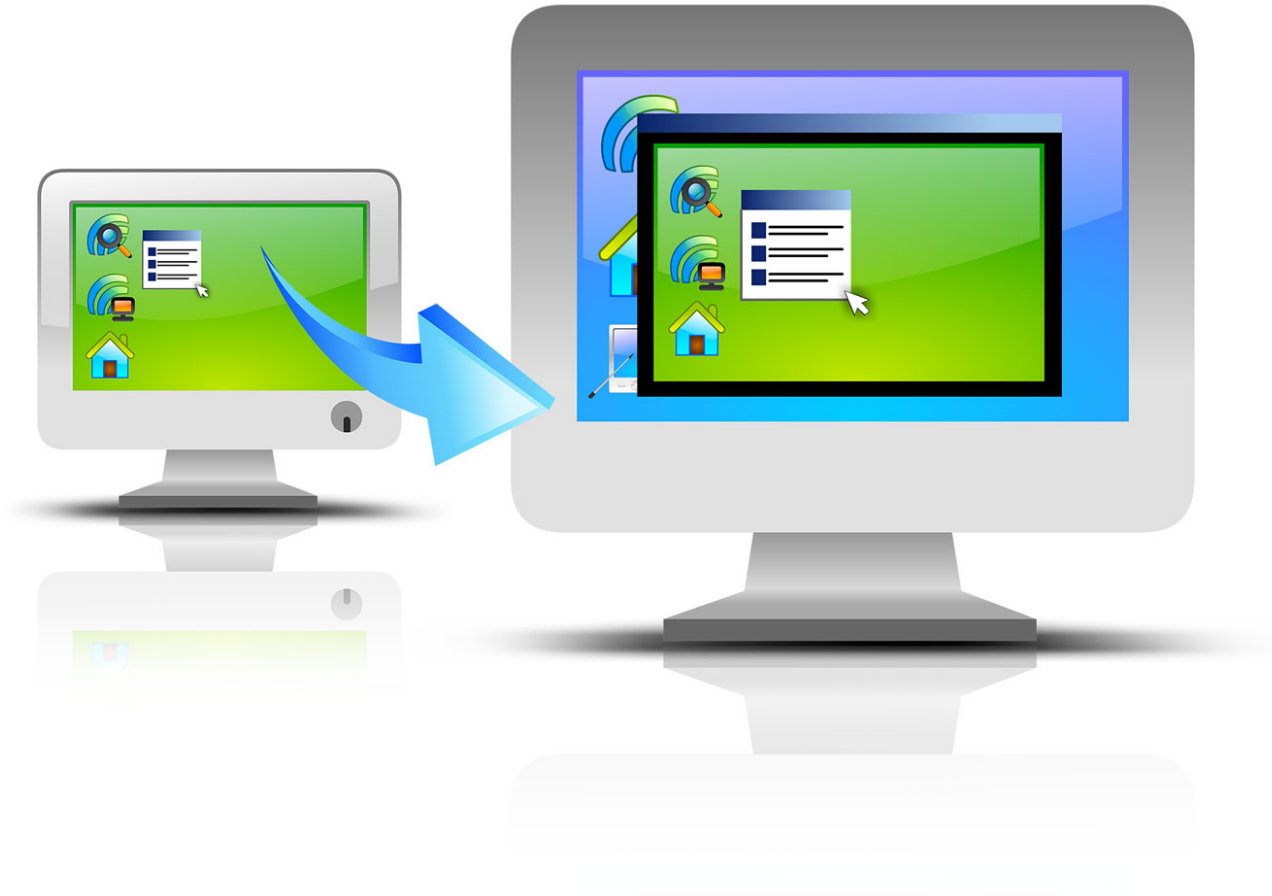




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On business days from 6:00 AM to 6:00 PM PST



Remote Access Helpdesk User Manual

TABLE OF CONTENTS

Introduction	4
Features.....	4
Administrator: Manage Technicians.....	5
Technician: Initiate a Remote Support Session	9
Customer: Avail Technical support	13
Conduct the Remote Support Session.....	15
Remote Support Host Tray Menu	18
Remote Printing	20
Compatibility	25
System Requirements.....	25
Technical Support.....	26

Introduction

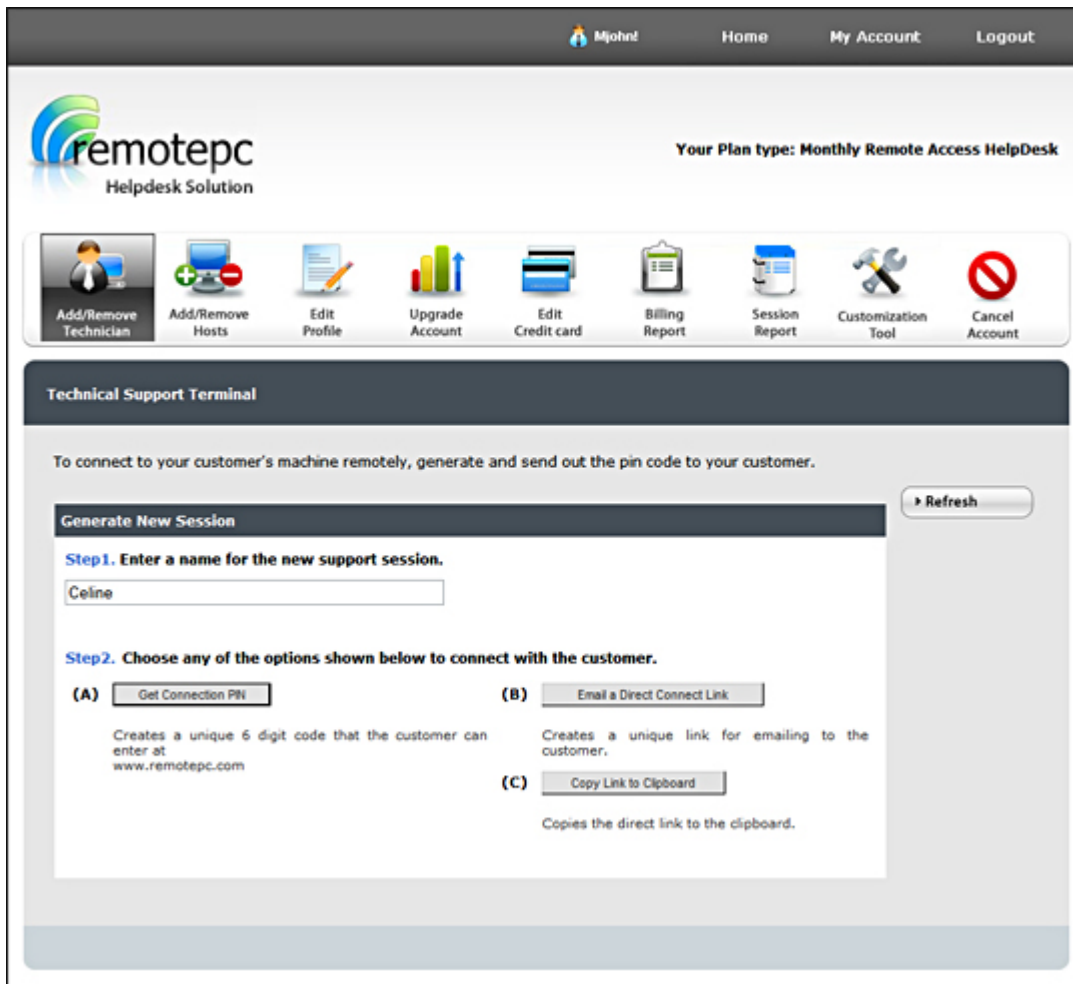
Remote Access Helpdesk is a simple way to provide remote customer support. You can concurrently support multiple customers and resolve PC related issues. A cost-effective customer service solution, our web-based remote support solution saves time and leads to improved productivity.

