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Last modified on 06-17-2010

Remote Access Helpdesk User Manual

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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 remote support solution via multi interfaces which saves time and leads to improved productivity.

Features

- Multi Interfaces for anywhere, anytime remote support (via desktop viewer or the web interface)
- Administrator can manage support sessions via technicians
- Secure communication using 128-bit RC4/SSL encryption over the internet
- 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.

Remote Support Session via Desktop Viewer

Manage Technicians

Remote Access Helpdesk offers administrators the provision to manage technicians. For this, sign up for a helpdesk account. Download, install and login with your username and password via the desktop viewer application.

Download Desktop Viewer

Steps to install the application:

1. Go to <http://www.remotepc.com/helpdesk/download.htm>
2. Click Download.
3. Click Save to save the setup file to your local system.

System Requirements

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

Install Desktop Viewer

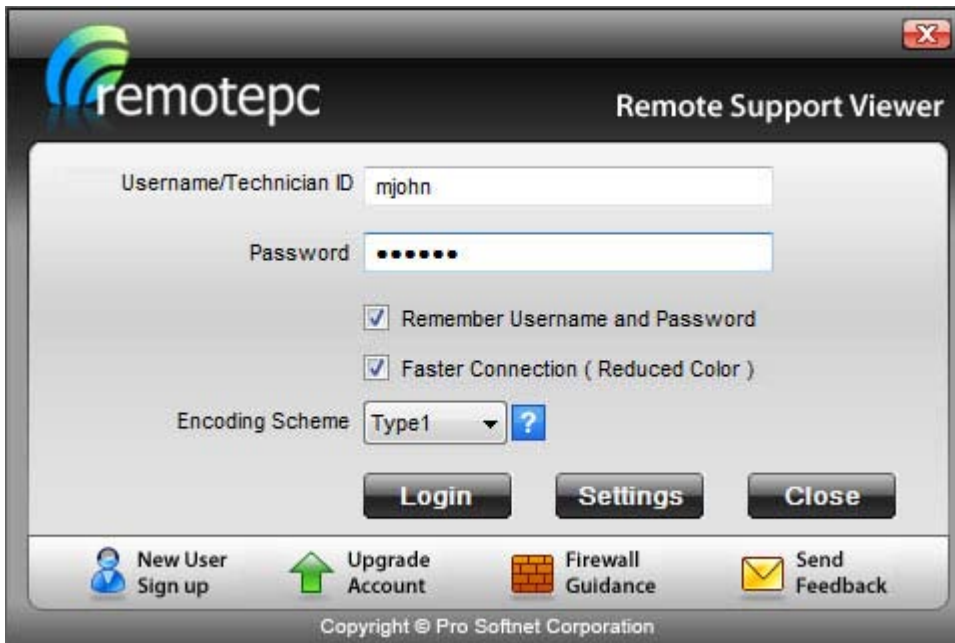
Steps to install the Remote Support Viewer application:

1. After downloading the application, double-click the **RemoteSupportViewer**. The 'Install Remote Support Viewer' screen is displayed.
2. Click **Next** to proceed with the installation. The 'License agreement' screen is displayed. Click the 'I Agree' button to proceed with the installation.
3. In the 'Where to Install?' screen, select the destination folder to which you want to install the application and click **Next**. A screen showing the installation progress is displayed. Click 'Finish' to complete the process.

Administrator/Technician Login

You can login to the Remote Support Viewer application in the following ways:

- Double-click the **Remote Support Viewer** icon on your Desktop.
- From the **Start menu**, go to **Programs >Remote Support Viewer**
- Right-click the **Remote Support Viewer Tray Icon** on the system tray and select **Login Screen**



Enter the Username or Email address and Password and click the **Login** button.

The Login screen has the following options:

Remember Username/Password and other Settings:

This option saves the Username and Password so that you do not have to type it on subsequent logins.

Faster connection (reduced color)

This option allows you to connect to the customer's PC faster, with reduced color clarity.

Note: Above options are enabled by default. You can change them as per your convenience.

Encoding Scheme

This option allows you to select either option to send screen updates that impacts performance and reliability based on the update.

New User Sign up

This option allows you to sign up for a Helpdesk Viewer account.

Upgrade Account

This option allows you to upgrade your account / Plan by increasing the number of concurrent computers that can be accessed remotely.

Firewall Guidance

This option enables you to adjust the settings such that the Remote Support Viewer application can work behind the firewall.

Send Feedback

This option allows you to send your feedback/suggestions to the technical support team.

Login

This button allows you to login to the Remote Support Viewer application.

Settings

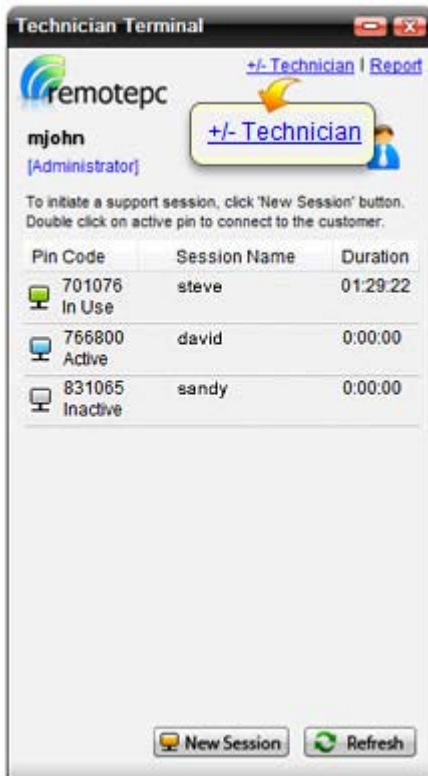
This button allows you to manage the proxy settings for the application.

Close

This button closes the Login screen.

Add / Remove Technicians – To conduct remote session & manage technicians

Remote Access Helpdesk offers administrators the provision to manage and monitor technicians. Click the '+/- Technician' link on the Technician terminal screen to add or remove a technician(s).



Technician Terminal

remotepc

[+/- Technician](#) | [Report](#)

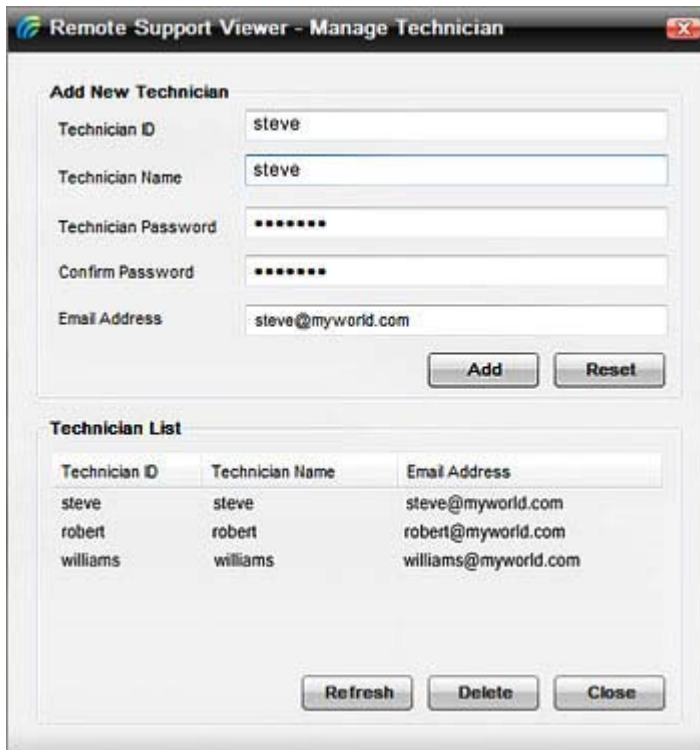
mjohn
[Administrator]

To initiate a support session, click 'New Session' button.
Double click on active pin to connect to the customer.

