

Remote Support using TeamViewer

What is Remote Support?

- One of the most valuable services that Highway provides for our members and others is Remote Support which allows us to resolve technical and other issues in a very efficient way
- If you have a problem or don't understand something, we can connect to your computer at any time (by arrangement and with your permission) to fix the problem or explain something to you by demonstration
- This is far superior to trying to 'talk through' something over the telephone and more immediate and economical than booking a Home Visit
- Note that a broadband connection is required for Remote Support sessions

What is TeamViewer?

- TeamViewer is a small program (a piece of software or 'app') that is installed on your computer to enable one of our technicians or trainers to take remote control
- The only way that this can happen is with your permission: you have to open TeamViewer and inform us of a changing, randomly-generated password shown on the screen
- Once we have that password we are able to take control of your computer and for us, it will be just like sitting in front of it
- For you, the first experience of having a Remote Support session can be a little strange, in that your mouse pointer moves without you touching it, and actions can be performed remotely by the Highway technician to complete the task in hand

How secure is it?

- At any point you can stop the Remote Support session and in any case we will always cease the connection when the session ends
- TeamViewer is highly secure using fully encrypted data channels (the 'techie' explanation: 2048-bit RSA key exchange and 256-bit AES session encoding)
- Please note that criminals that telephone you purportedly from 'Microsoft' or some other well-known organisation almost certainly will *not* use TeamViewer to remotely control your computer; they can be very persuasive but you should NEVER let them in to your computer

What is the cost of using the service?

- Remote Support for Premium and Full Highway members is free and issues are usually resolved very quickly; examples include a 'lost' toolbar, an update that needs installing, an e-mail not working or some other simple (to us!) configuration issue
- For Basic Members (see Membership Benefits sheet) there is no charge for the first 10 minutes of Remote Support (most issues are resolved within this time frame); if the Remote Support session takes longer than 10 minutes, there is a charge of £18 per half hour
- Non-Members pay £27.00 for the initial connection and the first half hour and £18.00 for each subsequent half hour
- If a complete service of the computer is required (see System Check & Update Service sheet) there is a fixed price of £48.00 for Members and £72.00 for non-members, as the service can take several hours to complete