



Welcome <Example>

Dear <Example>,

You are receiving this email because video services have been activated for you. Below you will find a list of the new services that have been activated for you.

Service Additions

Below you will find an overview of your services:

Video App Login

First name: <Example>

Last name: <Example>

Username: <example>@vgconnectus.com

Please follow the instructions below to set up your Video Conferencing as a Service account:

Step 1: Set up your password – Click on the link below to request a password set email. Enter your email address and you should receive an email with instructions on setting your password:

[Set Password](#)

Please make note of this password. If you forget the password or would like to reset it, please contact the Pinnaca Support Center using the contact information below.

Step 2: Download the software client using the links below

PC [Video App PC Software Download](#)

Mac [Video App Mac Software Download](#)

iPad [Video App iPad Software Download](#)

Step 3: Log in and use your new Video Conferencing account – Once you have downloaded and installed the client software, gain access to your new account with the provided Username and Password you received.

Note: Using a web browser to access your Video Conferencing account – As an alternative to the client software, you can also use Google Chrome or Mozilla Firefox to conduct video enabled meetings.

1. Download Google Chrome: [Download](#) – or Mozilla Firefox: [Download](#)
 2. Install and open the browser.
 3. Type <https://workspace.vgconnectus.com> in the search bar.
 4. Click in the “Sign in” icon on the screen.
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If you need help: Contact our Support Department

Training Videos	VCaaS Training Videos
FAQs	User Guides and FAQ
Video	URI: videosupport@pinnaca.com IP: 207.250.17.171
Phone Numbers	Local: (952) 400-2580 Toll Free: (866) 433 2240
Email	support@pinnaca.com

We look forward to providing the services and support you
EXPECT

-The Pinnaca Team