Pin Code	Session Name	Duration
701076 In Use	steve	01:29:22
766800 Active	david	0:00:00
831065 Inactive	sandy	0:00:00

[New Session](#) [Refresh](#)

Create an account for your technician(s) by assigning an ID – using which the technician can login via the desktop viewer application to conduct support sessions.



Add New Technician

Technician ID: steve

Technician Name: steve

Technician Password: *****

Confirm Password: *****

Email Address: steve@myworld.com

Buttons: Add, Reset

Technician List

Technician ID	Technician Name	Email Address
steve	steve	steve@myworld.com
robert	robert	robert@myworld.com
williams	williams	williams@myworld.com

Buttons: Refresh, Delete, Close

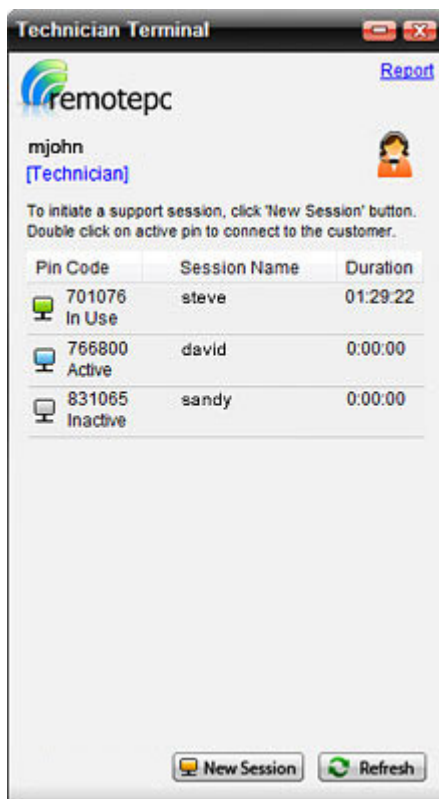
Note: While you can create as many technicians as required, the number of concurrent support sessions that the technician(s) can conduct will depend on the plan.

Technician: Initiate the Remote Support Session

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

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

The 'Technician Terminal' screen is displayed from where you can create or conduct a support session

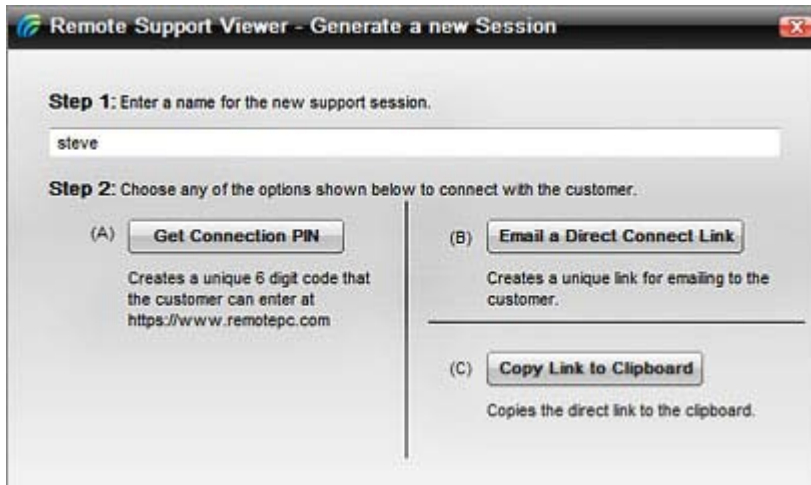


Start a remote support session:

1. To start a session, click the 'New Session' button on the Technician Terminal screen.
2. Enter a session name to identify your customer.

Choose any one of the 3 options to start the remote session.

- **Get Connection PIN** - You may opt to send a six-digit pin-code that the customer can enter at www.remotepc.com to get connected for the remote session.
- **Email a Direct Connect Link** – Create a unique direct connect link and email it to the customer through which to connect for the remote session.
- **Copy Link to Clipboard** – The direct connect link is copied to the clipboard.



Remote Support Viewer - Generate a new Session

Step 1: Enter a name for the new support session.

steve

Step 2: 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 <https://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.

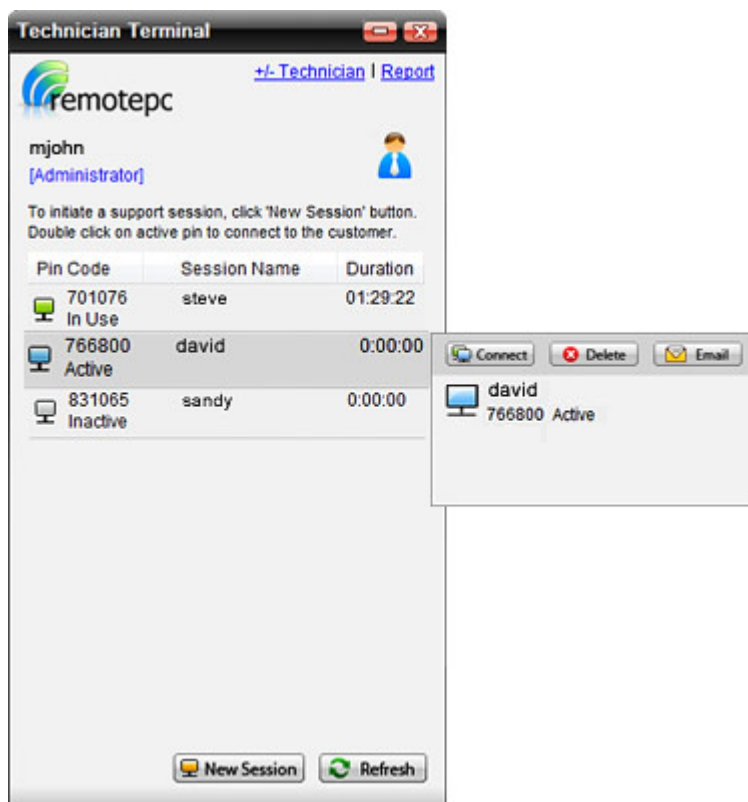
The customer's computer can now be accessed remotely once the status on the 'Technician Terminal' screen indicates 'Active'.

