

HOW TO USE THE GOTOASSIST HELPALERT SOFTWARE

The *GoTo Assist HelpAlert* software is a little program that allows our Tech Support staff to connect and share your computer(desktop) in real time while you watch. That way they can have a look themselves at your problem and determine a solution much quicker while you are able to observe them every single step of the way. The software is does NOT enable our technicians to read or copy your files without you giving them explicit permission to do so. In fact you will keep in control all the time.

To use the ABC Networking Ltd. *GoTo Assist HelpAlert* software, please follow the steps below:

- Direct your Internet Browser to <http://www.abcnetworking.co.uk>
- On the web site that will load you will see an area like this in the top right corner of your screen:



- Please click on the link "Support".
- On the next page, please direct your mouse cursor to this area:



- Please click on "Click here for ABC remote support".
- On the following page, please fill in your details, select "ABC Networking Helpdesk" from the "Choose a representative" menu and click the button as shown below:

ABC SUPPORT

Your Name:

Your Email Address:

Please fill in the information above, choose your agent and click the button to proceed.

Choose a representative
ABC Networking Helpdesk

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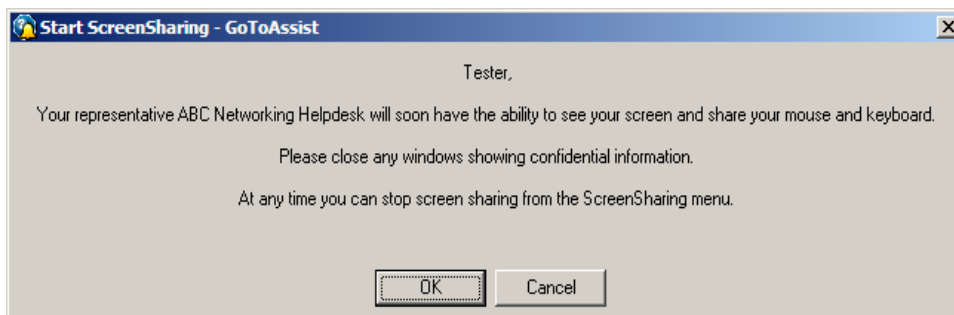
- You will be seeing a message saying "Contacting your representative" followed by:



- Please select "Always" for possible future reference. The download of the software will now start and you will see a little progress bar in your browser window followed by the message "Initialisation".

Please be aware that you may have security related software running on your PC such as a Firewall or an Anti-Virus software package such as Norton or McAfee or other kinds of protection. These programs may show a pop-up message warning you about the software that you are about to run. Please allow our GoTo Assist software to run or mark it as "Trusted" depending on the message you will be getting. If you do not GoTo Assist will most likely be blocked and we will not be able to help you.

- Once the download is complete and the software has started you will see a chat window appear on your screen. It may take up to a minute to connect. Shortly after the following window will appear:



- You are perfectly free to follow the instructions on the screen, but please be aware that our Tech Support representatives will not collect any information from your PC aside from possible technical data required for repair purposes which would be discussed with you separately. Any information encountered will be dealt with under utmost confidentiality.
- Please click "OK" to start the screen sharing session.

Our Tech Support representative will now be able to control your Mouse cursor and Keyboard to have a look around your System and work on solving the problem you have. During the session you can either choose to watch or leave our representative working and we will contact you upon solving your problem.

Please note: At any time you can end the screen sharing and take full control of your PC again. We endeavour to make these sessions as transparent as possible so you know at any time exactly what is happening.

Once your problem is solved our representative will close the screen sharing and mark the problem as resolved. You will have a little survey appear on your screen asking you for your opinion about the just ended remote session with one of our representatives. It is up to you if you wish to complete that survey, but your opinion will help us to improve our service. Aside from that nothing will have to be done your end from this point forward.