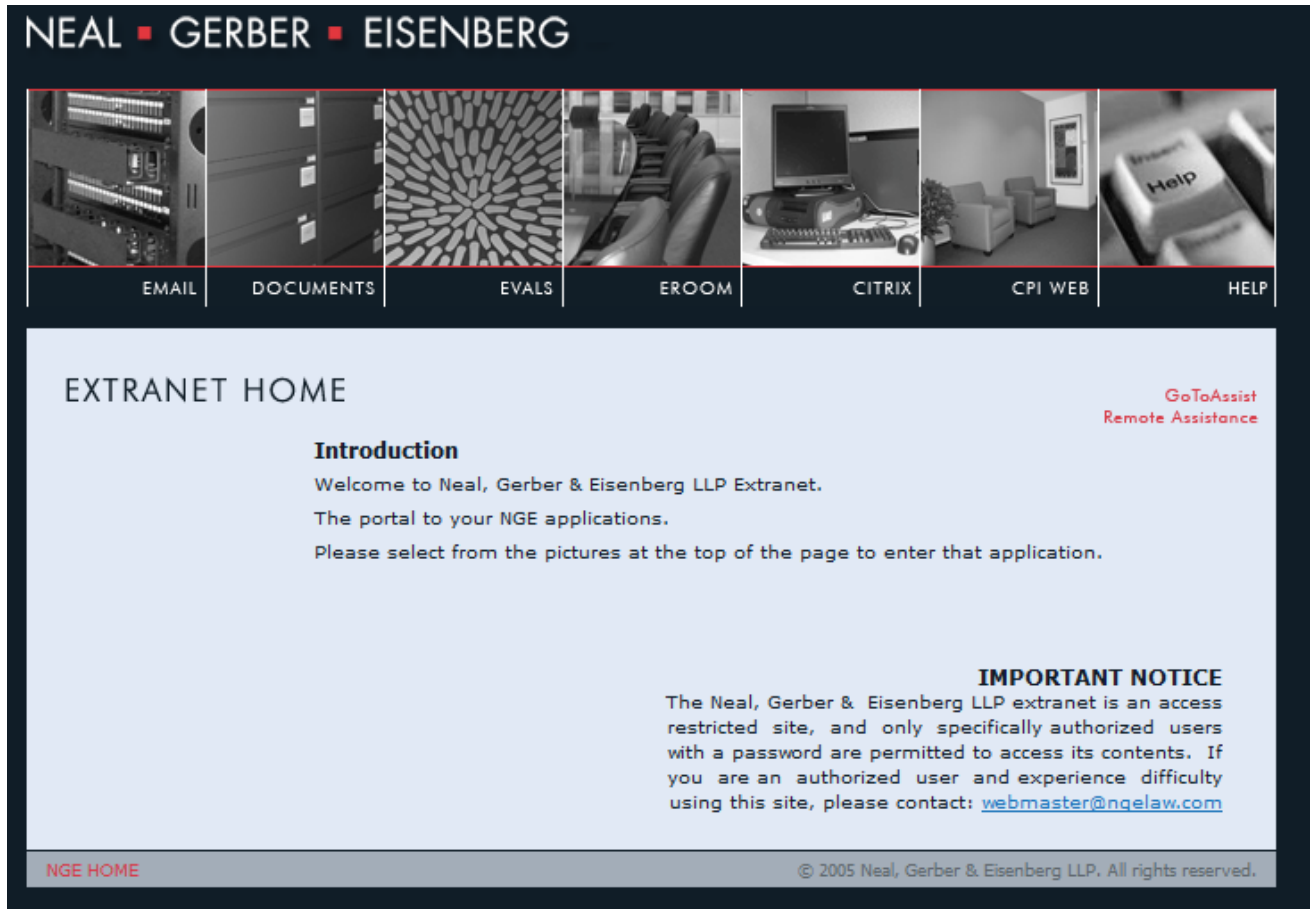


## Support via GoToAssist

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MIS can also help by taking control of your remote computer with a feature called GoToAssist. By entering in your name and a code, provided by the technician, it allows MIS temporary access to your machine to help resolve your work related problem. To access the GoToAssist page while on the phone with a technician go to [chicago.ngelaw.com](http://chicago.ngelaw.com) and click on the GoToAssist Remote Assistance link as shown below.



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**EXTRANET HOME**

**GoToAssist Remote Assistance**

**Introduction**

Welcome to Neal, Gerber & Eisenberg LLP Extranet.  
The portal to your NGE applications.  
Please select from the pictures at the top of the page to enter that application.

**IMPORTANT NOTICE**

The Neal, Gerber & Eisenberg LLP extranet is an access restricted site, and only specifically authorized users with a password are permitted to access its contents. If you are an authorized user and experience difficulty using this site, please contact: [webmaster@ngelaw.com](mailto:webmaster@ngelaw.com)

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Please note that if your issue is related to your connection itself, this tool cannot be utilized and you may need to contact your ISP to resolve this issue.