Mouse over the session list and click on the '**Connect**' button from the popup displayed to take charge of the customer's desktop. The customer's desktop screen is displayed on the monitor and is ready for troubleshooting.

Other options on the popup are:

Delete: Remove a support pin code generated earlier.

Email: The direct connect is sent to the customer via email.



The options displayed on the Technician Terminal are follows:

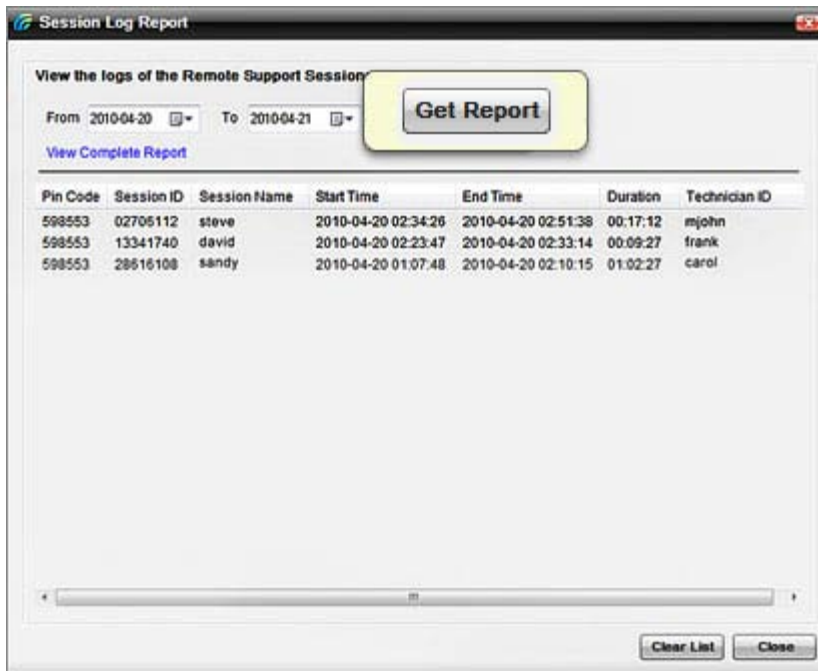
New Session: Start a new support session with the customer.

Refresh: Find the status of the different support sessions. Changes made on the Technician Terminal is displayed.

View Report:


Click on **'Report'** link in the 'Technician Terminal' screen to view a report of the sessions handled by you (technician).

Select the 'From' and 'To' date for which you want to see the report and click the 'Get Report' button.



The report displays details like the pin-code, session duration, start and end time, the session identity and the technician's name.

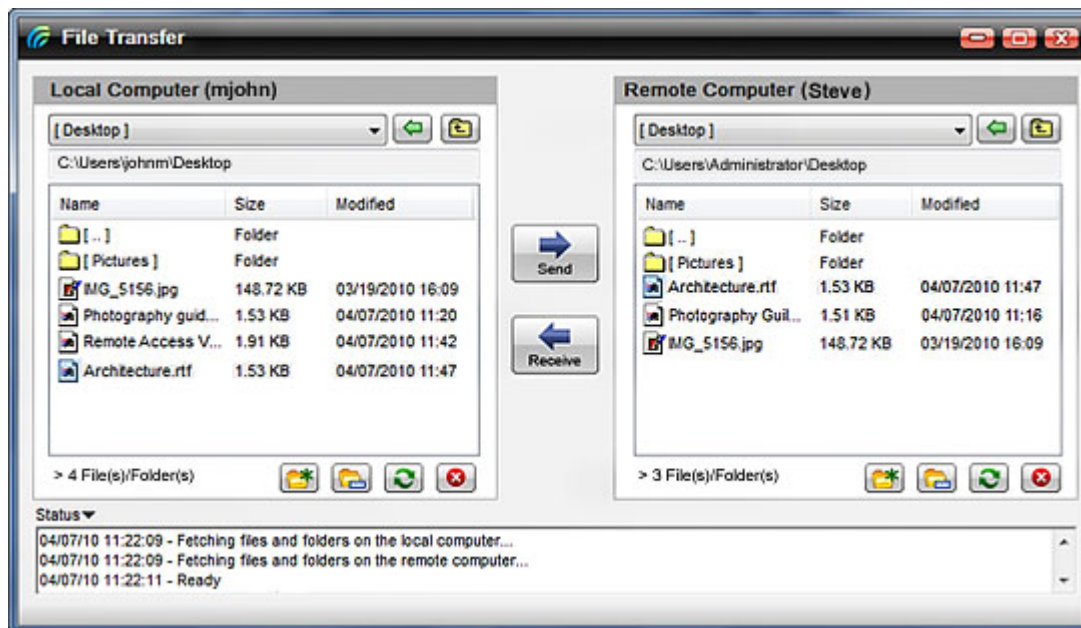
Conduct Remote Support Session

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.



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 'Status Window' 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: The following options are available to view the customer's PC

- **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.

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

Chat: Allows you chat with your customer.

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

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

Disconnect: Allows you to disconnect the Support session.

Customer: Avail Technical support

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

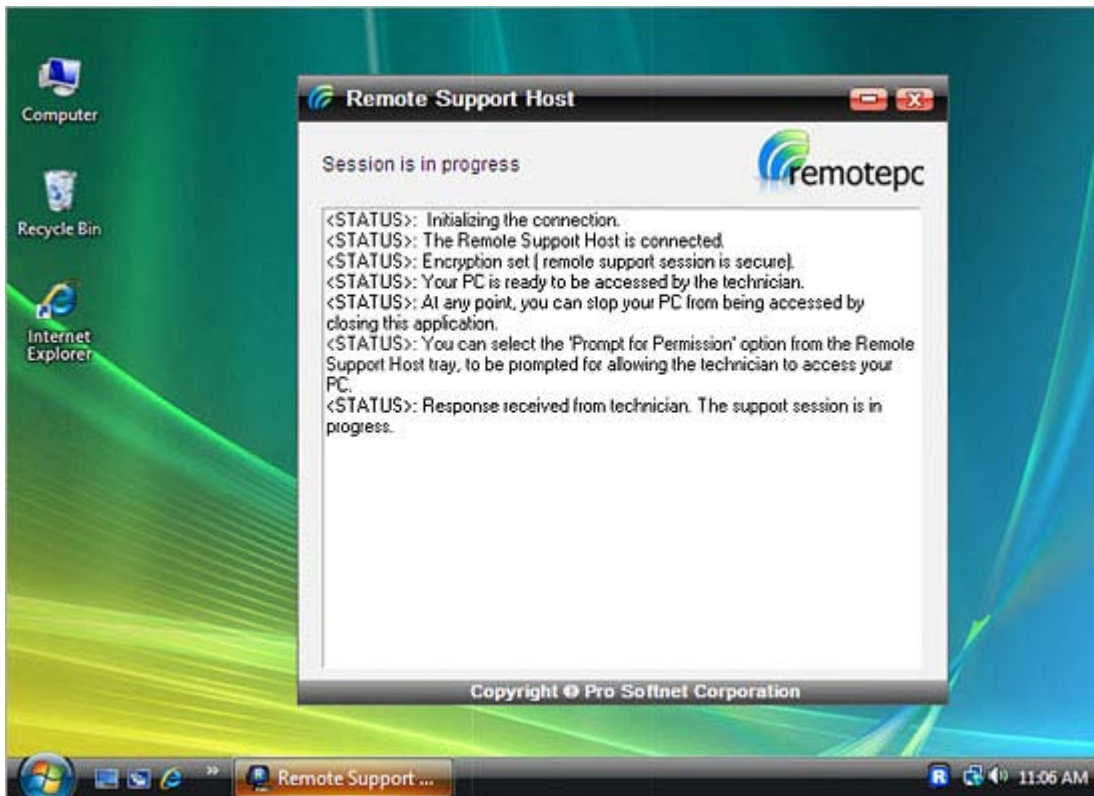
1. Enter the six-digit Pin-Code sent by the technician at www.remotepc.com. In case you have been sent the direct connect link, just click on it.



