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# Remote Online Support

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*STRONGVON Tournament Management System*

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## 1 Overview

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The Remote Online Support allow STRONGVON support personnel to log into your computer over the Internet to troubleshoot your system and help you understand how to use the STRONGVON system. This service is part of the 30-day Priority Support Package. You can obtain use this service on demand during technical support hours. Please check with the support department for the latest available hours.

If you are not already using the Priority Support Package, please contact the Sales Department to obtain the latest pricing.

## 2 Starting Sessions from Website

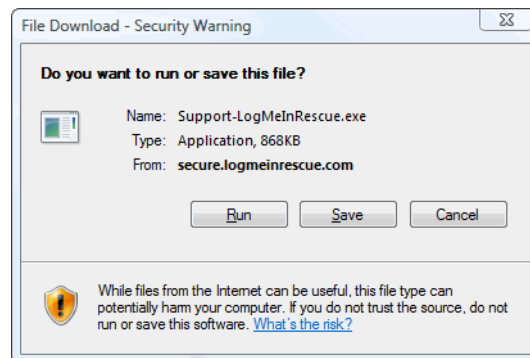
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To use the remove online support when STRONGVON Support initiates the remote control session:

1. Obtain a 6-digit session ID from STRONGVON Technical Support.
2. Access `http://support.strongvon.com`
3. Enter the 6-digit login into the area called REMOTE COMPUTER SUPPORT.
4. When prompted for a download (shown in Figure 1), select “Run” the setup file for the online support session.

**Figure 1.**

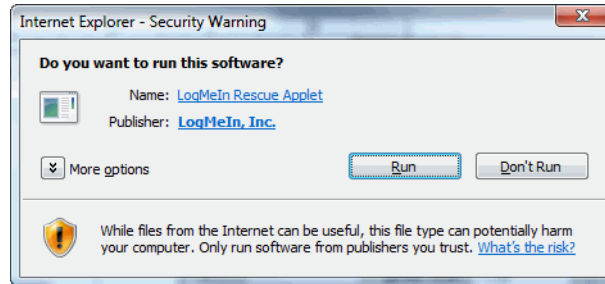
Select to Run Setup File for Remote Assistance



5. When prompted, select to Run the Installation for the Java Applet used for the remote session as shown in Figure 2. This should take only a few seconds.

**Figure 2.**

Run Installation File for Support Java Applet



6. Once you have installed the Java Applet, a window will open to indicate that you are awaiting the connection by a Strongvон support technician (shown in Figure 3).

**Figure 3.**

Waiting for Strongvон Technician



7. When a technician has connected the session, he will initiate a request to launch control of your computer and you will see the request window shown in Figure 4.
8. Click Yes to allow the technician to remotely control your computer.
9. When remote control has launched, the chat window remains open as shown in Figure 5.

With the chat window, you can do the following at any time:

- Chat with the technician.
- View reports of activities on your computer made by the technician.
- End the technician's ability to remote control your computer. This will allow you to continue with chat.
- End the entire support session.

Figure 4.

Request Permission for Remote Control

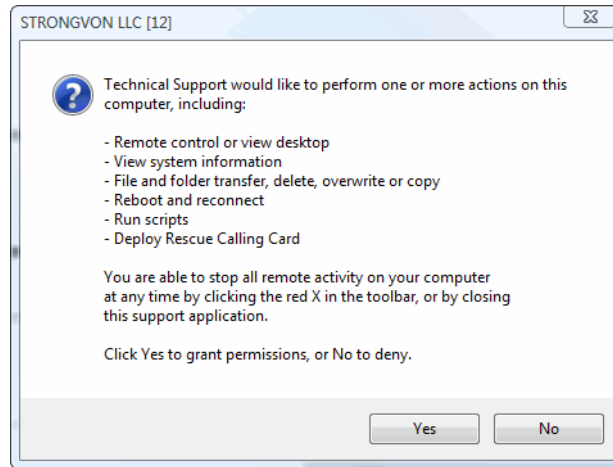
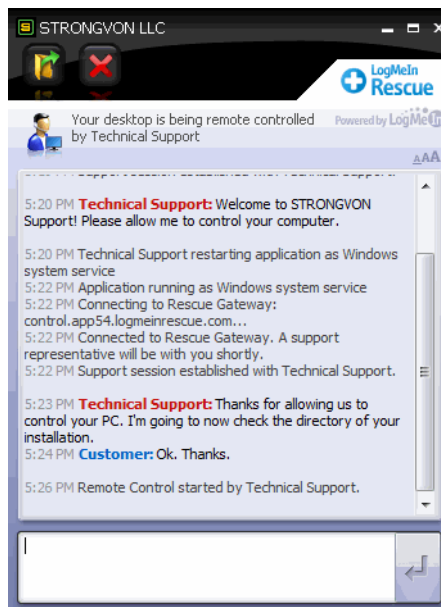


Figure 5.

