

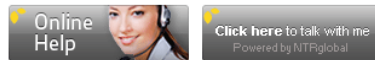
TAC's Remote Support Connection Using NTR Global

Sometimes, the best way to understand a customer question is to see things first-hand.

With the secure internet connection service provided by NTR Global, the TAC team can view the customer's computer screen, download files and run the application software. The only things required are a high-speed internet connection and a web browser.

- Step 1**
- TAC connects to the NTR Console
 - An e-mail is sent to the customer with the Web address that will connect to the TAC session

- Step 2**
- The supplied web address is used in the customer's preferred web browser
 - On the page then displayed, the customer clicks on the "Click here to talk with me" button



- Step 3**
- The customer must accept TAC's invitation to be assisted
 - This acceptance allows the plug-in to be installed
 - A secure link is established and TAC is then able to view and control the customer's computer
 - If desired, the customer can disconnect at any time during the session