The screenshot shows the RemotePC website interface. At the top, there is a navigation menu with links: Download, Overview, Demo, Pricing, Partners, Support, and Faq. Below the menu is the RemotePC logo and a login section with fields for "Username or Email address" and "Password | Forgot Password?", a "SIGN IN" label, and a "Login" button. A large banner below the login section features the text "Remote Access with superior performance*" and "Access your Office PC from Anywhere; Try out the RemotePC service free for 30 days". To the right of the banner is a "Support" contact number: "1 800 949 3555" and "Business days: 6-00 AM to 6-00 PM PST".

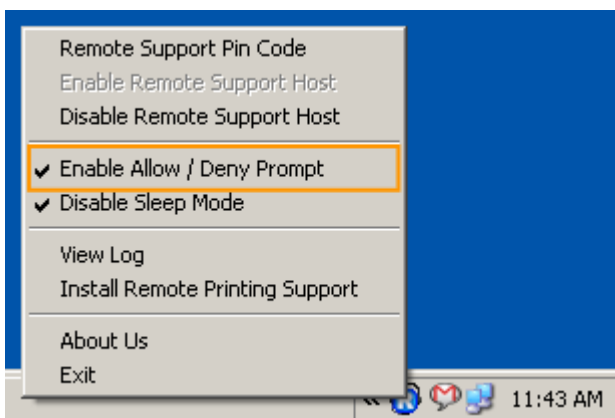
The main content area is divided into two columns. The left column lists pricing plans: "Remote Access for Consumer" (Basic Plan: USD 4.95 per month for one PC, Plus Plan: USD 9.95 per month for three PCs) and "Remote Access for Small Bus" (Small Business Plan: USD 49.95 per month for 25 PCs). The right column is titled "Customer" and contains the text "Allow the technician to remotely access your PC to troubleshoot/train." Below this text is a form with the label "Enter the six-digit Pin Code:" and a "Connect" button. A green arrow points to the input field. At the bottom of the page, there is a "View Demo" button and a news section titled "News / Reviews > PRWEB - RemotePC Launches Remote Access Helpdesk for SMB Market". A footnote at the 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.

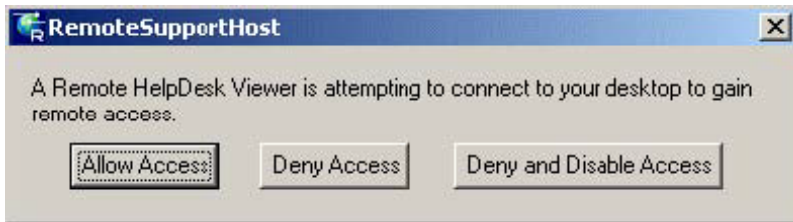


By default, the technician will be able to access your computer to troubleshoot.

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).



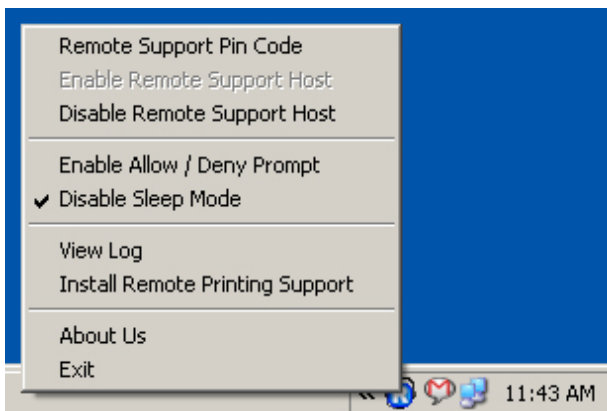
To allow the technician to troubleshoot, you must click the 'Allow Access' button.



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

Conduct the 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 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.

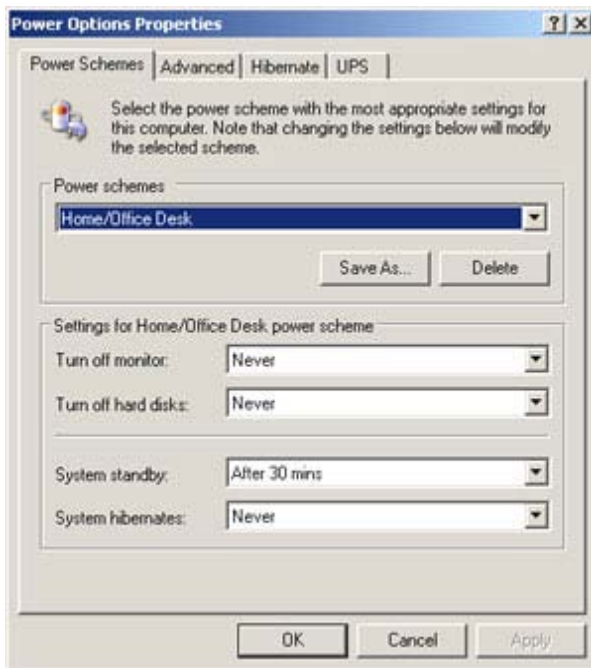
Install Remote Printing Support: Allows you to install RemotePC printer on his computer. Click Installing RemotePC printer for details.

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.

