

## Helpdesk And Remote Assistance

TSAChoice Remote Assistance and Helpdesk Services offer the fastest resolutions to most problems.

Technicians are standing by ready to help you. Our solution offers remote support by allowing our technician to remotely control your computer over the web in just a few seconds, without pre-installing software.

Once the technician is connected, our technician can begin diagnosing and repairing your PC, as if they were sitting in front of your computer. As long as the technician and you have a working connection over the internet, the physical distance between them is irrelevant.

How does it work?

With this support, the technicians can only take action with the explicit consent of you. Before a technician takes control, you will be prompted to give permission to do so.

There is no need to make configuration changes to your computer to enable remote support. Our service uses the standard protocol for web communication (HTTP).

Once a connection is established, the connection is made secure by established Internet protocols (256-bit SSL)

Once the session has ended, all access rights to your computer are removed.

Sessions can be recorded to provide a trail of the technician's actions.

Nothing is permanently installed on your computer to establish this connection. A small applet is downloaded when the session starts and is removed when the session ends. The only exception to this is if the TSAChoice Calling Card application is downloaded and installed onto your computer. In the case, the applet is installed, but a session can only be initiated by you.

[Learn More about the the Calling Card application.](#)

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