Chat Window for Live Remote Session



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## 3 Starting Sessions from Calling Card

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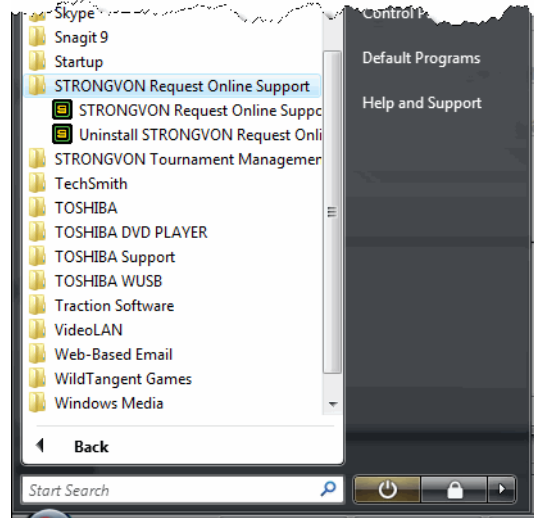
### 3.1 Overview

The Remote Support Calling Card allows you to launch Remote Support sessions without having to go to our website first. The Calling Card can be installed on your computer by Support personnel during the first remote session. To launch subsequent

requests, you do not need to go to the website. Once it is installed, you will have this STRONGVON Request Online Support program group shown in on your Start menu.

**Figure 6.**

**Launching Request for Remote Session using Calling Card**



## **3.2 Instructions**

### **3.2.1 Initiating Unscheduled Request**

To connect initiate an unscheduled request for a remote support session:

1. Select STRONGVON Online Support Request in the Start menu, as shown in Figure 6.
2. Click on the desktop icon and by default the Remote Support Request will open at the screen shown in Figure 7.
3. Enter the information in the fields, then click on Connect.3. A chat box will open as shown in Figure 8.
4. The status of the above session is “Waiting for Technician”, this means that your session will soon be picked up by a technician. At this stage, you are not able to communicate with anyone.
5. As soon as a technician picks up your session, the form of the box will change and you will be notified that you are connected to a technician.
6. You are now able to type text into the empty field highlighted above and to “talk” live to the technician.
7. Type in your message, then click the Send arrow to send the message to the technician. The technician will respond in a similar way to assist you.

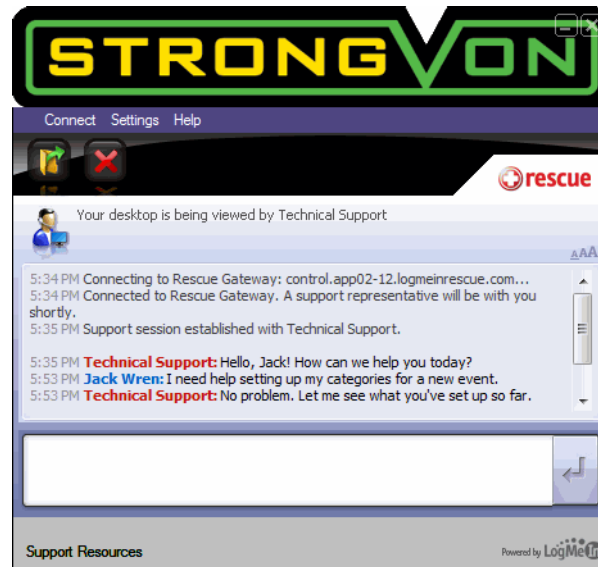
Figure 7.

