

WHAT IS REMOTE SUPPORT?

Simply put, remote support is a way of getting help with your computer without the need for an in-person visit. With your permission, an IT technician can connect securely to your computer over the internet, see your screen and use their own mouse and keyboard to resolve the problem, just as if they were sitting beside you. A large proportion of computer problems can be resolved in this way.

HOW DOES IT WORK?

Every session begins with you getting in touch. Once you've explained the problem, we'll agree a convenient time to connect. At that time we'll speak by phone, either when you call us or when we call you back as arranged, and talk you through getting connected, which should only take a few minutes.

You remain in control throughout. You agree when we can connect, you can watch everything we do, and you can end the session at any time. While we're looking into the problem, you're also welcome to get on with something else. We'll only interrupt you if we need more information or your permission before going ahead with something. Once the problem is resolved, we'll explain what we found and what we did, before closing the connection. After that, we can't reconnect without you granting us access again.

WHY CHOOSE REMOTE SUPPORT?

- **Faster resolutions:** Many issues can be sorted out in a single session, without having to wait for an in-person visit.
- **Shorter waiting times:** Because there is no travel involved, we can usually book you in much sooner.
- **Lower cost:** With no travel expenses or journey time to cover, remote support is more cost-effective than a home visit.
- **Greater convenience:** There is no need to wait in for an appointment; you simply need to be at your computer at our agreed time.
- **Flexible hours:** When helpful, sessions can sometimes be arranged for the evening or over the weekend.

WHAT CAN BE RESOLVED REMOTELY?

Most software problems can be resolved remotely. This could be a computer that's slowing down, emails that won't send or receive, unwanted pop-ups, printer issues or browser settings. We can also install, update or uninstall applications and address concerns you may have about viruses. Remote support is just as useful if you'd simply like us to show you how to do something. If your computer won't start, can't connect to the internet or appears to have a hardware fault, we can arrange a home visit instead, or you're welcome to arrange dropping it off with us.

Prefer a home visit?

That's absolutely fine. If you'd feel more comfortable with someone there in person, a home visit is always available. Please bear in mind that, because of the travelling involved, it may take a little longer for us to get to you.

STAYING SAFE

Remote support tools are perfectly safe when used with someone you know and trust. Unfortunately, scammers use the very same tools, so it's important to know how to tell a genuine session from a fake one.

- A remote session with Rother Valley IT is only ever arranged with your agreement, either after you've contacted us or at a time agreed in advance, such as a scheduled health check. We'll never call you out of the blue and ask to connect to your computer.
- If you get an unexpected call, or a pop-up message urges you to ring a number, and you're then asked to allow access to your computer, it's a scam. Microsoft, BT, Virgin Media, Sky, TalkTalk, other internet service providers, your bank and the police don't operate this way. End the call.
- Please don't log in to online banking while anyone, including us, is connected to your computer.
- We'll never ask for your passwords. If one is needed, we'll ask you to type it in yourself.

IF YOU'VE ALLOWED A STRANGER TO CONNECT

Switch off your computer straight away and call **159**, which will put you through to your bank so it can protect your accounts. Please also let us know, so we can check your computer before you use it again. You can report what happened to Report Fraud on **0300 123 2040**.

CONNECTING

We use one of two free tools and will tell you which at the start of the session. Please make sure your computer is switched on and connected to the internet.

HAD A VISIT FROM US BEFORE?

We may have added a shortcut to your desktop for Quick Assist or Chrome Remote Desktop. If so, just double-click it to open the tool.

QUICK ASSIST

Built into Windows 10 and 11.

1. Click the **Start** button, type **Quick Assist** and press **Enter**. Or hold down the **Ctrl** and **Windows** keys together and press **Q**.



The Windows key is near the bottom left of your keyboard, next to the Alt key.

2. Type the security code we give you into the box under **Get help**, then click **Submit**.
3. When you're asked whether you want to share your screen, click **Allow**.
4. If we need to use your mouse and keyboard, a second request will appear. Click **Allow** again.
5. You can end the session at any time by closing the Quick Assist window.

CHROME REMOTE DESKTOP

Runs in the Google Chrome browser, on Windows computers and Apple Macs.

1. Open Google Chrome and go to **remotedesktop.google.com/support**
2. If this is your first time, click **Download** under **Get Support** and follow the on-screen instructions. You may be asked to sign in to your Google account.
3. Click **Generate Code**, then read the code out to us.
4. When we connect, a message showing our email address will appear. Click **Share**.
5. Every 30 minutes, you'll be asked to confirm that you want to keep sharing, and the session may end if you don't. You can end it yourself at any time by clicking **Stop Sharing**.