Features

- **Administrator** can manage support sessions via technicians
- **Web-based system** for anywhere, anytime remote support
- **Secure communication** using 128-bit RC4/SSL encryption
- Works over most **firewalls**
- Interact with customers over **chat**
- **Reboot customer's PC** and automatically reconnect to continue the support session
- Perform **administrative tasks** on customer's PC
- Two-way clipboard to **copy-n-paste information** quickly
- **Print from customer's PC** to a printer at the support end (available with Microsoft Windows 7, Windows Server 2003, Windows XP and Windows 2000)

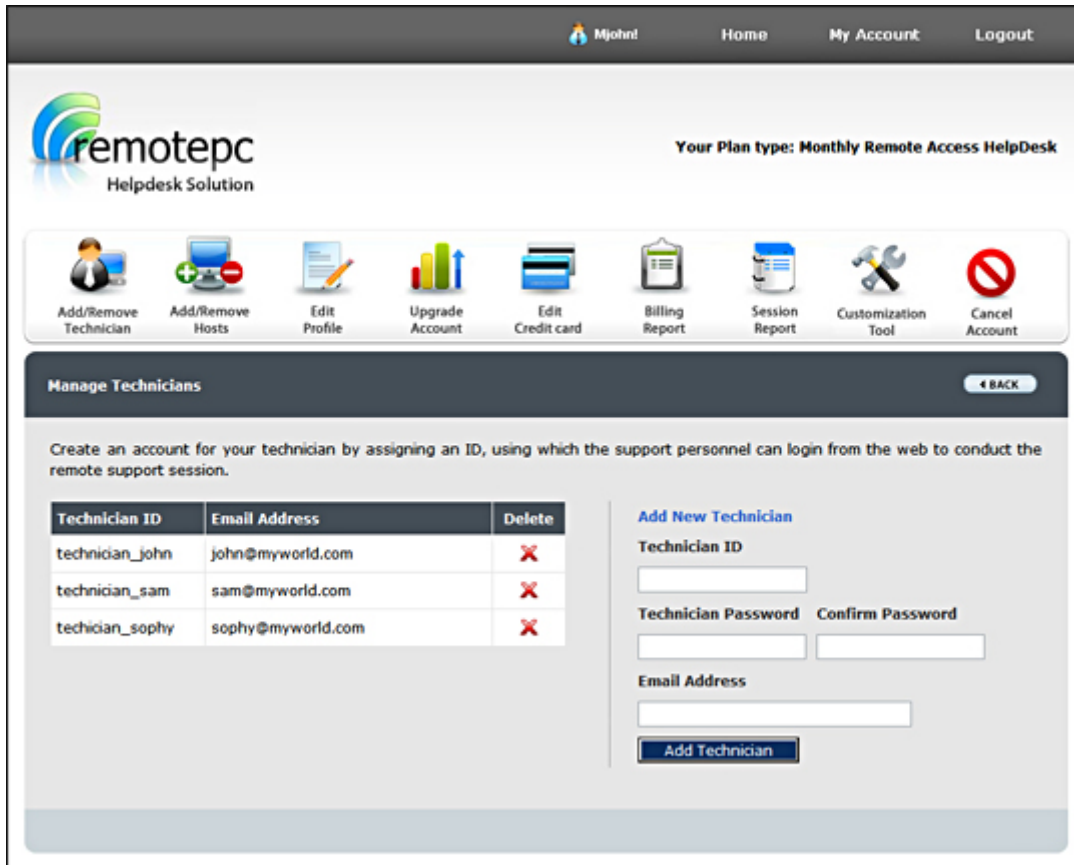
Administrator: Manage Technicians

Remote Access Helpdesk offers administrators the provision to manage technicians. For this, sign up and login to your Remote Access Helpdesk account at <http://www.remotepc.com/>. Click the 'Add/Remove Technician' icon on the web console.



The screenshot displays the Remote Access Helpdesk web console. At the top, a navigation bar includes a user profile icon labeled 'Mjohnd', and links for 'Home', 'My Account', and 'Logout'. Below this, the 'remotepc Helpdesk Solution' logo is on the left, and 'Your Plan type: Monthly Remote Access HelpDesk' is on the right. A central row of icons represents various functions: 'Add/Remove Technician' (a person at a computer), 'Add/Remove Hosts' (a computer with a plus and minus sign), 'Edit Profile' (a document with a pencil), 'Upgrade Account' (a bar chart), 'Edit Credit card' (a credit card), 'Billing Report' (a document with a dollar sign), 'Session Report' (a document with a magnifying glass), 'Customization Tool' (a wrench and screwdriver), and 'Cancel Account' (a red prohibition sign). Below these icons is a dark grey header for the 'Technical Support Terminal'. The main content area contains the instruction: 'To connect to your customer's machine remotely, generate and send out the pin code to your customer.' Below this is a 'Generate New Session' section with a 'Refresh' button. It includes two steps: 'Step1. Enter a name for the new support session.' with a text input field containing 'Celine', and 'Step2. Choose any of the options shown below to connect with the customer.' which presents three options: (A) 'Get Connection PIN' (described as creating a unique 6 digit code), (B) 'Email a Direct Connect Link' (described as creating a unique link for emailing), and (C) 'Copy Link to Clipboard' (described as copying the direct link to the clipboard).

