

April 1, 2019

Technical Support Policy re Remote Support

*Please note the following policy change.*

For Remote support services delivered via Go To Assist and/or other similar services - Due to security concerns of the users, there will be a change to the methods that are used to deliver services.

Beginning immediately, remote control sessions will be activated with the user controls turned off (user will not have access to the keyboard and mouse while the tech session is active. or the screen being blacked out to the user. This is to prevent unauthorized viewing or use of the screen or data being displayed.

*Please note that policies are subject to change without notice.*