

## Ask for support with FBM Utility

### Product concerned

	Name	Version
System	Windows	>= XP
Application	FBM Utility	

### Description

How to contact the support with [FBM Utility](#) (available on Windows).

### Solution

#### Video tutorial

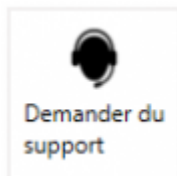
📺 (Double-click video to enlarge)

[Video tutorial](#)

- Start FBM Utility (shortcut on desktop).



- Choose **Ask for support**.



Demandez du support à votre correspondant informatique et consultez des informations sur votre machine.

- Click on **Ask for support** to directly write and send a email to [supportfbm@unil.ch](mailto:supportfbm@unil.ch).
- If you have **RealVNC** on your computer, click on the icon to start RealVNC (remote service).
- If you recently asked for support, click on **See my current requests** to see the state of your current requests.

### References

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[fbm utility](#), [teamviewer](#)