Create an account for your technician(s) by assigning an ID – using which the support personnel can login from the website to conduct the support session.



The screenshot shows the 'Manage Technicians' section of the remotepc Helpdesk Solution. The interface includes a navigation bar at the top with links for 'Mjohnd', 'Home', 'My Account', and 'Logout'. Below the navigation bar, the 'remotepc Helpdesk Solution' logo is displayed, along with the text 'Your Plan type: Monthly Remote Access HelpDesk'. A row of icons represents various management functions: Add/Remove Technician, Add/Remove Hosts, Edit Profile, Upgrade Account, Edit Credit card, Billing Report, Session Report, Customization Tool, and Cancel Account. The 'Manage Technicians' section features a table with three columns: Technician ID, Email Address, and Delete. The table lists three technicians: technician_john, technician_sam, and technician_sophy. To the right of the table is a form to 'Add New Technician' with fields for Technician ID, Technician Password, Confirm Password, and Email Address, and an 'Add Technician' button.

Technician ID	Email Address	Delete
technician_john	john@myworld.com	✖
technician_sam	sam@myworld.com	✖
technician_sophy	sophy@myworld.com	✖

Add New Technician


Technician ID

Technician Password Confirm Password

Email Address

While you can create any number of technicians, the number of concurrent support sessions that the technicians can conduct will depend on the plan.

In case you are required to share your Remote Access Helpdesk login credentials with others, you can protect the privacy of critical information like credit card details etc. by enabling the Enhanced Security Password under 'Edit Profile'.


Helpdesk Solution

Mjohn
Home
My Account
Logout

Your Plan type: Monthly Remote Access HelpDesk

Add/Remove Technician
Add/Remove Hosts
Edit Profile
Upgrade Account
Edit Credit card
Billing Report
Session Report
Customization Tool
Cancel Account

Update your profile
← BACK

New Password

Confirm New Password

The password length must be 4 - 16 characters. It can contain only characters A-Z, a-z, 0-9.

Email Address

Country

State (Only for US Residents)

Note: Geographic information is used to optimize your RemotePC connectivity.

Enhanced Security

Safeguard access to sensitive information like profile, credit card details etc – while sharing your RemotePC Username / Password with associates.

☒ Enable enhanced Security

Enhanced Security Password

Confirm Security Password

☒ I would like to receive updates on RemotePC by email.

Save Changes

You can perform the following functions in your account using the web console:



Add/ Remove Technician: Assign an ID to your technicians to conduct the support session.

Add/Remove Hosts: Add or remove hosts from the remote session.

Edit Profile: Update details like password, email address, phone number etc.

- **Enhanced Security:** Protect your sensitive information given in the profile like credit card details, email etc. before sharing your RemotePC Helpdesk account credentials with your associates.

Upgrade Account: Upgrade to a higher Helpdesk plan.

Edit Credit card: Update the credit card details on record and make outstanding payments towards your account, if any.

Billing Report: View all the payments made towards your subscription and generate invoice.

Session Report: View the report for all the support sessions conducted by the technicians.

Customization Tool: Incorporate the pin code entry field on your website to allow customers to directly enter the six-digit pin.

Cancel: Cancel your Remote Access Helpdesk account.

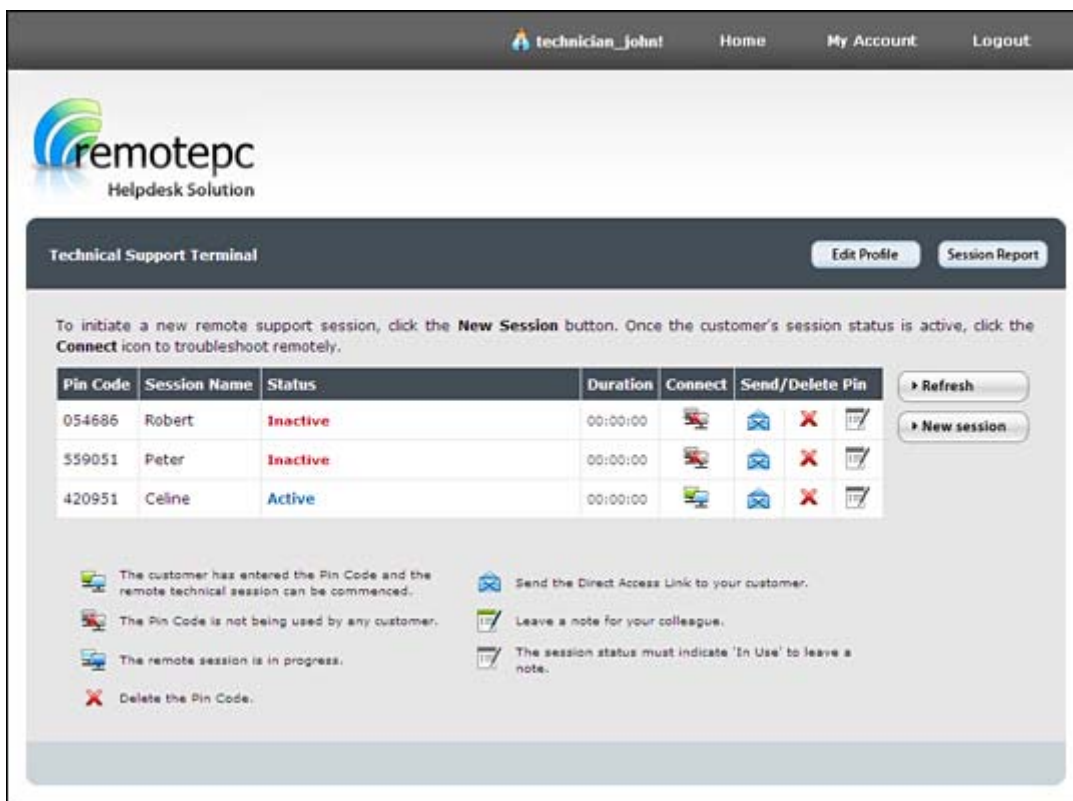
Technician: Initiate a Remote Support Session

Steps

1. Login to the Remote Access Helpdesk account by entering the ID sent by the administrator (via email).

Note: In case you have not been assigned an ID to conduct your remote support sessions, contact your administrator.

