REMOTE ACCESS SERVICES

By accepting remote access services from us, you accept full responsibility for any changes to the contents or system settings of your computer. We accept no liability whatsoever for linking and/or viewing of any content therein, the operation of the RDS Quick Support software, or for your computer system's performance.

We recommend that you exit any application you have open that is displaying content, such as personal or confidential information, before initiating a remote access services session with us. We further recommend that you remain at your computer throughout the entire remote access services session.

Your data is important, and we strongly recommend you backup your computer on a regular basis. We will not be responsible for any data lost during or after a remote session. If you require help in setting up a backup procedure, please do not hesitate to contact us for assistance.

We take utmost care with your computer, but we cannot guarantee that the remote access service will resolve your computer problem, or that our attempt to so rectify a technical issue will not require a follow up on-site call.

We are using TeamViewer as our remote support tool

- More information about this software can be found on the TeamViewer website
- A security statement for this software can be found here
- A list of corporations that use TeamViewer can be found here
- A list of supported operating systems can be found here

DF IT Solutions Pty. Ltd. | ABN: 37 600 404 251
|**P**: 03 9576 1155| **E**: support@dfit.com.au |
6/148 Wattletree Road, Malvern, VIC 3144