

Nautilus Computing Inc



Remote Support

Rescue is used by Nautilus Computing Inc (NCI) to provide instant remote support to customers. With Rescue we connect to your computer over the web in seconds, for attended remote support. By attended remote support we mean that the technician can only take actions with your explicit consent.

It a simple three step process to get connected (1) A 6 digit Rescue Ticket number is generated for each remote session, which is used to connect to NCI using your web browser (e.g., Internet Explorer, Netscape). (2) An applet is installed onto your computer to begin the session and it is removed when the session ends. No software is permanently installed on your computer. (3) You give permission for NCI to view and control your computer to get started resolving your issues.

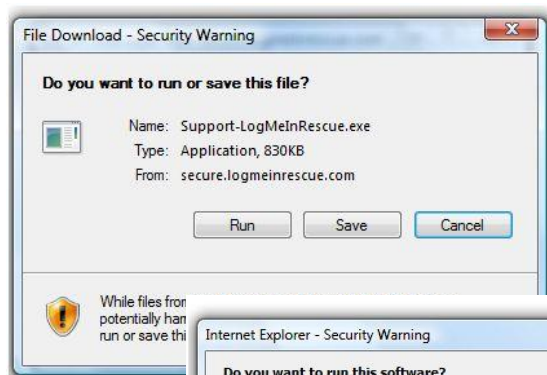
It's as Easy as 1, 2, 3

1. Using your web browser go to: www.NautilusComputing.com
→ **Enter the 6 digit rescue ticket number** → **Click the 'connect to Sheryl button'**

www.NautilusComputing.com

Enter your 6-digit PIN code:

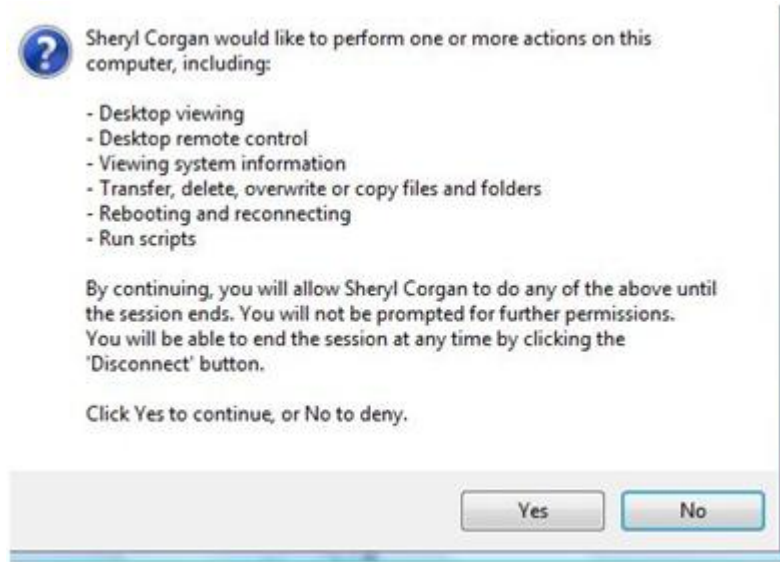
2. A dialog box will popup containing a Run button that you need to **click on the Run button** to give permission to download a file → a second Run button will be displayed, **click on the second Run button** to install the LogMeIn applet.



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3. A dialog box will be displayed to grant NCI permission to view and control your computer. **There is a check box located in the bottom left-hand corner, click in the box until you see a check mark (On Windows XP computers).** On Windows Vista computers **click on the Yes button → Click on the Ok button**



Vista Users will get another dialog box – Please Click on the OK button



To request support go to www.NautilusComputing.com or call (941) 468-4328

Calling Card: We offer a Calling Card option that allows you to just click on a desktop icon to request support. After an initial session with us, we can place our Calling Card on your computer. Then whenever you need assistance you simply click on the desktop icon. Ask us about it today.

Cost for Remote Support: We offer at a low price to help you save money. We charge \$ 20 for the initial connection fee with up to 15 minutes of service. Each additional 15 minute block only costs \$ 15. For example: A 22 minute session only costs \$ 35. A 45 minute session is only \$ 50.