

Using Copytech's Remote Helpdesk

Copytech's Helpdesk enables us to remotely support any user that is internet enabled and to closely administer key systems without any configuration to the local and remote network or firewall.

We can remote control any internet enabled computer or server and troubleshoot the remote user's problems. We can isolate printing and scanning issues and remotely investigate problems with networked printers, scanners and MFPs.

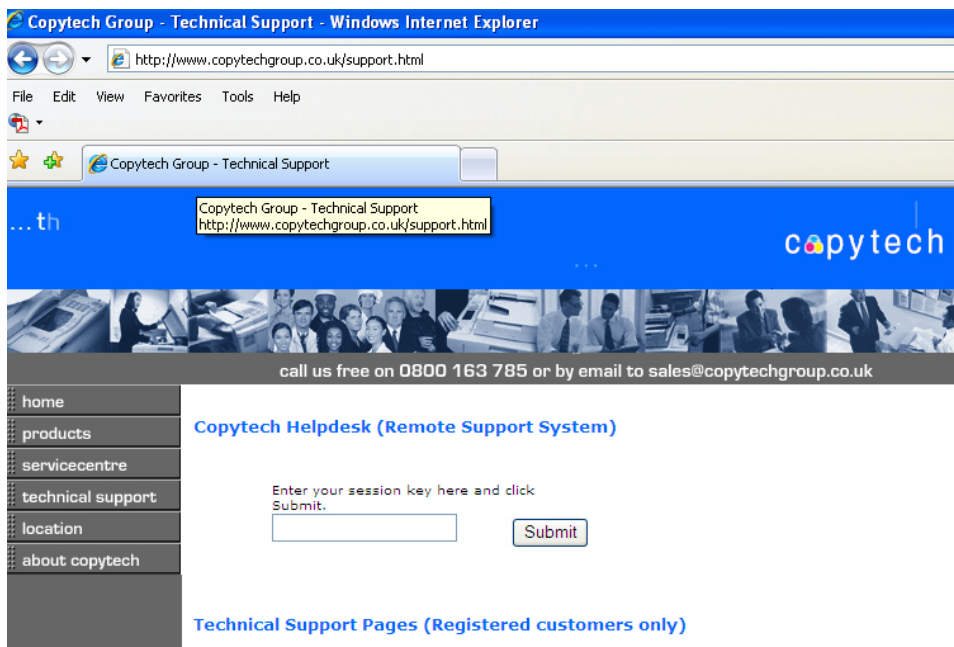
Most printing and scanner issues that we investigate are caused by incorrect settings in the customers network, firewall, printer driver or software configuration and we can correct the majority of these remotely without the customer incurring the expense and time lag of waiting for a technician to visit.

Security

The architecture of Copytech's Helpdesk lends built-in security to the support process. For more information please review the note on security at the end of this document.

Using the Helpdesk

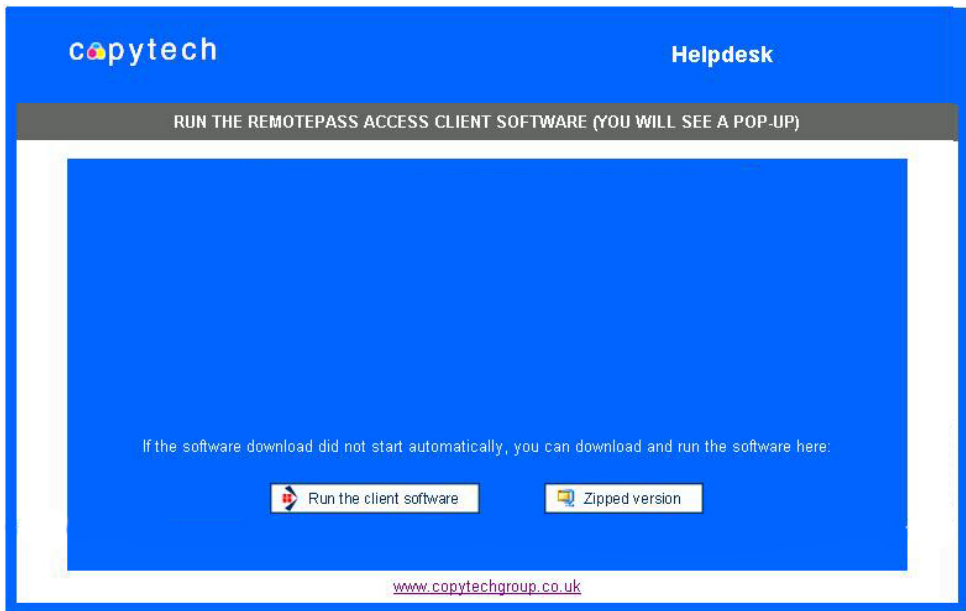
1. You must be logged on to your PC with Administrator rights. Open Internet Explorer and in the address bar enter:
www.copytechgroup.co.uk/support.html
and then click "Go". The screen below will appear