2. The 'Technical Support Terminal' is displayed using which you can conduct or create the support session.



Technical Support Terminal [Edit Profile](#) [Session Report](#)

To initiate a new remote support session, click the **New Session** button. Once the customer's session status is active, click the **Connect** icon to troubleshoot remotely.

Pin Code	Session Name	Status	Duration	Connect	Send/Delete Pin
054686	Robert	Inactive	00:00:00		
559051	Peter	Inactive	00:00:00		
420951	Celine	Active	00:00:00		

[Refresh](#) [New session](#)

- The customer has entered the Pin Code and the remote technical session can be commenced.
- The Pin Code is not being used by any customer.
- The remote session is in progress.
- Delete the Pin Code.
- Send the Direct Access Link to your customer.
- Leave a note for your colleague.
- The session status must indicate 'In Use' to leave a note.

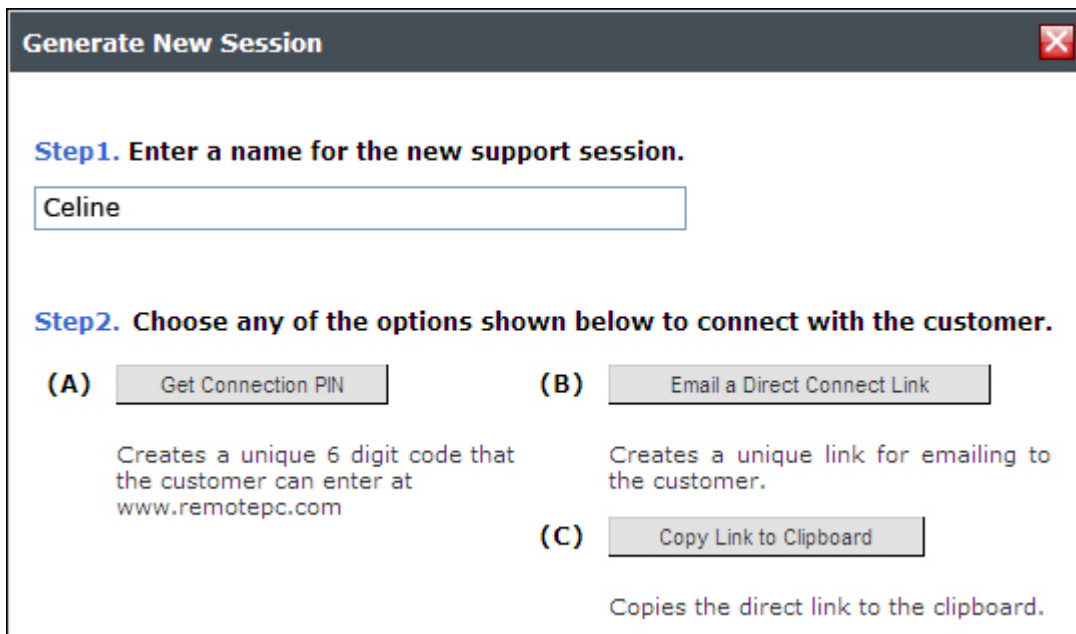
It has the following options/features:

- Pin code: Refers to the six-digit number that has been sent out to the customer.
- Session Name: Indicates the name of the customer.
- Status: Indicates whether or not the customer has enabled remote access to his computer for troubleshooting. Active implies that the host was successfully installed on the customer's computer and enabled using the pin code or link; Inactive shows that the customer had disabled the access, while 'In Use' implies that the technician is already troubleshooting.
- Duration: The duration of the session from start till end.

- Connect: If the 'Status' is 'Active' then upon clicking this icon would allow you to connect to the Host computer.
- Send / Delete Pin: Send the direct link to your customer /delete the pin code / leave a note for your colleague (like the nature of the customer's problem, tasks undertaken etc).
- Refresh: Reflects updates on the support terminal.
- New Session: Initiate a new support session by sending the pin code or direct connect link to the customer.
- Edit Profile: Update your password etc.
- Session Report: View a report of the support sessions handled by you.

Start a remote support session

1. To start a new session, click the 'New Session' button.
2. The 'Generate New Session' screen is displayed from where you can send out the pin code or the direct connect link to your customer.



Generate New Session

Step1. Enter a name for the new support session.

Celine

Step2. Choose any of the options shown below to connect with the customer.

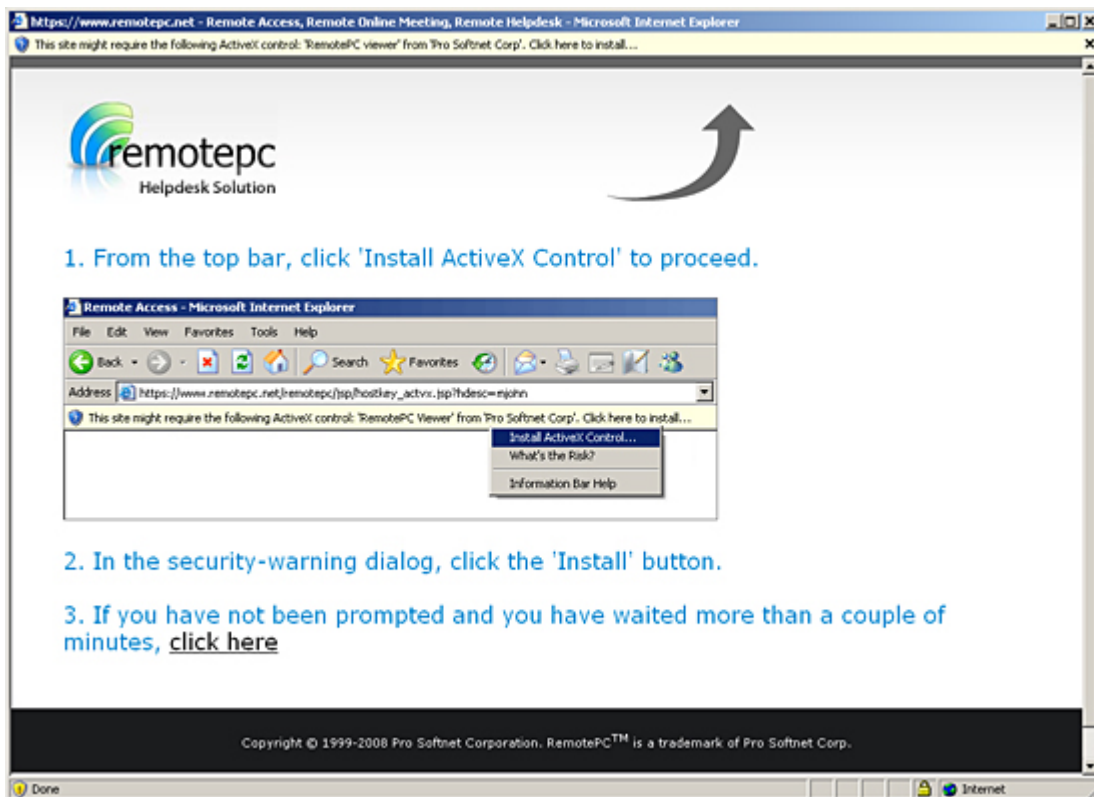
(A) **Get Connection PIN**
Creates a unique 6 digit code that the customer can enter at www.remotepc.com

