



5LINX TEC24/7- Technical Support Frequently Asked Questions

Q: How does your tech support work?

A: ITPlease makes technology work for you and provides immediate support when you have a problem or a new project. We offer three easy to use solutions.

1. Phone: Our award-winning technicians can solve the majority of problems remotely over the phone.
2. Internet: Using state of the art technology, our 4-star technicians can fix the problem through live chat and remote screen sharing.
3. Onsite Support: If a remote technician cannot resolve the problem, a local technician can be dispatched to resolve your problem at your home or office. Our nationwide network of technicians is the largest in the United States, consisting of 10,000+ trained and insured support technicians.

Q: How does the Remote technician take control of my screen to fix the problem?

A: Our trained technician will send an electronic authorization form to you via the internet or over the phone. Once you authorize the technician to fix the problem, your computer system will connect to our software based program allowing our technician to view your screen remotely and fix the problem while you watch. At any time you can take back control of your system by simply moving your mouse.

You no longer have to pack up your system and deliver it to the repair shop. This solution is safe, easy, and immediate.

Q: Is Remote Screen Sharing safe and secure?

A: The system uses 128 bit encryption to ensure Remote Screen Sharing is secure and safe to use. You as a client must initiate and authorize Remote Sharing prior to any sharing taking place. Once you authorize Remote Screen Sharing, our technicians only fix the problem you requested, and you can take back control of your system, at any time, by simply moving your mouse.

At the end of a session, the screen sharing program is immediately removed from your computer. The removal of the software takes approximately 30 seconds.





Q: How long does a remote support session take?

A: If you've purchased flexible remote support minutes, the technician will provide you a non-binding time estimate at the beginning of each session. We'll do our best to fix the problem rapidly and at the least cost to you. If you've purchased a specific remote repair service (e.g. Operating System Service), the technician will provision the service for the flat fee irrespective of how long it takes.

Q: Are your technicians qualified?

A: Our remote repair technicians won PC Magazine's editor's choice award, and all our onsite technicians must maintain a 4-star rating. Moreover, all remote support technicians are based in North America. Specific qualifications include: MCSE (Microsoft Certified Systems Engineers) A+ certification, Level I, Level II, and Level III.

Q: What can your Technicians fix remotely or over the phone?

A: Our technicians can fix most software and system problems remotely. If our technician determines that your system has a hardware issue, an onsite technician can be dispatched (additional fees may apply).

Q: Can remote support connect through dial-up?

A: Yes, but if you are connected to our system via a dial-up connection it will take longer to fix your problem due to limited connection speed. PC's that are over 4 years old or systems running Windows 98 or ME are also less stable and may be more difficult to fix remotely with a dial-up connection. If you have a dial-up connection, we recommend you call our technical support service.

Q: Do you have technicians that can come to my home or office?

A: Yes, we have over 10,000+ certified and insured technicians that can fix the problem for you in the comfort of your home, office or hotel room. Most onsite support calls can be completed next business day.

Q: Can your technicians help me fix my older computer?

A: Yes, we can help fix any computer; however, the older the system, the more complex the problem may be and the more time it may take to fix the problem. Computers over 4 years old or using operating systems prior to Windows 98 may be best fixed using our onsite support division. Our onsite division can also show you a way to purchase a NEW computer for the same price to fix your old system.





Q: What is your 100% satisfaction guarantee for onsite support?

A: All purchases of onsite service include the 100% satisfaction guarantee. If you are unhappy with the service performed by the technician, please contact us within 48 hours of receiving service to take advantage of the guarantee.