

Remote Support Procedure



System requirements

- Microsoft Windows 2000® or higher
- Internet connection
- Webbrowser (MS Internet Explorer recommended)



Request

To request remote support, please send an email to support@systag.ch with your problem description.

In a case of urgency please call ++41 (0)848 704 54 0.

Our time zone is UTC (winter) +1 h.

Our time zone is UTC (summer) +2 h.

Procedure

- 1.) On www.systag.ch / Support can you find following file:
NV_o2o_Participant_EN.exe
- 2.) Please save this file on your desktop.
- 3.) Open this file. Following window will appear.
- 4.)

Participant login

Please enter the session number the consultant gives to you on the phone.

Session number:

Connect

Exit

- 5.)



Remote Support Procedure



6.)



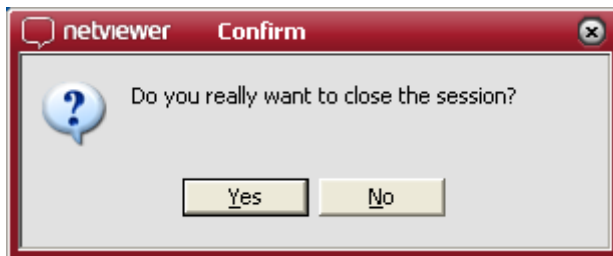
Select "show" and "on", to allow your Systag-Consultant the access to your computer.

7.) The Systag remote access is now ready to use.

Note:

If you don't agree with the activities of your consultant you can abort this access with F12.

8.)



If you have any questions, please don't hesitate to contact our Systag Support-Team:

support@systag.ch

or

++41 (0)848 704 54 0