(B) **Email a Direct Connect Link**
Creates a unique link for emailing to the customer.

(C) **Copy Link to Clipboard**
Copies the direct link to the clipboard.

- Enter a name for the new support session: You (technician) can provide a logical description to identify the customer's computer that you will access. You can use either the pin code or the direct connect link to initiate the remote technical session.
- Get Connection PIN: A pin code is a six-digit number generated at the technical support end, to be used by the customer to initiate and authorize the support personnel to troubleshoot.
- Email a Direct Connect Link: A link that you can send to your customer over email. At his end, the customer needs to click it to initiate and authorize you to troubleshoot.
- Copy link to Clipboard: A link that you can send over instant messenger etc. to your client.

3. If you are using Internet Explorer, you will be prompted to install 'Activex' for remote support for the first time, on a particular computer.



4. If the customer has enabled the option to be prompted before allowing remote access, you may have to wait for the customer's permission

Customer: Avail Technical support

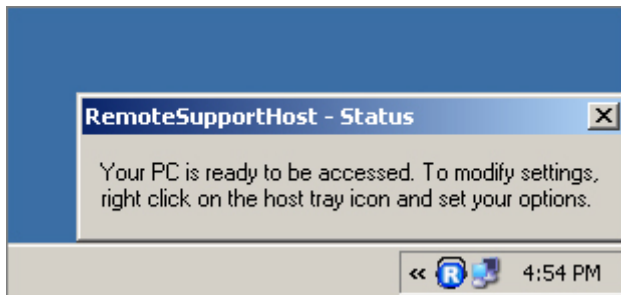
To avail technical support, the customer needs to follow the steps below:

1. Enter the six-digit Pin-Code sent by the technician at <http://www.remotepc.com/>. In case you have been sent the direct connect link, just click it.



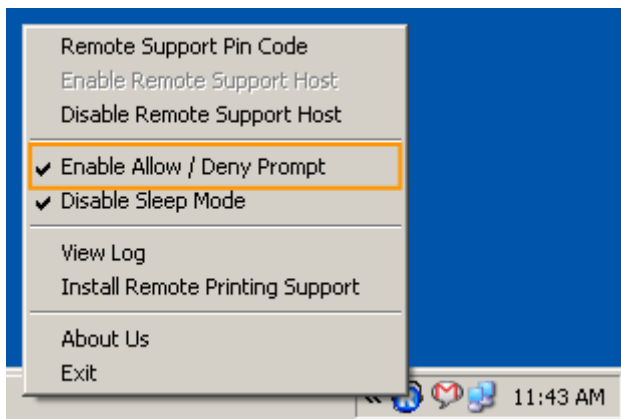
The screenshot displays the RemotePC website interface. At the top, a navigation bar includes links for Download, Overview, Demo, Pricing, Partners, Support, and Faq. Below this, the RemotePC logo is on the left, and a login section on the right prompts for 'Username or Email address' and 'Password', with a 'Forgot Password?' link and a 'Login' button. A large banner in the center features the text 'Remote Access with superior performance*' and 'Access your Office PC from Anywhere; Try out the RemotePC service free for 30 days', accompanied by images of multiple laptops. To the right of the banner, support contact information is listed: 'Support 1 800 949 3555' and 'Business days: 6-00 AM to 6-00 PM PST'. Below the banner, the 'Remote Access for Consumer' section lists two plans: 'Basic Plan: USD 4.95 per month for one PC' and 'Plus Plan: USD 9.95 per month for three PCs', each with a 'Sign up' button. A 'Remote Access for Small Business' section follows, listing a 'Small Business Plan: USD 49.95 per month for 25 PCs' with a 'Sign up' button. A 'View Demo' button is also present. A large, semi-transparent white box with a green arrow pointing to it is overlaid on the page. This box contains the heading 'Customer' and the instruction 'Allow the technician to remotely access your PC to troubleshoot/train.' Below this, it says 'Enter the six-digit Pin Code:' followed by a text input field and a 'Connect' button. At the bottom of the page, there is a 'News / Reviews' section with a link to a PRWEB article titled 'RemotePC Launches Remote Access Helpdesk for SMB Market'. A small asterisked note at the very bottom states: '* RemotePC desktop Viewer application connects to your remote computer in about five seconds, faster than most competing products, improving your overall productivity.'

2. Install the Remote Support Host application when prompted.
3. The remote support tray icon turns 'Blue' indicating that your computer is ready for the remote support session.

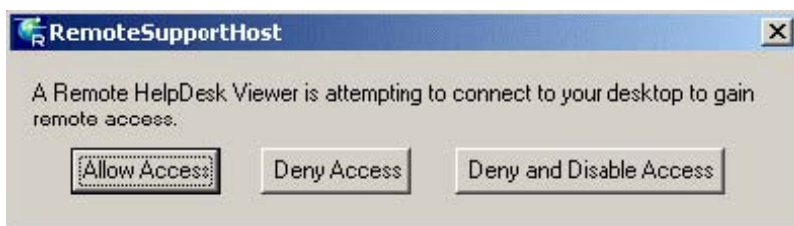


By default, the technician will be able to access your computer to troubleshoot.