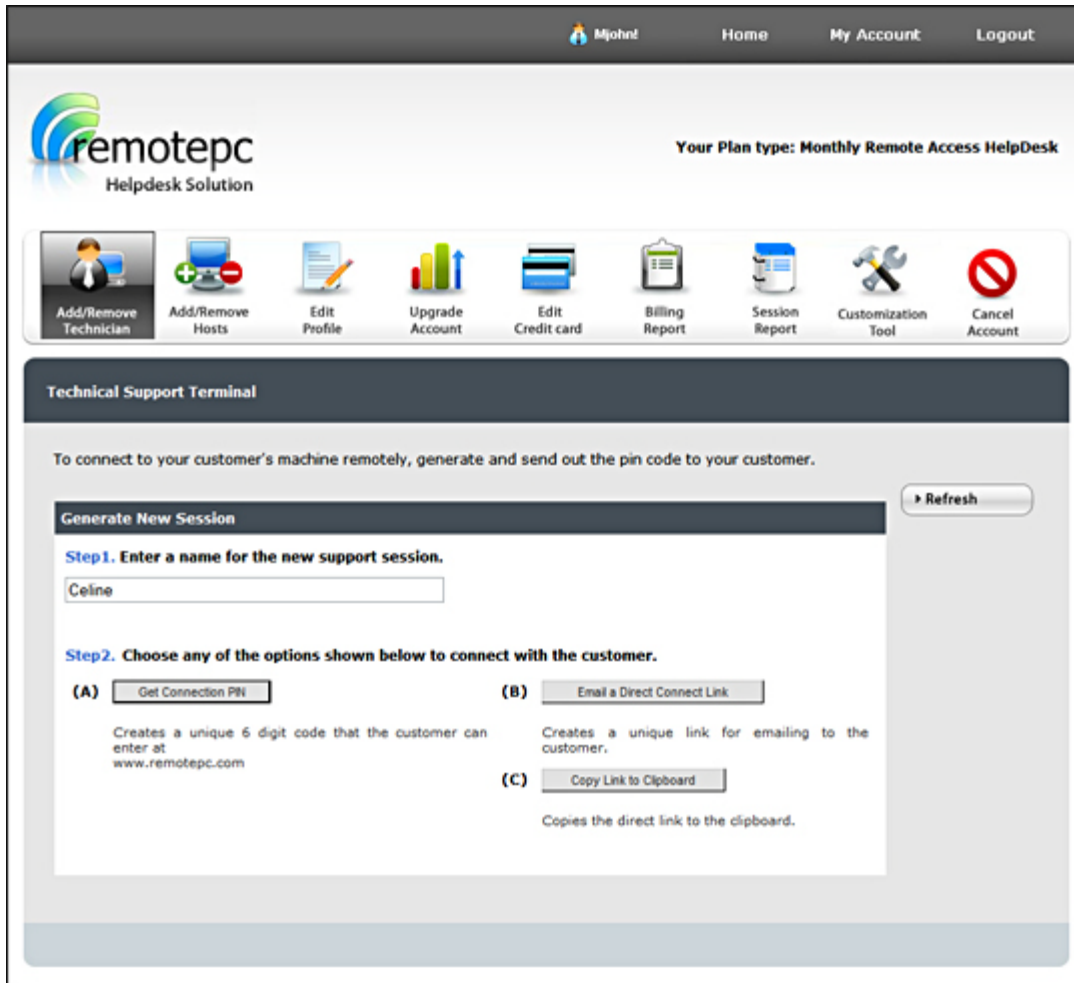
Installing RemotePC printer

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 Support Session via Web

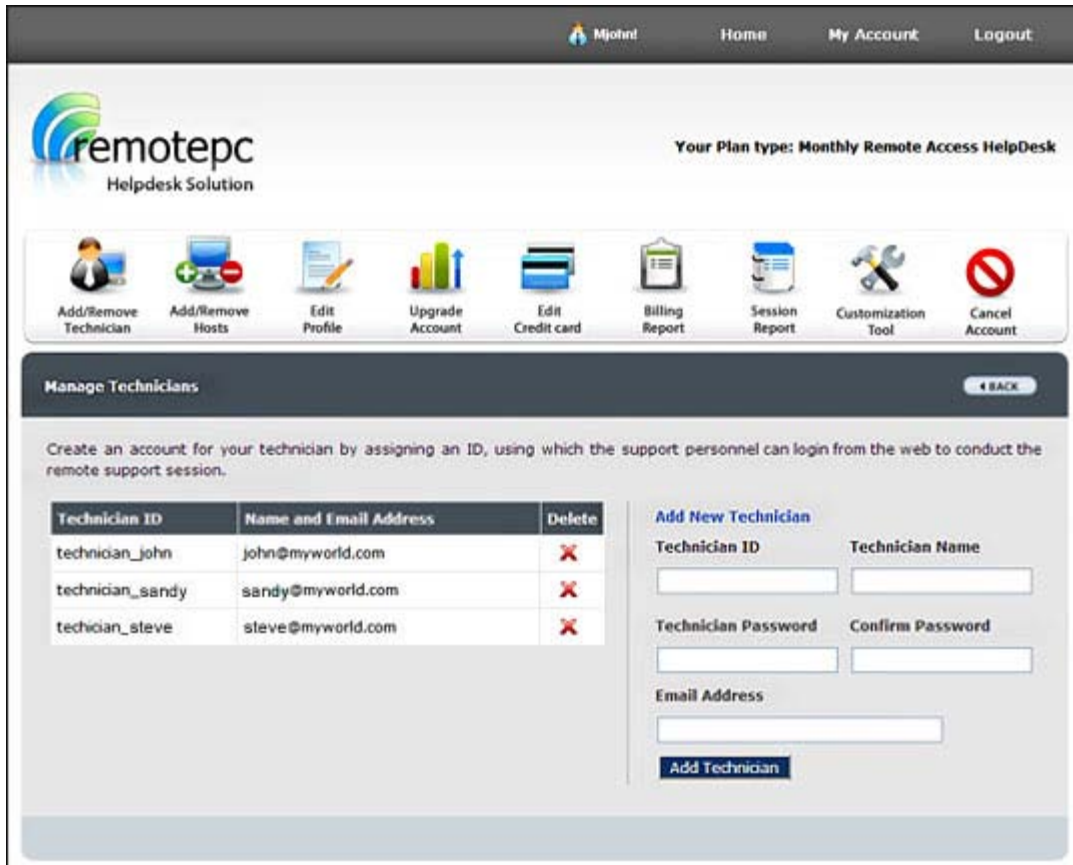
Remote Access Helpdesk offers administrators the provision to manage technicians via the web interface. For this, sign-up and login to your Remote Access Helpdesk account at <http://www.remotepc.com/>.

Click the 'Add/Remove Technician' icon on the web console.






The screenshot displays the remotepc web console interface. At the top, there is a navigation bar with the user name 'Mjohnt', 'Home', 'My Account', and 'Logout'. Below this, the remotepc logo and 'Helpdesk Solution' are visible on the left, and 'Your Plan type: Monthly Remote Access HelpDesk' is on the right. A central menu contains several icons for various functions: 'Add/Remove Technician', 'Add/Remove Hosts', 'Edit Profile', 'Upgrade Account', 'Edit Credit card', 'Billing Report', 'Session Report', 'Customization Tool', and 'Cancel Account'. The 'Add/Remove Technician' icon is highlighted. Below the menu is a section titled 'Technical Support Terminal' with the instruction: 'To connect to your customer's machine remotely, generate and send out the pin code to your customer.' A 'Generate New Session' box contains a 'Refresh' button and 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.' with 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).

