My computer shows Offline in Parallels Access

- Parallels Access

Symptoms

My computer shows as Offline in Parallels Access on my mobile device/in browser.

Resolution

1. Make sure your computer is turned on
2. Make sure your computer is not in Sleep mode
3. Open Parallels Access agent window:

for macOS: Click on Parallels Access agent icon in the top menu -> select Manage Access...

for Windows: Double-click the Parallels Access icon in the system tray

- make sure Parallels Access agent is logged in to Parallels Account
- make sure Access is turned ON

If Parallels Access agent is log in and accessible, try performing the steps below and check:

- Make sure that the same account is used on all of your devices.
- Click Turn Off Access button and wait for a couple of minutes, then Turn On Access back.
- Click on your account email address and select Sign out, then Sign In back.
- Reboot computer.

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