

## Remote Control (Carbon Copy) User Guide

The IT Infrastructure Partnership has installed remote control software called Carbon Copy (CC) on your computer in order to improve the VCCC service desk's ability to quickly identify and resolve standard PC problems. The new software will allow technicians to remotely connect to your computer (with your permission) and often resolve basic PC problems over the phone so that you don't have to wait for a desk-side visit. Please find more information about how remote control works and what you can expect below.

### When will the IT Partnership use remote control?

Remote control connections generally are used to quickly resolve basic IT problems and questions over the phone, such as login/password problems, printer connections, and network drive connections. Technicians will rarely use remote control for major issues that are likely to require a desk-side visit, such as items that call for numerous reboots, involve suspected hardware failures or require large application installations. Instead, they will schedule for a technician to come and resolve those situations in person.

### How does a remote control connection work?

When you call the VCCC service desk, the technician on the phone will first determine if your particular issue can potentially be resolved using a remote control connection. He or she will then ask for permission to access your computer and advise you to close any sensitive documents. You will be guided through a few simple commands to verify your IP address and then, will need to manually approve the remote control connection by clicking yes to the Carbon Copy request (shown to the right). When the technician is remotely connected to your PC, he or she will be able to see your desktop and use your cursor to access software and scripts to resolve the incident. You will see everything the technician is doing and can choose to end the session at any time.



### Who can remote control my machine?

All remote control connections require customers' verbal and electronic permissions. Only a select number of help desk and desktop technicians have administrative rights to perform remote control connections. These individuals have gone through background checks and received extensive training to ensure that they understand and will uphold strict policies and procedures established for this service.

### How do I disconnect from a remote control session?

The technician will always disconnect from your machine following a remote control session. Customers also can formally end the session at any time by right clicking on the CC (Carbon Copy) icon in the system tray and choosing *disconnect*, as shown to the right.



### Who can I contact for more information?

Please call the VITA Customer Care Center (VCCC) service desk at (866)-637-8482 or visit <http://www.vita.virginia.gov/vccc/>.