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' page in the remotepc interface. At the top, there is a navigation bar with 'Mjohnl', 'Home', 'My Account', and 'Logout'. Below this is the remotepc logo and 'Helpdesk Solution' text, along with '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 main section is titled 'Manage Technicians' and includes a 'BACK' button. It contains a descriptive paragraph and a table of existing technicians.

Technician ID	Name and Email Address	Delete
technician_john	john@myworld.com	
technician_sandy	sandy@myworld.com	
technician_steve	steve@myworld.com	

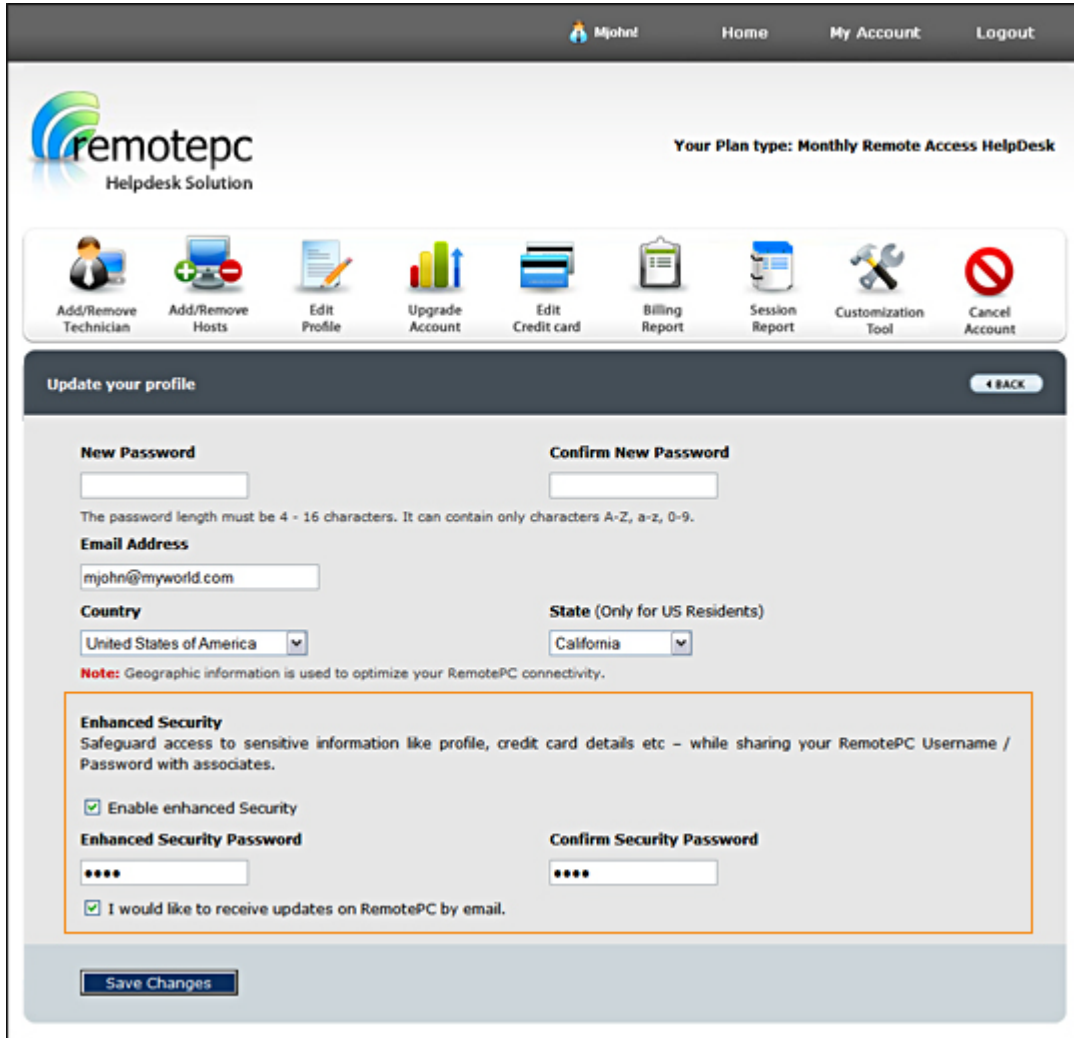
Below the table is an 'Add New Technician' form with the following fields:

- Technician ID:
- Technician Name:
- Technician Password:
- Confirm Password:
- Email Address:

An 'Add Technician' button is located at the bottom of the form.

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'.



The screenshot shows the 'Update your profile' page in the remotepc user interface. At the top, there is a navigation bar with 'Mjohn', 'Home', 'My Account', and 'Logout'. Below this is the remotepc logo and the text 'Helpdesk Solution'. To the right, it says 'Your Plan type: Monthly Remote Access HelpDesk'. A horizontal menu contains icons for 'Add/Remove Technician', 'Add/Remove Hosts', 'Edit Profile', 'Upgrade Account', 'Edit Credit card', 'Billing Report', 'Session Report', 'Customization Tool', and 'Cancel Account'. The main content area is titled 'Update your profile' and includes a 'BACK' button. It contains several form fields: 'New Password' and 'Confirm New Password' (with a note: 'The password length must be 4 - 16 characters. It can contain only characters A-Z, a-z, 0-9.'), 'Email Address' (filled with 'mjohn@myworld.com'), 'Country' (dropdown menu set to 'United States of America'), and 'State (Only for US Residents)' (dropdown menu set to 'California'). A note states: 'Note: Geographic information is used to optimize your RemotePC connectivity.' Below this is the 'Enhanced Security' section, which is highlighted with an orange border. It includes a checkbox for 'Enable enhanced Security' (checked), a description: 'Safeguard access to sensitive information like profile, credit card details etc - while sharing your RemotePC Username / Password with associates.', 'Enhanced Security Password' and 'Confirm Security Password' fields (both masked with dots), and a checkbox for 'I would like to receive updates on RemotePC by email.' (checked). At the bottom of the form is a 'Save Changes' button.

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



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 an invoice.

Session Report: View the report of 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.

