## Remote support from SmartStep IT

This document outlines the steps required to enable us to offer you remote support. You may wish to keep this information for future reference.

Please note that this process allows us to temporarily remotely control your PC. You will be able to see everything we do. As we will also be viewing your screen, you are advised to close down any files or documents displaying personal or private information before requesting the connection.

	rite Download - Security warning
On the computer remote support is required on; point your web browser to the address:	Do you want to run or save this file?
http://www.smartstep.it/support.exe	Name: support.exe Type: Application, 179 KB From: www.smartstep.it
When you see the box to the right, press "Run".	<u>R</u> un <u>S</u> ave Cancel
Internet Explorer - Security Warning	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>
<b>software?</b> Name: support.exe Publisher: <b>Unknown Publisher</b>	
Run Don't Run   Image: Strength of the strenge strength of the strenge strength of the strenge stren	You will probably receive a security warning and again you should press "Run".

You will then be offered some options on how to connect.

Double click "Internet support encryption", unless directed otherwise.

Please ensure you are speaking with a support technician before making a connection.

SmartStep IT support	
Internet support	
	Smart 🌔 Step 🔴 👘
	Remote Support
Double click to make a connection	SmartStep i.t. remote support
Before making a connection	
please call 01304 898 063.	More Info Close

After a few seconds you should be connected.