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.

On the computer remote support is required on; point your web browser to the address:

http://www.smartstep.it/support.exe

When you see the box to the right, press "Run".

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.

After a few seconds you should be connected.