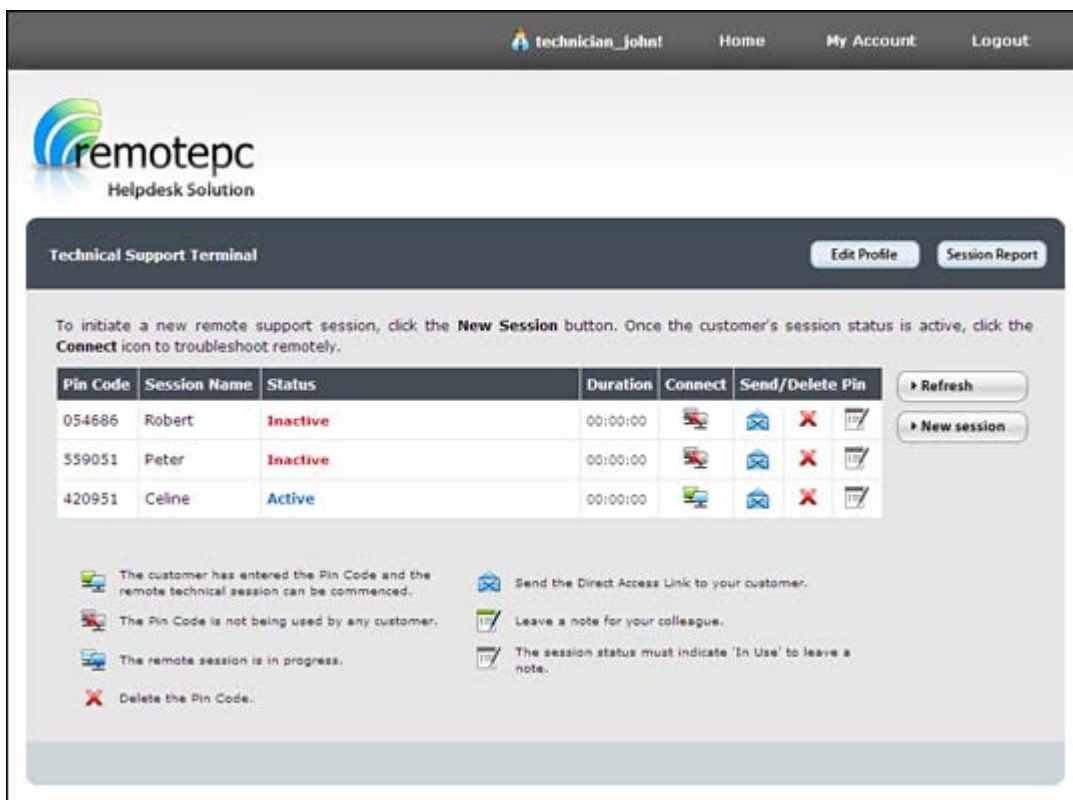
Technician: Initiate a Remote Support Session

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.



The screenshot displays the 'Technical Support Terminal' interface. At the top, there is a navigation bar with 'technician_john!', 'Home', 'My Account', and 'Logout'. Below this is the 'remotepc Helpdesk Solution' logo. The main content area is titled 'Technical Support Terminal' and includes 'Edit Profile' and 'Session Report' buttons. A text block instructs the user to click 'New Session' to start a session and 'Connect' to troubleshoot. Below this is a table with columns: Pin Code, Session Name, Status, Duration, Connect, and Send/Delete Pin. The table contains three rows of session data. To the right of the table are 'Refresh' and 'New session' buttons. At the bottom, there is a legend explaining the icons used in the table.

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		

Legend:

- 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:

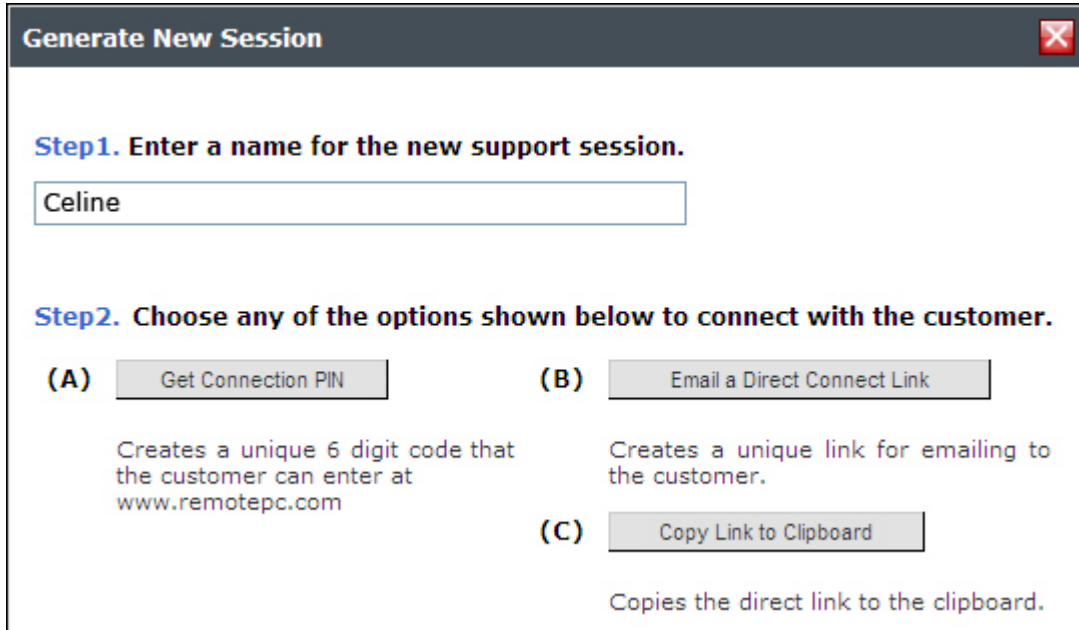
- Pin-code: Refers to the six-digit number that has been sent out to the customer.
- Session Name: Indicates the name of the customer.
- Status: Indicates whether or not the customer has enabled remote access to his computer for troubleshooting. Active implies that the host was successfully installed on the customer's computer and enabled using the pin code or link; Inactive shows that the customer has 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.

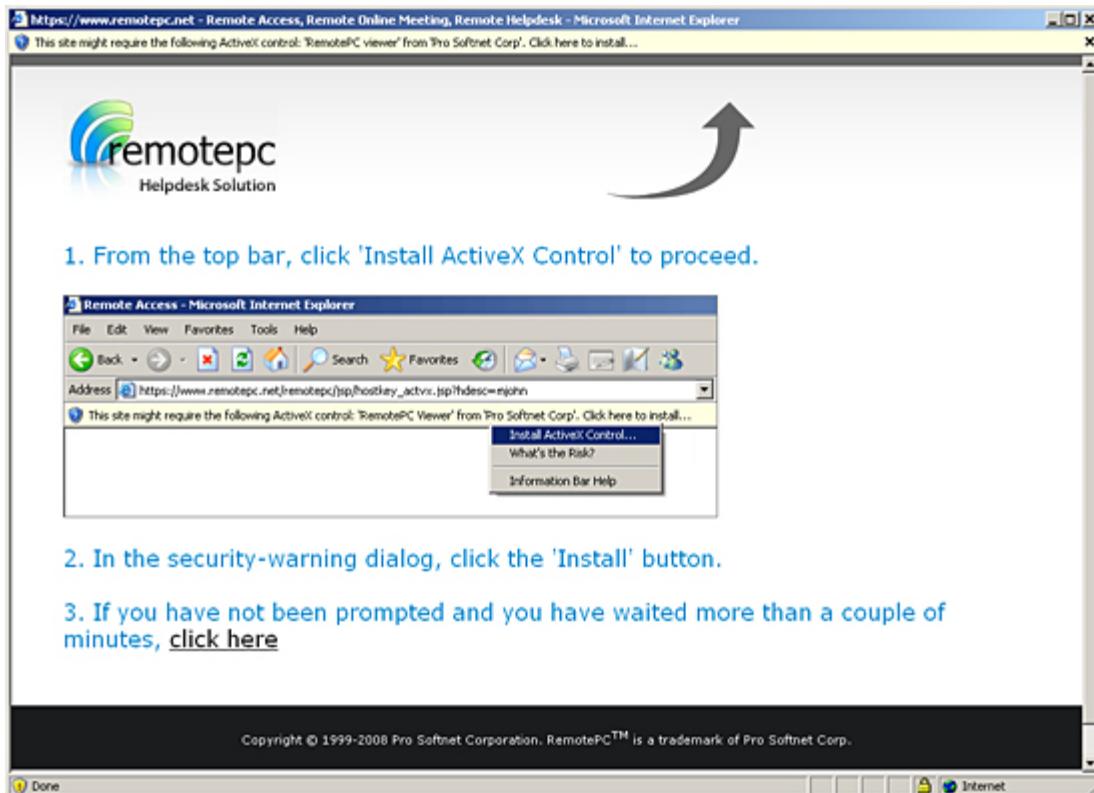
(A) **Get Connection PIN**
Creates a unique 6 digit code that the customer can enter at www.remotepc.com

