



Remote Assistance

As a service to my customers, I may be able to provide remote assistance via the internet. There is no charge for short remote assistance calls, less than 15 minutes. There will be a charge for longer assistance. Customers with Phone Assistance contracts will not be charged for remote connection assistance. You may sign up for Phone Assistance on my web site, www.billingmedical.com. Click on the Orders Button to order your Phone Assistance type. There will be a charge for network setup assistance or to help with problems not associated with my programs.

There are many ways for me to connect to your computer.

- Instant VNC
- Windows Remote Assistance Request
- Go to My PC, www.gotomypc.com
- Logmein.com, www.logmein.com

There are other remote connection methods, for example Remote Desktop, PCAnywhere and Hamachi. You may send me connection instructions for your favorite remote connection program.

Send an email (ronaldbparks@hotmail.com) or call the office, (505) 296 6801 to arrange remote assistance. The email should contain as much information as possible. I need to know the nature of the problem and steps to duplicate the problem. We will agree on a date and time. If possible, test your remote connection from another computer. I will not provide extensive help to setup your remote control software.

Instant VNC (preferred method)

Instantvnc.exe is a secure virtual private network client. The client, instantvnc.exe will be used to connect to my server. Download the instantvnc.exe client from, www.billingmedical.com/download.html. Save the file to your desktop. Call or email to arrange an appointment. Click on the OK button to start the client.

Windows Remote Assistance Request:

Windows XP, Vista, Windows 7 and some Windows Server versions allow you to send a request for remote assistance. Click on the "Help and Support" or "Help" Button. Select the Request Remote Assistance option. Send an email requesting Remote Assistance. You may need to save the request to a file and attach the file to the email. You should

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assign a password to the connection. If possible, send the connection password in a separate email.

Go to My PC, www.gotomypc.com

Go to My Pc is a commercial remote connection provider. Goto My Pc offers a 30 day free trial. The monthly fee is about \$15.00. Your computer should have a login and password. I need the login and password to your Goto My Pc account. I will also need the login and password to the computer, blank passwords are not allowed. Follow the instructions on the web site, www.gotomypc.com, to setup your computer.

Logmein, www.logmein.com

Logmein is a commercial remote connection provider. Logmein offers many versions. A free, professional and a trial version are offered. I recommend the free version. The monthly fee for the professional version is about \$15.00 per month. Follow the instructions at www.logmein.com to setup your computer. I need the login and password for your logmein account and the login/password to the computer or the access code. Your computer must have a login and password. Blank passwords are not allowed.