

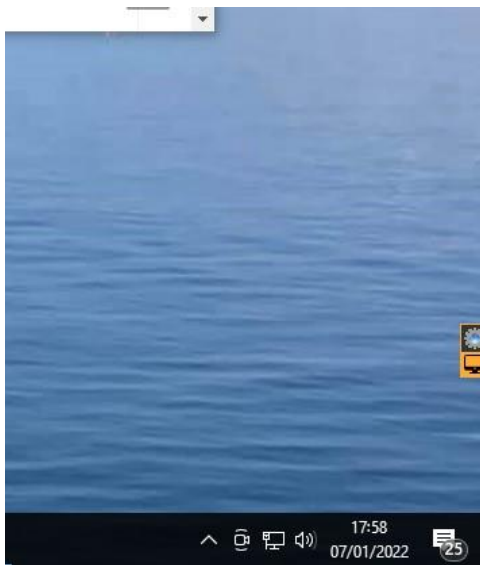
REMOTE CONTROL FROM NICKWORKS

NickWorks IT Support uses “DWService” to remote control your computer. This allows Nick to fully control your computer.

If you have not used NickWorks remote control before, you will need to download the “agent” and then install it. This does not take long, and is best done while on the phone to NickWorks.

DISABLING REMOTE CONTROL

Once the computer work is done, you can leave things as they are, in which case NickWorks can connect to your machine at any time. You will know when it is being remotely controlled – a gold coloured icon will appear at the edge of the screen.



Your connection is secure, as a 9-digit unique code is required for access. If you wish to make sure there can be no access at all, you can disable the remote agent. Do this by first finding the DWAgent icon in the area near the clock. You may need to press the up-arrow to see all the icons.



Press the up-arrow to see more icons if necessary

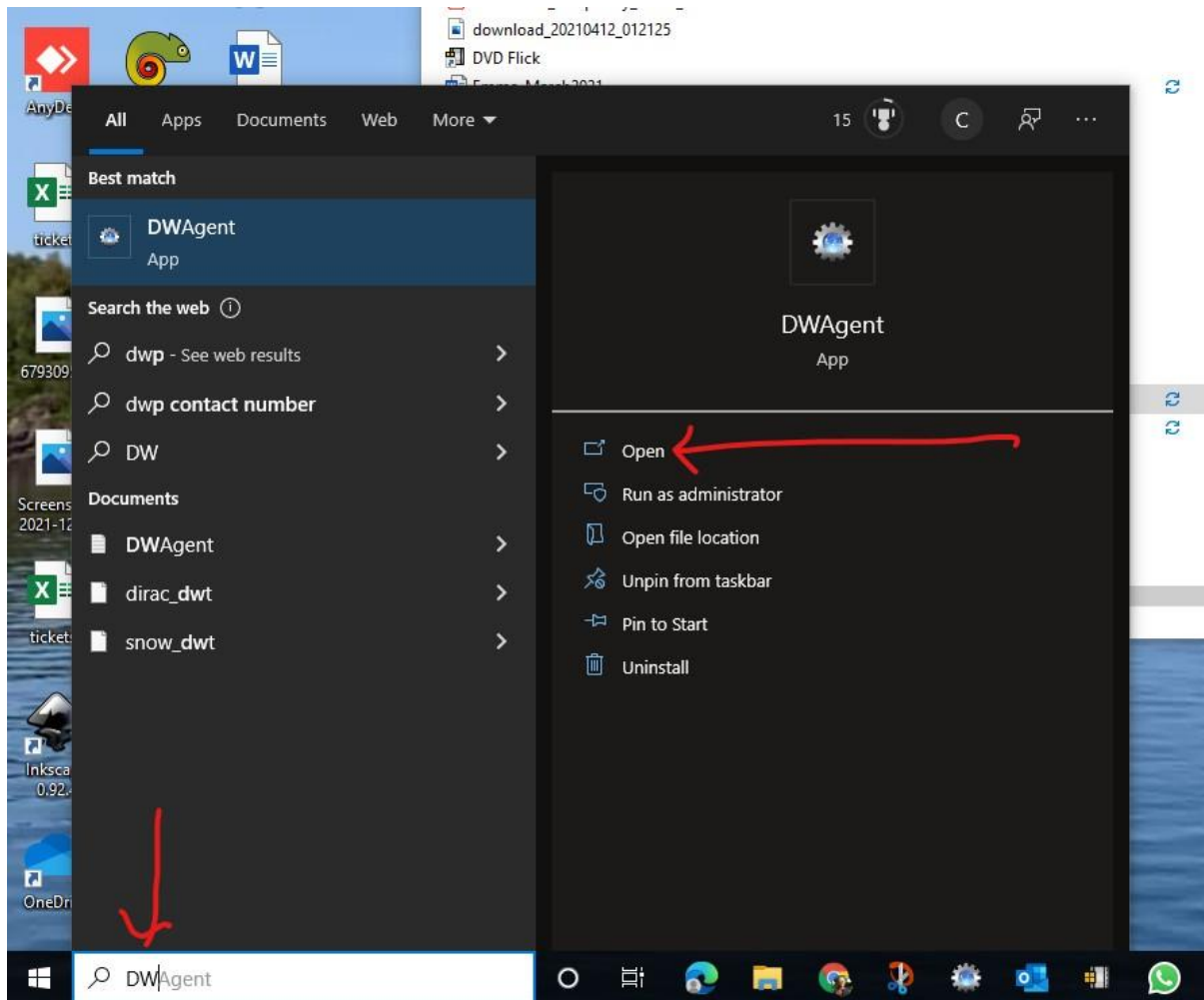
Click on the DWAgent icon, then click “Disable”, then “Yes” and “OK”. Then you can close the DWAgent – Monitor window by clicking on the cross.

ENABLING REMOTE CONTROL

First look to see if the DWAgent icon is there near the clock. As above, press the up-arrow if needed, to see all the icons. If the icon shows red in the centre, it is disabled. Click on the icon, then click “Enable”, “Yes” and “OK”. Then you can close the DWAgent – Monitor window by clicking on the cross.

IF YOU CAN'T FIND THE DWAGENT ICON

Type “dwagent” in the search area next to the Windows start button. Then click “Open”.



If this fails you might need to install the DWAgent again.