(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 Control' 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 you may have to wait for the customer's permission

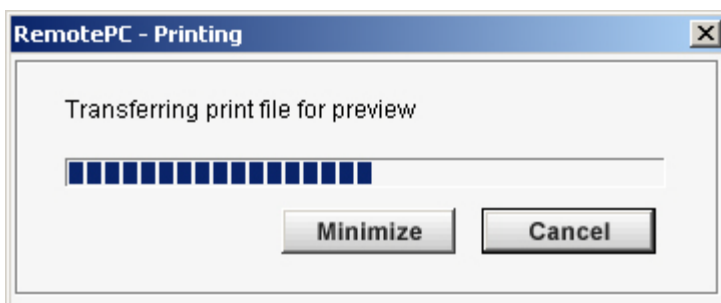
Remote Printing

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.



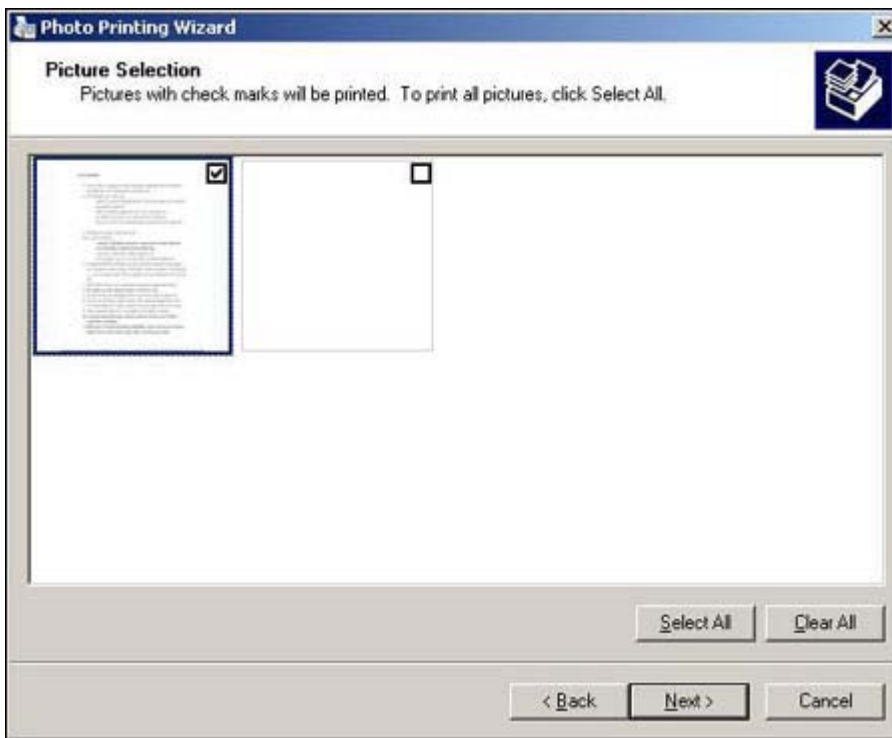
4. On completion of the transfer process, a 'Photo Printing Wizard' appears as shown below. Click the 'Next' button.

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

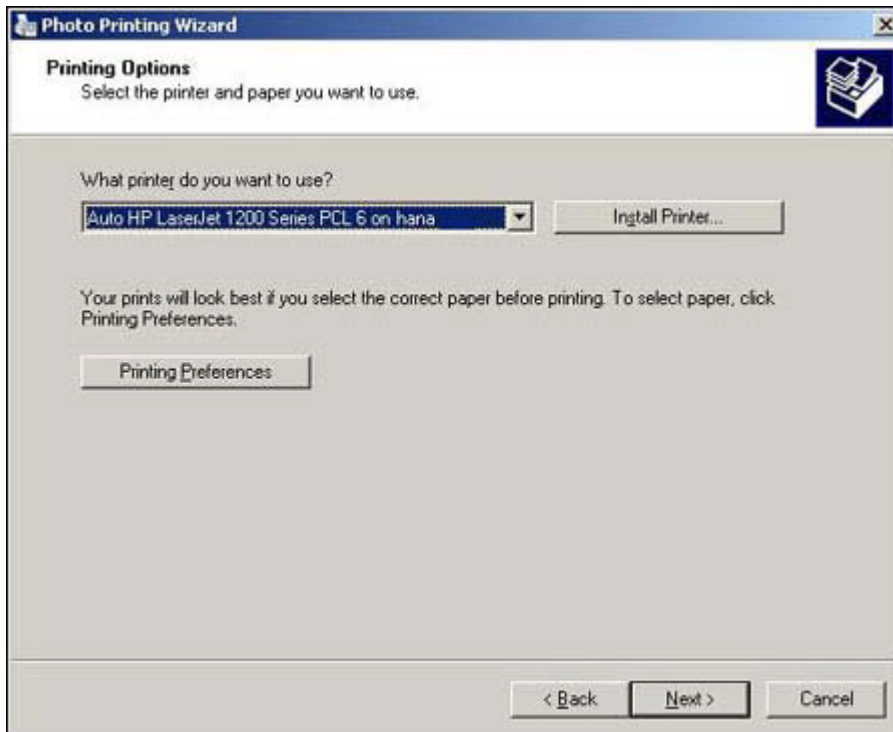


5. The 'Picture Selection Wizard' displays the number of pages in the form of pictures as shown below > select the check box for the page that you wish to print > click the 'Next' button.

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 2003 Server
- Windows XP
- Windows 2000

Technical Support

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

Telephone:

1-800-949-3555 ext 3 within USA
1-818-251-4200 ext 3 outside USA
Monday - Friday, 6:00 AM to 6:00 PM PST

Fax:

1-818-878-9208

Website: <http://www.remotepc.com/heldesk/>

Email address:

support@remotepc.com