

IT SUPPORT HELP DESK USER GUDE

## 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 <a href="http://www.safenetwork.asia/">http://www.safenetwork.asia/</a> (as per image in number 01)



02. Once landing our official page, you can visit HELP-DESK page (as per image in number 02 )

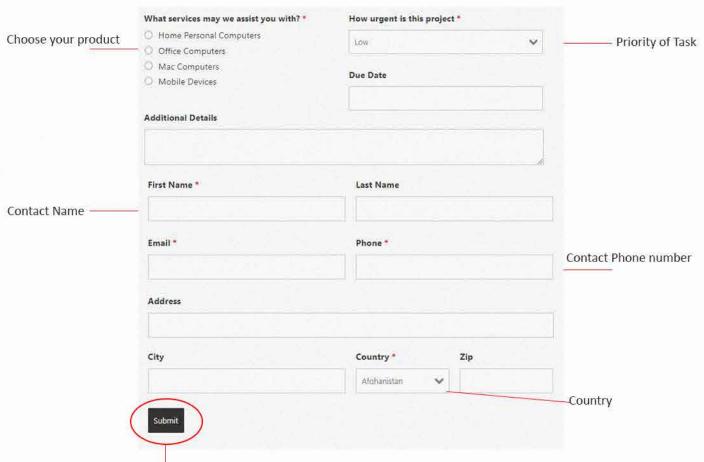
NOTE: Or You can visit helpdes page type in to followig URL Directly

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)



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



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



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 Qoute Form Mail Details