



SAFE

NETWORK

IT SECURITY COMPANY

**IT SUPPORT HELP DESK USER GUIDE**

## WELCOME SAFE NETWORK REMOTE SUPPORT

Provide instant, secure, reliable remote support to end-users and customers—on or off your network—using Windows, Mac, iOS, Android, and more. Focus on fixing issues, not fixing connection

With our approach to online computer repair, you'll get instant access to a PC professional who will help you troubleshoot and resolve whatever problem you're experiencing. And, because we're equipped for remote PC support, we can solve your problems in real-time! Whether you've got a virus, are experiencing slow speeds, have update issues or aren't able to browse the web, count on our experts to assist you. Live remote PC support is just a away, wherever and whenever you need it! Experience the confidence that comes with on-demand PC solutions and book online computer repair with one of our Maldives based support techs

This manual will help you to learn how to get Tech support **SIMPLE AND EASY, IN FEW CLICKS**

01. Type in following to URL <http://www.safenetwork.asia/> (as per image in number 01 )



02. Once landing our official page, you can visit [HELP-DESK](http://www.safenetwork.asia/help-desk/) page (as per image in number 02 )

NOTE: Or You can visit helpdes page type in to followig URL Directly

<http://www.safenetwork.asia/help-desk/>

02. Once landing our Help-Desk page, you have an two Options (as per image in number 01,02)

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HOME SERVICES OUR PRODUCTS HELP-DESK RESOURCES

## Emergency Computer Support

Get your Computer Fixed by Experts-Anytime,Anywhere

SAFE NETWORK Help Desk Saves your time and money by solving your home and office computer prolems online. You don't have to disconnect your machine and take it to a store or wait hours for techie to visit you

0960 9123434

24 HOURS

Contact Us!

NOW AVAILABLE IN MALDIVES

Click here to experiece a **Quick Support**

**REQUEST A QUOTE**

2.0. Option Number 01

02

01

Request a Quote , Price Request for Project based support or Maintenance plan Subcriptions options, It will pop up following Forms

Choose your product

What services may we assist you with? \*

- Home Personal Computers
- Office Computers
- Mac Computers
- Mobile Devices

How urgent is this project \*

Low

Priority of Task

Due Date

Additional Details

First Name \* Last Name

Contact Name

Email \* Phone \*

Contact Phone number

Address

City Country \* Zip

Afghanistan

Country

Submit

Once submitted one of our technician get back to mail as soonest

NOTE: Quote will send to your mailbox include schedule remote session details

## 2.1. Option Number 02

Quick Support will be a difference between Request Quote. This is where customers can request support or join a training session with available live Techial agent , It will popup your log in SUPPORT PORTAL

The screenshot displays the BOMGAR Support Portal interface. At the top left is the BOMGAR logo, and at the top right is the text 'SUPPORT PORTAL' with a language dropdown menu set to 'English (US)'. Below this are three main sections:

- Representatives:** A list of technicians with their names and counts: '2 - George Gordon', '6 - T.S. Eliot', and '29 - Miguel de Cervantes'. A red box with '01' is placed next to the list.
- Session Key:** A text input field followed by a 'Submit' button. A red box with '02' is placed next to the button.
- Issue Submission:** A form with four fields: 'Your Issue' (a dropdown menu with '- Please choose an issue -'), 'Your Name' (text input), 'Company Name' (text input), and 'Describe Your Issue' (a large text area). A 'Submit' button is at the bottom. A red box with '03' is placed to the right of the form.

Option Number 01

**Representative List:** Customers connect to specific technicians by clicking a representative's name

Option Number 02

**Session Keys:** Customers connect to specific technicians by submitting a unique, secure session key.

Option Number 03

**Front-end Survey:** Customers connect to specific technicians or teams after entering their name, company and a description of the problem

**NOTE:** Session Keys will send to Request Quote Form Mail Details