



## Remote Solutions Frequently Asked Questions

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### What is Remote Support?

Remote support is the use of remote access tools by a consultant to view a clients computer screen to help identify and resolve an issue.

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### Does your remote support software make me susceptible to hackers? Why do I have to download remote access software anyway, can't we just use Apple Screen Sharing?

Our primary concern is to provide assistance to you that requires zero compromises in your security. We tested the connection methods that are in use on the market, and while they have their good points – there are some aspects we just aren't comfortable with, so we decided to create our own remote support client – it is extremely easy to use, does not require any installation or adjustments to your network security, utilises robust industry standard security and places full control in your hands.

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### I'm concerned about allowing a third party to remotely access my Mac, how do I know you won't connect again without my knowledge?

Our Macsimise Remote Assist software places full control of the remote session in your hands, unlike other solutions it will be YOU connecting to US for the support session. Using this method you do not need to provide a password, make any changes to your security settings such as Firewalls, etc and you can terminate the connection at any time. For extra piece of mind, after you terminate the connection you could delete the client from your Mac.

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### What if a Macsimise QuickFix problem turns out to be more in depth, and extends beyond 10 minutes?

Macsimise QuickFix is the lowest priced remote access service on the market. It is offered as a service for fast solutions that should take no longer than 10 mins and therefore carries no provision for incremental excess time charges. If the session runs beyond 10 mins it must be upgraded to a full Macsimise Remote Assist service, this will extend the session time to 20 mins and then in 10 min increments.

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