

Is Remote Computer Support Safe and Effective?

Every day seems to bring new restrictions in how we live and work due to the Coronavirus (COVID-19) outbreak. For a lot of families, this means everyone is home and connecting to school and work remotely, putting their technology to the test.

What happens if you or your child hits a technology road bump? It can be frustrating going it alone when trying to unsuccessfully connect to a company server or when someone thinks they may have accidentally downloaded a virus onto your home network.

One thing that can save the day is remote computer support from a trusted IT professional.

But is it safe and does it work?



Yes! Remote Computer Support is Safe

- If you take your computer into a repair shop, you could risk Coronavirus exposure along the way. Remote support is a virtual house call, you never have to leave your "safe space", making it a safer bet.
- Remote connections are encrypted for security, just like when you use online banking. This ensures that no one can intercept communications between you and your technician's connection.
- The software used to connect to your computer remotely by your IT professional uses a secondary means of authentication to make sure only authorized users can access it. This is done through two-factor authentication, which sends a code to the technician's cell phone to verify identity.
- You always know when the remote session starts and when it ends. Software notifies you when a connection is established and when the technician disconnects.
- You can watch while your technician works, and he or she can explain what they are doing in simple terms to help you understand how they are fixing your device.

Yes! Remote Computer Support is Effective

- What can a remote tech support technician do for you? More than you may think! He or she can do anything an onsite technician can, except for fixing a hardware issue, such as having to replace faulty memory or a hard drive.

Computer issues that can be addressed by remote tech support include:

- Software Issues or
- Questions
- Windows Updates
- Temporary Files Cleanup
- Startup Optimization
- Adware/Spyware Cleanup
- Virus Protection Verification
- Virus Scan
- Fix Slow Computers



Remember, you don't have to go it alone during this time of school closings, telecommuting, and social distancing. You're relying on your home technology now more than ever, make sure you bookmark a link to your local IT pro for fast remote tech support when you need it to keep things running smoothly.