



# ag computer accounting

AGCA Team Viewer Remote Support Service offering to our valued linked customers

## AGCA Team Viewer Remote Support Conditions

1. Complete support request
2. Client Information Sheet and T&C completed
3. Sage based remote support to linked clients only

## AGCA Team Viewer Remote Support Requirements

- Download the AG Computer Accounting Commercial Team Viewer (we send you a download link)
- Close all unnecessary applications on your PC
- Backup data or save your work, if we have to close / reboot you could loose something
- Don't walk away, you need to allow the session and be available for questions / feedback

## AGCA Remote Support Information

Please remember this remote service only attempts to fix software issues and does not extend to hardware issues, the service only includes basic help and may require an onsite appointment. All time spent on remote support is chargeable and all subsequent onsite appointments and travel will be fully chargeable. Remote Support Services are only offered during business hours as a standard After hours support will be offered by special arrangement and will be subject to after hour rates.

We may need to install, un-install or delete software in an attempt to diagnose and repair your service related issues. We will retain and use information (including but not limited to IP address and session details), comments or ideas conveyed by you relating to our Service and reserve the right to record the session for quality assurance purposes. We may be sent information regarding your account and the configuration of your computer but assure you this information will only be used for the purpose of configuring your computer and to assist in addressing technical questions which may arise.

By making use of our Remote Support Service, you consent to the collection and use of your personal information, as it pertains to providing remote support. You confirm that all software on your system is legal and in the event of known or unknown license infringements you agree to implement a plan to legalize or discontinue the use of such software immediately.

You agree to defend, indemnify and hold harmless AG Computer Accounting from any and all liabilities, expenses and other amounts related to any violation of this Agreement by you or any user of your account, or in connection with your or their use of our AGCA Team Viewer Remote Support Service

## AGCA Remote Support Authorisation

AGCA Team Viewer Remote Support will continue until either the end of the one-time session or the end of the 1, 3 or 6 month term as indicated below. We reserve the right to terminate or suspend the Remote Session or this Agreement at any time, including during the session, upon notice to you at our discretion.

I confirm that remote support can be given to all members of staff within my organisation and that I will be liable for all support costs involved in providing this remote support service. Should a solution not be possible remotely I accept that AG Computer Accounting reserves the right to book an onsite appointment, all costs involved will be for your account).

One Time Session

1 Month Term

3 Month Term

6 Month Term

Company name: \_\_\_\_\_

Full name: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact number: \_\_\_\_\_

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Signature

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Date Signed