Goodcloud： https://www.goodcloud.xyz

1. Enable GoodCloud management and remote control

In order to troubleshoot modem issues, we need to give an extra Internet connection to the router. Pls use cable or repeater to build 2nd connection.

In the router's admin panel, click Remote Access in applications to open Remote management, as shown in the following image.

2. Register GoodCloud account and bind your device to your account

For more information, see https://docs.gl-inet.com/en/3/tutorials/cloud/

3. Share to GL.iNet technical support

Click the device to enter the device details and share the device with the **gl.inet_support** account

as shown in the following figure.

4. Provide us the login credentials of the device

Please provide MAC address and your router's login password (web and ssh) to use so that we can log in remotely.