

What is Remote Support?

Remote support allows our firm to access your computer directly from our location to help you:

- Create an account on our client portal
- Upload/download documents via our client portal
- Create a backup of your Quickbooks file
- Post adjusted journal entries to Quickbooks



How does it work?

The Remote Support interactive feature allows you to “share” your computer screen with our firm. You can see all actions that are performed to your software or programs so there are no surprises.

Here is how it works:

- 1) After contacting us for assistance, you will receive an e-mail with a link to the “screen sharing” session.
- 2) Follow the link and accept the session invitation
- 3) The program will take a few moments to connect.
- 4) You will be able to see our firm representative’s work on your computer
- 5) When the session is complete, click “Stop Screen Sharing” and “End Session”

Is it secure?

All connections are encrypted to protect your information and are only accessible by the screen-sharing participants.