



"When I need help, I need it fast. I don't want to have to go through a complicated installation and registration process. With RemoteAssist I just visit a web page and click on a link to invite the technician to help me."

"For the price of one license, I can support any number of clients, anywhere in the world, no matter what kind of computer they're using or what kind of firewall or router protection they have set up."

RemoteAssist is an easy-to-use, web-based remote help solution for support technicians.

RemoteAssist requires no prior software installation on the remote machine. It's a lightweight option for on-demand support delivered to a wide range of users within and outside your company's networks and firewalls. You don't have to compromise on security for this kind of flexibility: RemoteAssist's secure connections automatically traverse existing personal or corporate firewalls. Additionally, all file transfers between machines are SSL encrypted.

HOW IT WORKS

The remote user visits the RemoteAssist web site and instantly downloads a small executable file that allows them to grant the technician access to their computer. Each session is enabled with a unique password generated by the technician for the remote user. Once the remote user enters the password into the downloaded application screen, the technician can establish a secure remote control connection.

During the remote support session, the technician can control the user's computer just as easily as if he or she were sitting in front of the remote machine. The user is able to watch what the technician does as the problem is fixed right before their eyes.

Once the user's issues have been satisfactorily resolved, the remote session can be terminated either by the technician or the user. No trace of the session is left on the technician's computer, ensuring the client's privacy and security every time they use RemoteAssist.

KEY FEATURES:

- **Browser-Based Remote Control:** Connect with users outside the company network—wherever they are!
- **On-Demand Sessions:** Users can request a support session at any time simply by downloading a lightweight executable from the RemoteAssist homepage.
- **Firewall-Compatible:** Connect securely and automatically to users without reconfiguring firewalls on either side.
- **Fast, Convenient File Transfer:** Technicians and users can download files between computers using a simple, dual-pane file transfer window.
- **SSL Encryption:** All data transfers are 128-bit encrypted.

- **Helpdesk Licensing Model:** A single license allows a technician to assist unlimited remote clients.
- **Extended Remote Desktop:** For technicians who need to perform more comprehensive remote administration tasks, Remote Desktop functionality is provided. Laplink also offers discounted licensing packages for Laplink Gold 12 which offers the same convenient remote control capabilities as RemoteAssist plus the ability to provide remote support to an unattended machine, take system snapshots, reboot a remote computer, synchronize local and remote folders, and schedule unattended synchronizations.
- **Multiple Sessions:** Support multiple users simultaneously. Each session window is tabbed and labeled with the user's name, allowing you to toggle between sessions conveniently and intuitively.
- **Chat-session compatible:** RemoteAssist is designed to work with all existing chat solutions.

RemoteAssist Upgrades:

- **Connection Server Upgrade:** RemoteAssist can be used with Laplink's secure servers, or the server can be hosted internally for companies that prefer self-managed security and administration.
- **Remote Help Upgrade:** For technicians who need to perform more comprehensive remote administration and assistance tasks, Laplink offers discounted licensing packages for Laplink Gold 12. Laplink Gold offers the same convenient remote control capabilities as RemoteAssist, plus the ability to provide remote support to an unattended machine, take system snapshots, reboot a remote computer, synchronize local and remote folders, and schedule unattended synchronizations.

System Requirements:

- **Clients:** Windows 95/98/Me/2000/XP [Home & Professional], 133Mhz or higher Pentium-compatible CPU
 - **Technician:** Windows 2000/XP [Home & Professional], 133Mhz or higher Pentium-compatible CPU
 - 64 MB of RAM
 - 20 MB of available hard disk space
- Note:* The Remote Desktop functionality is only available for Windows XP Pro or for Windows 2000 with Terminal Services installed.

