



[www.ihatemypc.com.au](http://www.ihatemypc.com.au)

[help@ihatemypc.com.au](mailto:help@ihatemypc.com.au)

Phone: +61 2 8977 4007

## I Hate My PC Remote Support

We understand that speed and security are important to our clients. That is why we offer remote support that keeps you in control.

I Hate My PC uses LogMeIn Rescue technology to put remote support at your fingertips.

Using our customized calling card program you can quickly get in touch with a technician for remote controlled help.

### What is the calling card?

The calling card is a simple program that only runs when you want it to.

It carries our readily recognizable I Hate My PC logo so you can find it easily.

It allows us to "see" your computer screen as if we were sitting next to you.



### What if I don't have the calling card??

The calling card can be downloaded from our web site at any time.

Simply go to <http://help.ihatemypc.com.au> and

click on the links.

If you can't do that or simply don't want to, we can instigate remote support through the same web page without the need to install the calling card. It just takes a little longer to get started and a new session is needed for each call.



### What should I do if I need help?

You should telephone us first on +61 2 8977 4007.

It is important that we have a conversation before and during the remote support session to ensure rapid rectification of your issues and provide help with what you need.

### How does it work? What happens?

Once you've filled in your details and hit the Connect button, we are notified on our control panel and can begin interacting with your computer. At important phases you will be prompted to give us permission to do certain tasks. These include such things as viewing your screen, taking control of your keyboard, moving your mouse and transferring files to your computer.

At any time you can decline and cancel any such request. You remain in control.

Combined with our **Advanced Monitoring Agent** we can know about problems before they affect you and fix them right away.

Of course some things need an actual person present and we are happy to be there for you too!

Contact David for help or more information.

### I Hate My PC

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