However, you can ask to be prompted for permission before the support session (by enabling the 'Enable Allow / Deny Prompt' from Remote Support Host tray).

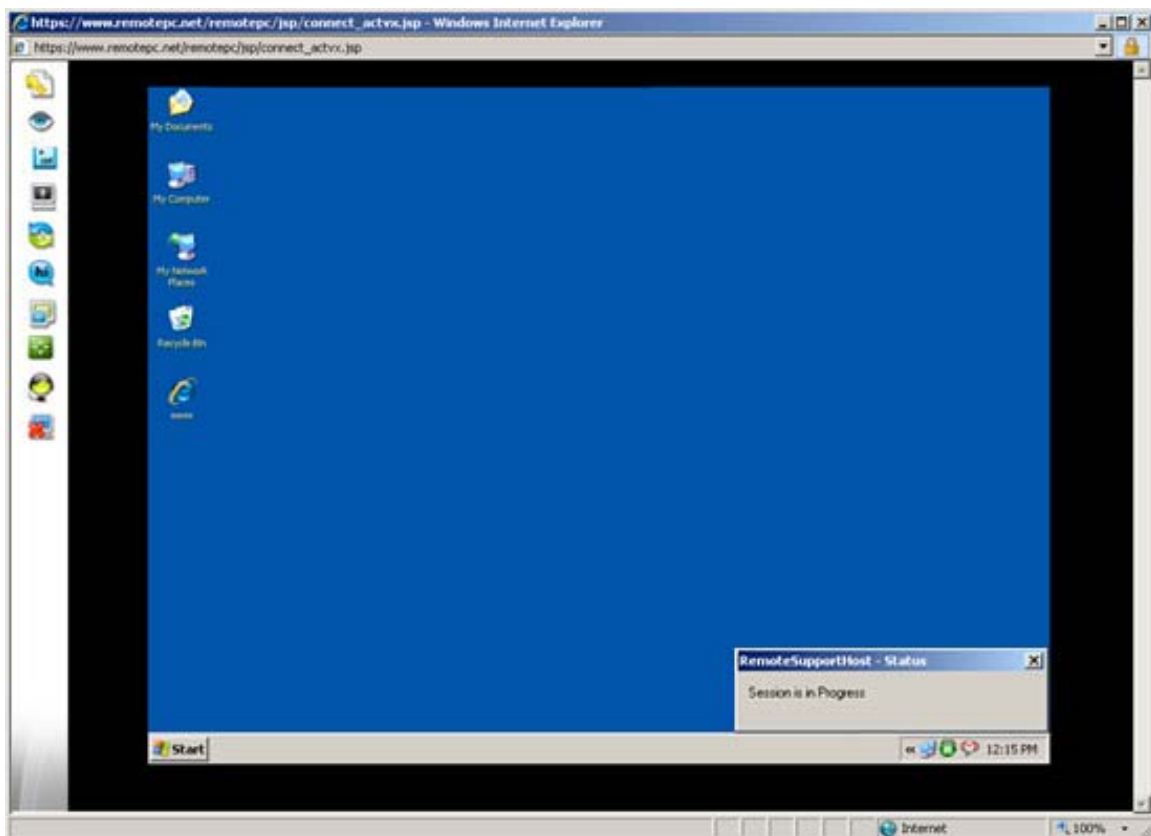


To allow the technician to troubleshoot, you must click the 'Allow Access' button.



Conduct the Remote Support Session

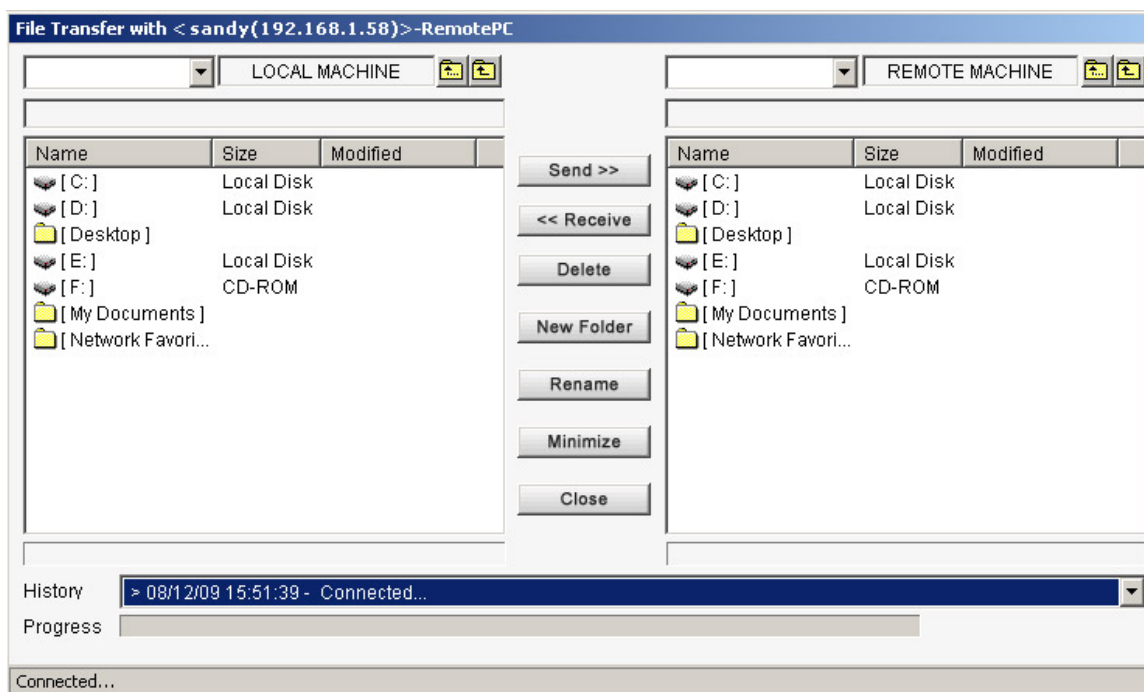
Once the customer's computer is ready for the remote Helpdesk session, the  icon is visible on the Technical Support Terminal. Click the icon to see the customer's desktop screen on your monitor.



You can use the Remote Support Viewer to change the screen size, appearance, transfer files/folders and so on.

File Transfer: Allows you to transfer files and folders between your computer and that of your customer.

- **File Transfer:** On clicking this option, the following screen is displayed.



Left pane: Displays the files and folders present on the technician's computer.