2. Enter the unique Session Key provided by your Copytech representative and click on the "Submit" button



3. Click on "Yes"



4. The RemotePass software should run automatically.

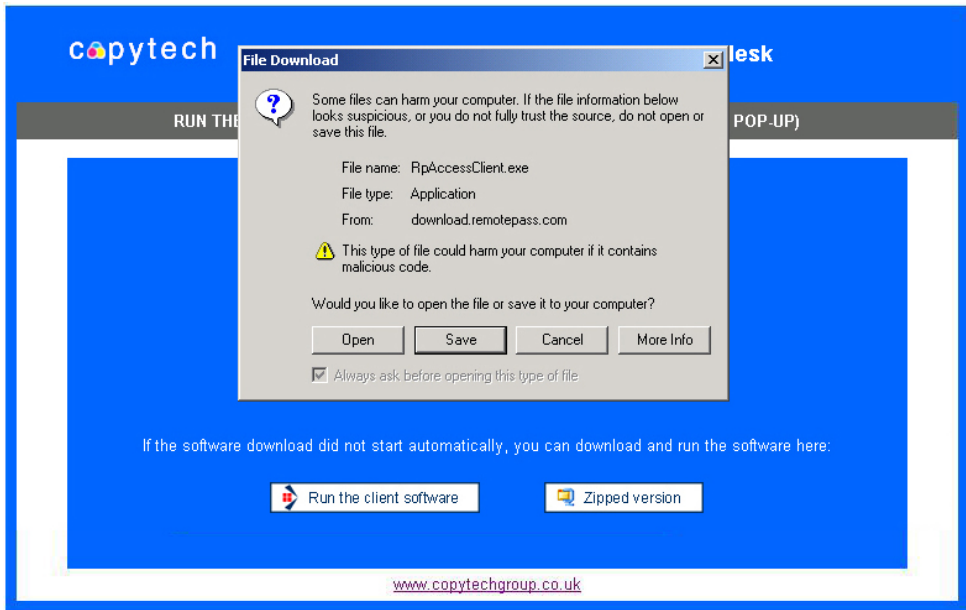
If it does not click on the button **“Run the client software”**.

Note:
This software is removed from your machine automatically when the session ends

