



Article published on June 14th 2012 | [Software](#)

Computer is a reliable friend; it listens, works as per your command, and brings the world within your comfort irrespective of location and time. But with multiple Windows features, and host of computer applications running on a system with limited configuration, you are bound to run into trouble with one or the other. No matter, you try basic work around as plugging and unplugging cable, turning on or off the machine or getting suggestions from friends over phone to have a get through, but every day can't be yours. Also, not everyone is comfortable with the self-repair and maintenance job. Remote assistance and help feature has been incorporated into the Windows to underscore this urgency. Now, you can watch while a more experienced friend sorts it out for you.

The remote assistance and support feature can be initialized via Windows Messenger, saving a file on the web, sending email request, or amending Group Policy to have access through the corporate firewalls. The role of the Windows messenger has been extended from the conventional chat, and it will help your friends to look into your ailing system components as and when required. As standards remote software, it provides real-time sharing of the resources amidst the active PCs.

However, if the remote partner is not in a condition to take care of the same on real-time then he/she would be in a position to push a documented text file via the remote-session to your PC with the file extension RAsupport.txt, and you can save it under the My Documents folder. Web-based e-mail such as Hotmail or other similar services can also be used to share text files while initializing the Windows Help and Support feature. Apart from the built-in Windows remote support features, PC manufacturers, software developers and independent customer service operatives are making use of their own customized and/or proprietary software to cater technical support services. Generally, the tools are web-based and experts can diagnose and troubleshoot problematic machine over the Internet connection.

As per Pew Research Center, an independent think tank in the Washington, D.C., about three-fourth of the United States population have hand on the information technology in some or the other ways. It also explores the world and reveals facts that are quite interesting. The latest survey accepts 93 percent of South Koreans, 84 percent of Kuwaitis, and 81 percent of Swedes possessing a computer. Increased usage and improved e-mail and Web access has narrowed the digital divide between different communities. And, as the Internet usage is taking an upward move so is the demand of remote support.

The umbrella of remote computer support covers software, hardware, peripherals, and handheld gadgets. From setup, installation and configuration to repair and maintenance, the help-desk is ready to eliminate technological glitches from every step. Some portals also include knowledgebase and video tutorials to let you explore the troubleshooting expertise. Apart from that, some portals do have the app center sections from where you can download software, drivers, updates, etc. of your choice, and can avail of support from experts to fix any meanwhile issues in a quick and easy manner.

Article Source:

<http://www.articleside.com/software-articles/umbrella-of-remote-assistance-support.htm> - [Article Side](#)

[Kellymarion](#) - About Author:

The author is a technician at Techvedic Technologies, and offers end-to-end a [remote assistance and support](#) to a [fix computer](#), printer and router related issues. Files or data shared during a [remote support](#) is effectively encrypted.

Article Keywords:

Remote Support, Remote Assistance Help, Remote Assistance Support

You can find more [free articles](#) on [Article Side](#). Sign up today and share your knowledge to the community! It is completely FREE!