How to Use URC Help Remote Support

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In some instances, URC Tech Support may request access to your computer to assist you with programming or other technical issues using the URChelp.com Remote Support website & application.

This article will detail the process and steps to allow URC Tech Support that remote access. *Note: This article details the process when using a Windows OS on a PC or laptop. If using any other OS, please contact tech Support.*

| Requirements: | |
|----------------------------------------------------------|---------------|
| A Windows OS on a PC or laptop | |
| Internet access | |
| Step #1. Open your preferred web browser and navigate to | : urchelp.com |
| urchelp.com | |
| | |
| Control the Experience. | тм |
| Remote Support | |
| Download Remote Support | |
| All Downloads | |

Step #2. Click on the **Download Remote Support** box to download the Remote Support application. After downloading, the remote support agent application (*Remote Support-windows64online*) should appear in your default Downloads folder. It may have been downloaded to another location if you have changed the default download location. The image below shows the Remote Support application in the Downloads folder.

| 👆 > This PC > Download | ds → | ✓ Č Search Downloads | |
|----------------------------------------------------------|-------------------------------|----------------------|--|
| Name ^ ~ Today (1) Remote Support-windows64-online | Date modified Type | Size | |
| | 3/1/2023 10:25 AM Application | 1,585 KB | |

Step #3. Double-click on the item labeled *Remote Support-windows64-online* application inside the Downloads folder to run the application. Your PC or laptop may require that you also click Yes in the UAC (User Account Control) window popup. Click on the Yes button to proceed.

| Remote Support Session | — C | x c | | |
|--------------------------------------------------------------------------------------------------------------------------|-----------|-----|---|--|
| User Account Control Do you want to allow this app to changes to your device? | × make | | | |
| Remote Support Verified publisher: SimpleHelp Ltd File origin: Hard drive on this computer Show more details Yes | No | | 2 | |
| | | | | |

Step #4. The Remote Support Session Disclaimer window will appear. Click on the Accept button to agree. Click on the "x" on the top right if not, to exit the Remote Support application.

| 🧊 Remote Supp | ort Session | - | | × |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------|--------|
| | EXAMPLE 1 EXAMPLE 1 EXAM | | | |
| | By requesting and accepting a remote session from a Universal Remote Control (URC) representative to remotely assist you with a technical related issue, you accept responsibility for any changes made to the desktop content or system settings. URC does not assume and is not responsible for any liability for the linking and viewing of any desktop content, the operation of the RDS Quick Support software or system performance. URC recommends for your security and privacy that you exit any applications you have open that is displaying content such as personal or confidential information before initiating a remote support session | | | |
| | Secure Encrypted Connection | Sim | oleHelp v | 5.0.12 |
| | | | | |

Step #5. Enter your name and your company name in the locations provided. This allows the URC Tech Support agent to easily identify you in the support queue. Click on the Submit (Secure) button when done.

| Remote Support Session | - | | × |
|-----------------------------|-----|---------|----------|
| Control the Experience. | тм | | |
| Input Your Details | | | |
| Please enter your details | | | |
| Your Name Your Company | | | |
| 🔒 Submit (Secure) | | | |
| | | | |
| Secure Encrypted Connection | Sin | pleHelp | v 5.0.12 |

Step #6. You will then be placed into the URC Remote Support Session queue. The URC Tech Support agent will then be able to see that you have entered the queue by your name and company name. Please wait for the URC Tech Support agent to connect to your computer and begin the Remote Support session.



Step #7. When connected, you will see the Remote Support Session window shown below. It will show you the name of the URC Tech Support Agent that you are connect to. This window will also allow you to chat or end the session by clicking the **End Session** button.

| 🗊 Remote Support Session | | – 🗆 X |
|------------------------------------------|-----------------------------|---------------------|
| You are connected v From: urchelp.com | ontrol the Experience. | |
| Since: 3/1/23 1:00 PM | | |
| | Wednesday - 01 March 2023 | |
| | | |
| | | |
| | | |
| Type a message here | | Send |
| Clear Transcript | | End Session |
| 🕑 0h 0m 26s | Secure Encrypted Connection | SimpleHelp v 5.0.12 |

Step #8. After ending the Remote Support session, you will see the window below showing that your session has finished. You will then have the option of saving the session Transcript (if any). Click on the Finish button to fully exit the URC Remote Support application.



Step #9. You can save the Remote Support application - *Remote Support-windows64-online* - for any future remote support sessions you may require. This will avoid the necessity of having to download it again.