



Plan A - Remote Desktop Service

IT911Now.com offers live, remote technical support for those clients that are able to access the Internet. This service allows you the ability to have a Certified Technical Solutions Technician available through remote access through a secure point to point connection to allow the level of support you would receive with an in-house IT Person. Enjoy the freedom to work from your location with your own IT person who is just a click away. Our Calling Card Desktop Application is initiated only by the customer and give a quick and secure connection to a certified technician M-TH 7am-7pm and Fridays; 7am to 5pm (PST).

Remote Desktop includes:

- **Multi-Platform Remote Control**
- **Connect in 20 seconds**
- **Calling Card Desktop App**
- **Remote Diagnostics**
- **Instant Chat**
- **Drag and Drop File Transfer**
- **Reboot and Reconnect**
- **Support Session History**
- **Technician Screen Sharing**
- **Easy-to-Use Customer Apple**