Request Form for Remote Support Session

The screenshot shows a web interface for requesting a remote support session. At the top is the STRONGVON logo. Below it is a navigation bar with 'Connect', 'Settings', and 'Help'. The main heading is 'Connect to STRONGVON Remote Support'. A message states: 'To contact a customer service rep, please fill in all fields below select Connect'. The form contains the following fields: Name (Jack Wren), Organization (Power House Events), Tournament ID (222), Telephone (408-555-1000), and Email (jackwren@powerhouseevent:). A 'Connect' button is located below the email field. At the bottom left is 'Support Resources' and at the bottom right is 'Powered by LogMeIn'.

Figure 8.

Chat Box



8. The above is an example of a conversation between a customer (in blue) and the technician (in red).
9. The chat conversation can continue for as long as is necessary to solve any issues you may have. Remember to click the Send button every time you want to send a message to the technician.

10. Once you are connected, your technician may want to use some diagnostic tools to check out your machine. He or she will ask you for permission to use these tools, e.g. Remote Control, where the technician takes control of your machine from his or her machine. If you are not sure what this involves, ask your technician for more details before giving permission. However, if you decide not to give permission, this might restrict the technician's ability to solve your issue.
11. If you want to end the chat conversation at any time, click on the Disconnect button.

### **3.2.2 Connecting to a Technician Using a PIN Code**

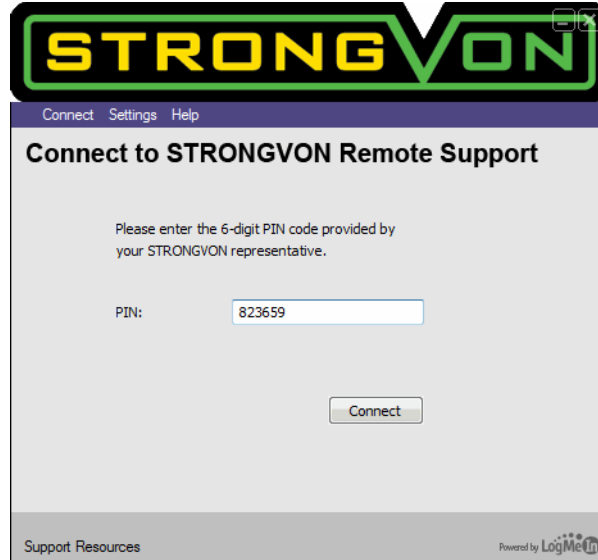
It may happen that you have already contacted your customer support company and you have spoken (or are speaking) to a technician. If you are unable to resolve your issue over the phone, the technician will give you a 6-digit PIN code (e.g. 123456), which you should make a note of. You must use your PIN code within 20 minutes, otherwise it will expire. If you try to enter an expired PIN code, the system will advise you of this and you will need to get a new PIN code from your technician.

To launch the remote support session with the 6-digit PIN code:

1. Select STRONGVON Online Support Request in the "Start" menu, as shown in Figure 6.
2. Click on the desktop icon and by default the Remote Support Request will open at the screen shown in Figure 7.
3. The Remote Support Request will open and you should click on Connect menu item and then select the Connect using PIN code option in the drop-down menu.
4. On the window that appears, write the 6-digit number into the field, as below, then select Connect, as shown in Figure 9.
5. Next, a chat box will as shown in Figure 8.
6. The status of the above session is Waiting for Technician. This means that your session will soon be picked up by a technician at the support company. At this stage, you are not able to communicate with anyone.
7. As soon as a technician at your support company picks up your session, the form of the box will change and you will be notified that you are connected to a technician.
8. You are now able to type text into the empty field highlighted above and "talk" live to the technician.
9. Type in your message, then click the Send arrow to send the message to the technician. The technician will respond in a similar way to assist you.
10. The above is an example of a conversation between a customer (in blue) and the technician (in red).
11. The chat conversation can continue for as long as is necessary to solve any issues you may have. Remember to click the Send button every time you want to send a message to the technician.
12. Once you are connected, your technician may want to use some diagnostic tools to check out your machine. He or she will ask you for permission to use these tools,

Figure 9.

Enter 6-digit PIN



e.g. Remote Control, where the technician takes control of your machine from his or her machine. If you are not sure what this involves, ask your technician for more details before giving permission. However, if you decide not to give permission, this might restrict the technician's ability to solve your issue.

13. If you want to end a chat conversation at any time, click on the "Disconnect" button.