Right pane: Displays the files and folders present on the customer's computer.

The 'Progress' bar present at the bottom indicates the status of file transfers.

File Transfer options:

- **Send:** To transfer data from your local computer to the remote machine, select the desired files / folders on the local computer and the destination on the customer's computer (right pane) and click the 'Send' button.
- **Receive:** To transfer files / folders from the customer's computer to your local computer, select files / folders on the remote computer (right pane), select the destination on the local computer (left pane) and click the 'Receive' button.
- **Delete:** To delete files/folders, select files / folders either on the local or host machine> click the 'Delete' button > the selected files / folders get deleted.
- **New Folder:** To create a new folder, select the destination where you wish to create a folder > click the 'New Folder' button > enter the folder name in the subsequent dialog > click the 'OK' button > the folder gets created.
- **Rename:** To rename a file/folder, select the file/folder and click the 'Rename' button, enter the name > the file/folder gets updated with the new name.

- **Minimize:** Minimizes the 'File Transfer with Remote Access Helpdesk' window.
- **Close:** Closes the 'File Transfer with Remote Access Helpdesk' window.

View: It has the following options:

- **Full Screen:** Adjust your customer's desktop to fit the screen of your local computer.
- **Normal Screen:** It displays the customer's desktop in the normal size on your computer.
- **Scale to Fit:** This will fit the host computer's desktop within the Remote Support Viewer's window.
- **Full Colors:** It provides a realistic feel of the remote computer.
- **Reduced Colors:** It increases the speed of access and updates on the remote computer while optimizing the colors.
- **Zoom:** Enlarge or reduce the size of the customer's desktop.

Cntrl+Alt+Del: Launches the Task Manager on the customer's computer.

Host Screen Blanking: Blanks out the display on your customer's computer.

Refresh: Lets you refresh the screen with latest updates made on the customer's computer.

Text Chat: Allows you chat with your customer.

Switch Monitor: Swap between the monitors at the customer's end.

Reboot: Lets you reboot the customer's machine. You have three options

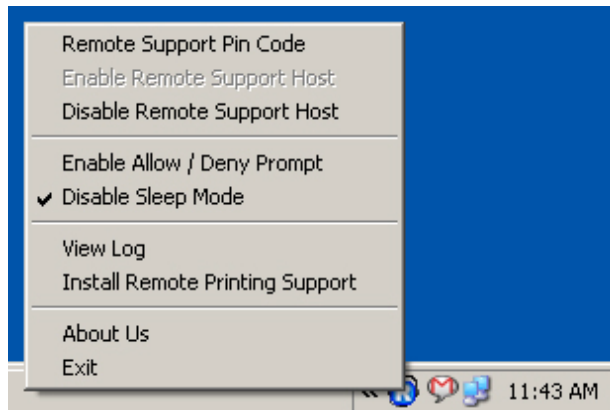
- Normal Reboot and Reconnect
- Forced Reboot and Reconnect
- Safe Reboot and Reconnect

Support: Lets you contact the RemotePC support team for any queries.

Disconnect: Allows you to disconnect the Support session.

Remote Support Host Tray Menu

Upon clicking the Remote Support Tray icon, the customer has the following options:



Remote Support Pin Code: Allows you to view the pin code of the current session.

Enable Remote Support Host: Allows the technician to remotely access the customer's computer.

Disable Remote Support Host: Ends the remote support session.

Enable Allow/Deny Prompt: On enabling this option, you are prompted you to allow or deny remote access to the technician to troubleshoot on your machine

Disable Sleep Mode: This option will be enabled by default and will not let your computer to go into the sleep mode even when it is set to 'System standby'. Click [Disable the sleep mode](#) for details.

View Log: Allows you to view the logs.

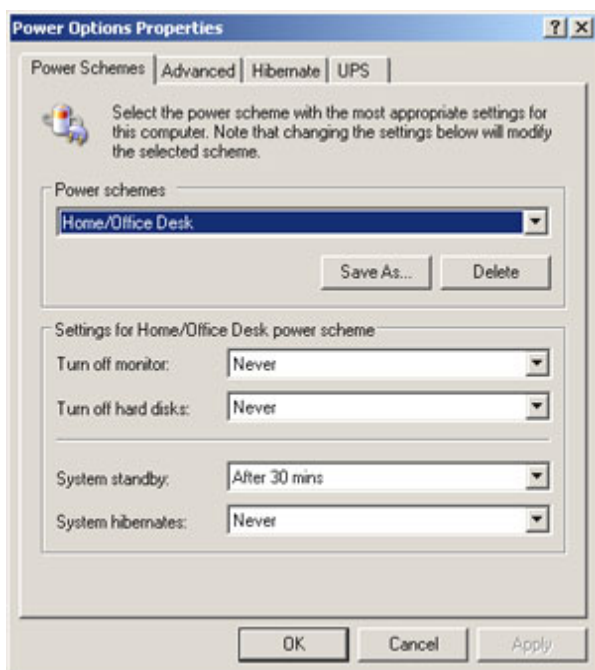
Install Remote Printing Support: Allows you to install RemotePC printer on his computer. Click [Installing RemotePC printer](#) for details.

About Us: Displays the version and release date of the Remote Support Host application.

Exit: Logs you out from the Remote Support Host application.

Disabling Sleep Mode:

To know the setting of the 'System standby' of the host computer, go to Programs > Settings > Control Panel > double-click 'Power Options'. The 'Power Options Properties' screen is displayed.



On clearing the selection of 'Disable Sleep Mode' option in the tray menu, the host computer will behave according to the option set in the 'Power Options Properties' window.

Installing RemotePC printer

To install a remote printer, right-click the RemotePC tray icon and select 'Install Remote Printing Support' from the shortcut list. The 'RemotePC Image Printer' is automatically installed in the Printers and Faxes directory.

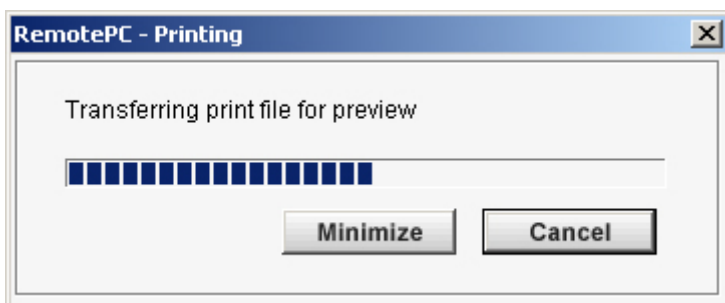
Remote Printing

To use the remote printing feature, install the 'Remote Support Host' application on the host machine and then follow the steps given below.