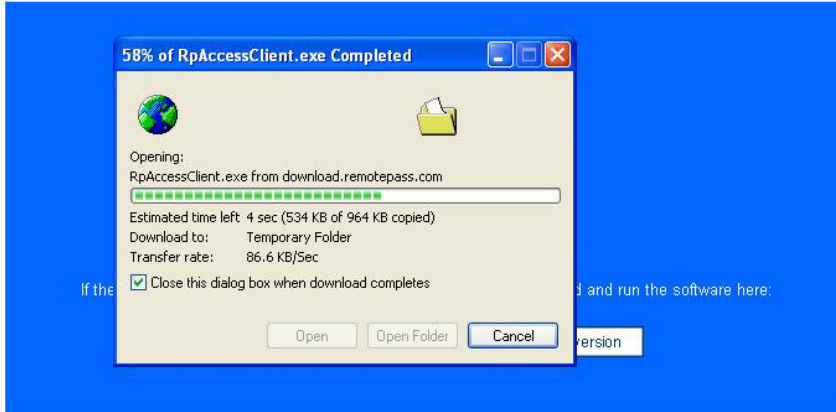


5. A File Download popup will appear

Depending on your PC's operating system, click on **“Run”** or **“Open”**



RUN THE REMOTEPASS ACCESS CLIENT SOFTWARE (YOU WILL SEE A POP-UP)



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6. The software will be downloaded to your PC.

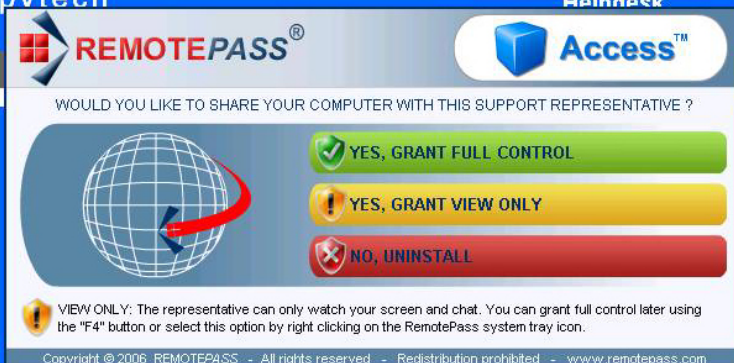
This should take only a few seconds

RUN THE REMOTEPASS ACCESS CLIENT SOFTWARE (YOU WILL SEE A POP-UP)



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7. Click on "Run" (or "Open")



If the software download did not start automatically, you can download and run the software here:

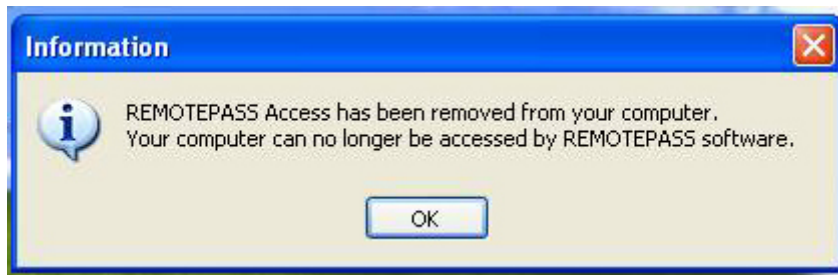


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8. Choose whether to allow **Full Control** (recommended) or **View Only**. Click on your choice.

Note:
If you choose **Full Control**, Copytech can make the changes to your settings to correct your problem

9. Your screen will briefly go blank and your desktop will resize. Copytech Helpdesk will now have control of your PC in order to check your settings. Copytech will be able to communicate with you and vice-versa via the RemotePass chat pad



10. At the end of the Session the software will be un-installed automatically

Security

Both the support representative and the customer work from behind corporate firewalls providing a barrier to any potentially malicious traffic. In addition, a Helpdesk session is initiated spontaneously when a support issue occurs and is then discontinued when the session is completed, providing only a small, irregular period of time wherein Helpdesk traffic is crossing the internet. This secure architecture provides the first level of Helpdesk security by obscuring the entire support process by leaving existing security structures in place and spontaneously generating each support session.

All Helpdesk traffic is heavily compressed and encrypted to ensure a 100% secure connection when crossing the internet.

All Helpdesk traffic is also 256 bit SSL encrypted on top of the default encryption and compression to provide a hypersecure connection matching the highest level of security demands.

Using SSL also increases the support range as SSL works by default through advanced security devices (Corporate Firewalls and Proxy servers) that use active content filtering