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Remote Support Instructions

1. Go to <https://www.solutionsforcomputers.co.uk>
2. Click on Support and then Remote Support.
3. Click on either Windows User or Mac User (depending on your device type) and this will start to download the software.
4. Your browser may ask you if you wish to save, run or cancel the download. If this does happen click on Save, the download will then start.
5. Once the download has finished (completed) double-click on the file to run it.
6. A User Access Control Panel window or your firewall access window may appear, if this happens click Allow / Yes to let the software run.
7. The remote support software box will then appear with an ID Number and Password.
8. Please provide the ID Number shown to Computer Solutions.
9. Please provide the password shown (case sensitive) to Computer Solutions.
10. Computer Solutions will now be able to establish a secure remote access connection to your device.
11. Remote Support can now be given by Computer Solutions.
12. Your usual background may disappear during the remote support session this is normal and will return once the session has finished.

13. Once the remote support session has finished close the ID number window and this will prevent any further access.

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

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