



New Enhanced Support Services

Special points of interest:

- Faster resolution of your computer problems.
- Technicians can support your computer in any location, instantly.
- No travel needed.
- Have problems fixed within minutes not hours.
- Remote desktop control for PC or Mac.
- Ease of use: Firewall compatible. No port forwarding needed.
- Complete security: Tested by Symantec™; 256 SSL encryption.
- Efficient IT staff: True reboot/auto-reconnect; multi-session handling .
- Instant client satisfaction: Connect the first time; client-initiated.

Procedures

1. **Contact AT-NET**
704-831-2500
2. **Point browser**
<http://support.at-net.net>
3. **Login user info**
4. **Support engineer will do the rest.**

AT-NET Services, Inc.

Lead Story Headline

AT-NET Services, Inc. has added a remote support product to enhance our support capabilities. Recently, we purchased an appliance that will allow customers to grant our technicians remote support for their computers within 40 seconds.

It doesn't require any pre-installed software and works through corporate firewalls. Customers should call 704-831-2500 and request remote support , then customers will go to [http://](http://support.at-net.net)

support.at-net.net and login to have their desktop problems resolved. Features include pre-built messages that can be sent and a chat window.

Upon connection to the service, you'll be prompted to download a temporary application which will allow one of our technicians to help you with your problem or question using Chat or one of the tools. The technician will be able to share your mouse and keyboard for quick, easy service. At

any time during a session, you can take control of your computer simply by moving your mouse or pausing the session using the application. You can have our technician solve a problem for you while you watch, or you can have them walk you through the problem step-by-step.

The process is fully controlled by you and you can end the session at anytime. The greatest benefit is that you are able to have your problem solved quicker than ever

