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www.solutionsforcomputers.co.uk

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Remote Support Instructions

1. Go to <https://www.solutionsforcomputers.co.uk/helpdesk/index.php?a=add&catid=8>
2. Alternatively go to <https://www.solutionsforcomputers.co.uk>
Click on Support and then Remote Support. Click Request Remote Access Support Link
 - a. Complete the form and await for a response with your unique link.
3. Once you click the link you will get take to a webpage that will say Computer Solutions is waiting for you. Download and run the application to join the session.
4. Click the either For Windows or For macOS button depending on your device.
5. The file will then be downloaded, double click the downloaded file to run it
6. Computer Solutions will now be able to establish a secure remote access connection to your device.
7. Remote Support can now be given by Computer Solutions.
8. Your usual background may disappear during the remote support session this is normal and will return once the session has finished.
9. Once the remote support session has finished and been closed by us the one-time support access will have ended.

If further remote support is required once we have ended the remote support session then these instructions would need to be followed again from the start.

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