

Remote Helpdesk Support

From Dolphin Computer Upgrades Limited



Why Should I use Remote Support?

There will be times in everyone's lives when they could do with a bit of IT help. It may be that you think your problem really doesn't warrant the expense of calling out a computer technician; or it may be that it's an issue you need resolving immediately, and don't have the time to dismantle your computer, or pack up your laptop and take it to a repair shop.

Remote computer support will give you:

Immediate Attention.

Instant Access.

Incredible Savings.

A great deal of our existing customers already take advantage of this service and find it invaluable for solving issues quickly and effectively.

Call us now to book a free demonstration!*

Call today on **01273 248871** or email help@dolphinupgrades.com or read in for further explanation of how a remote help desk could help you.



01273 248871 www.dolphinupgrades.com help@dolphinupgrades.com

In the most basic sense, a remote connection means connecting to, and controlling one computer from another computer. To the uninitiated, this can seem a little disturbing - having somebody else accessing and controlling your computer from anywhere in the world. And certainly, the first time you see your cursor being controlled and moved around your screen it can elicit thoughts of the "super natural". However, most people find that once they've experienced it they never look back.

But why would you want somebody else to take control of your computer? What *is* so great about remote computer support? Well, for minor computer problems you get the following:

Immediate Attention - just pick up the phone and arrange for a technician to log in. They can have a look and if possible diagnose and fix the problem whilst you're still sitting at your desk! No waiting around for a technician to come around - no need for you to take your computer to a shop.

Instant Access - there's no need to install any software - if you're online, with your permission, a technician can log in to your systems, without you having to download any other program.

Incredible Savings - a remote connection will cost you less than having a technician onsite or taking your computer in to a shop for repairs. Prices start from just £19 per hour!
What do you need to be able to use our remote connection service? Internet and power - yes, it's as simple as that!

If you look at the pages on our web site, you will see a box in the top right hand corner with an area to enter a pin number and "connect to your technician". The pin number is always unique to you and will be different every time you have a connection. This means that your computer can only be accessed securely when you need it - once the remote connection has finished, your computer cannot be accessed again until you put in another unique number.

WARNING!

As with many areas of computing, there are people that use this service for unscrupulous means. Make sure that you always know where your remote connection is coming from, and do not accept a cold call remote connection.

