

Eco Time Technology Remote Support Disclaimer

An Eco Time Technology technician will be connecting to your PC. In order to employ this connection, a small applet must be downloaded. You will retain control for the duration of this session and can terminate the session at anytime. Please close any personal or confidential information on your screen, as the technician will be viewing your desktop. The client understands that some problems may not be able to be rectified via a remote link. It is the clients responsibility to backup all applications and data prior to the session. Eco Time Technology shall not be held responsible for any loss of data.

Remote Support:

Eco Time Technology uses Team Viewer to provide remote assistance and technical support. Features of this service include:

- Easy to use, install, and totally secure. You are in full control.
- Ability to diagnose problems remotely and resolve problems where possible.
- Remote session can be ended anytime.

About Team Viewer:

Encryption

TeamViewer includes full encryption and is considered completely safe by today's standards. The key exchange it uses also guarantees a full client-to-client data protection. This means that even our routing servers will not be able to read the data stream.

Access Protection

In addition to the PartnerID TeamViewer generates a session password that changes with every software start to provide additional security against unauthorized access to a remote system. Security relevant functions like file transfer require additional, manual confirmation of the remote partner.

Also it is not possible to invisibly control a computer. For data protection reasons the person sitting on the remote computer has to be able to detect when someone is accessing the machine.