1. Right-click the 'Remote Support Host' tray icon. Select the 'Install 'Remote Printing Support' option from the shortcut menu. The 'RemotePC Image Printer' is automatically installed.
2. On the customer's machine, open a file and select 'Print' option from the 'File' menu. The 'Print' screen is displayed. Select the 'RemotePC Support Printer' option and click OK button.



3. A dialog displaying the transfer process of the file from the customer's computer to the technician's machine is displayed.



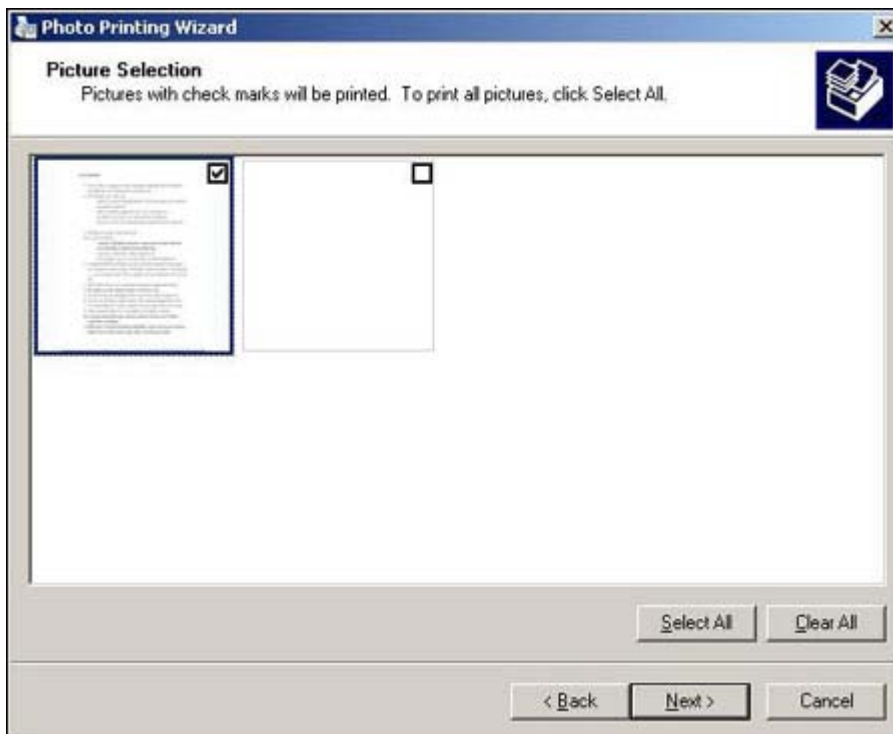
4. On completion of the transfer process, a 'Photo Printing Wizard' appears as shown below. Click the 'Next' button.

This wizard guides you through a step-by-step approach on how to print your files using the Remote Support Viewer.

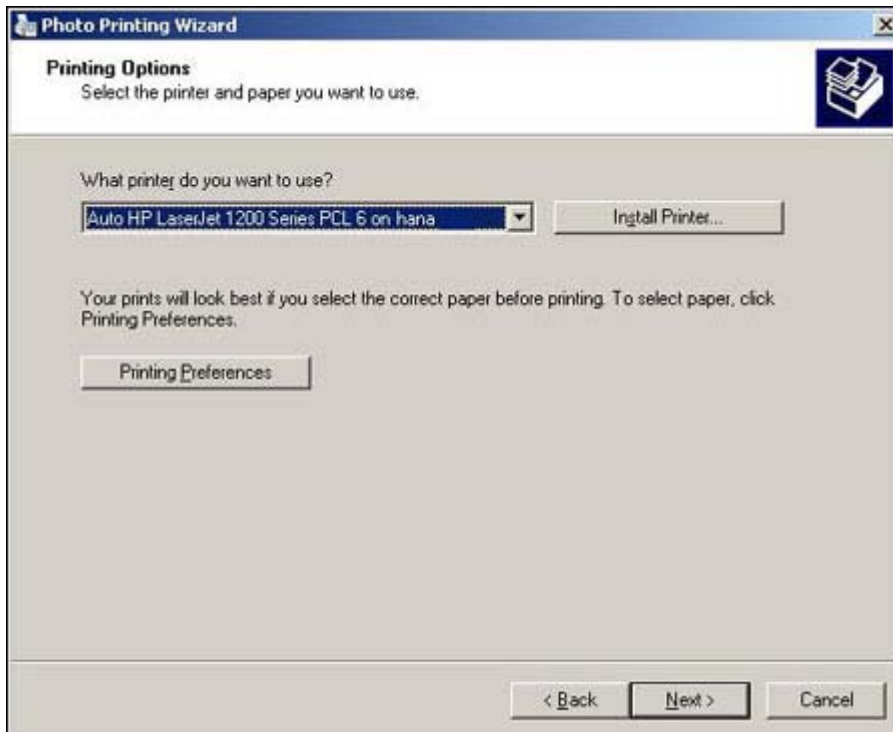


5. The 'Picture Selection Wizard' displays the number of pages in the form of pictures as shown below > select the check box for the page that you wish to print > click the 'Next' button.

If you wish to print all the pictures, click the 'Select All' button.



6. Select the printers connected to your computer (host) and click the 'Next' button.



7. In the 'Layout Selection' screen, select the required layout and click the 'Next' button to commit the picture for print.



Compatibility

Remote Access Helpdesk can be used on the following Operating Systems:

- Windows 7
- Windows Vista
- Windows 2003 Server
- Windows XP Professional
- Windows 2000 Server
- Windows 2000 Professional

System Requirements

- Any web browser
- 64 MB RAM
- 10 MB free hard disk space for installation purpose
- Stable Internet connection

Technical Support

Pro Softnet Corporation,
RemotePC Division,
26115 Mureau Road, Suite A,
Calabasas, CA 91302.

Telephone:

1-800-949-3555 ext 3 within USA
1-818-594-5972 ext 3 outside USA
Monday - Friday, 6:00 AM to 6:00 PM PST

Fax:

1-800-787-2595

Email Address:

<http://www.remotepc.com/support.htm>