

Remote support

New to Fixedathome.com for 2009 is our Remote Support service. What is Remote Support?

Remote Support allows our engineer to connect to your computer via the internet to resolve your problem. The engineer will take control of your PC as if he was actually sat at the PC. Providing you have a working internet connection most problems can be fixed remotely! What are the benefits?

There are many reasons why you might prefer to use Remote Support over an physical visit. Some of the reasons are:

- Quicker appointment times. Remote Support can usually be carried out within an hour or two of your call and sometimes it can be carried out instantly!
- Less disruption. No waiting around for an engineer.
- No call out fees.
- Total security. You can view exactly what the engineer is doing on your PC and can be sure that your data is safe. How does it work?

To use Remote Support you will need to enter your name and a 9 digit support key in the boxes below. You will be told the support key beforehand. Then simply press the Connect Now button. Then follow the on screen prompts.

Standard rates apply.

After an initial connection has been made to test that the software is working you will be requested to make a payment for the first hour of £40. Should the sessions(s) last longer than an hour you will need to make a further payment at the end.

Enter your name: Enter your 9-digit support key: