitoring service, we have implemented power management at your site. By doing this, our goals are to:

- reduce overall energy consumption
- prolong battery life for laptops
- reduce noise
- reduce operating costs for energy and cooling

All these benefits save money and reduce the impact on the environment.

This means that if you want to work remotely, you have to first wake your computer if it has been power managed to go to sleep after a period of idle time. (Note that if your computer is off or set to hibernate, you cannot wake it.)

Here are the steps to wake a computer that is set to sleep:

1. In a web browser, enter the following address in the address bar:
   <address to Service Center>
2. Log in to Service Center using the following credentials:
   Username: <username>
   Password: <password>
3. Select the check box for the computer you want to wake.
4. Click **Wake Computers**.
5. Click **Log Out**.

After a few moments, your computer is ready to use remotely. If you have trouble waking your computer, please contact <contact information>.

Log in using the remote control procedures that your company uses.

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