



**EB IT Support LTD**  
Remote Assistance Guide  
EDGE USERS

# Welcome to our user guide.

We are looking forward to helping you during your upcoming remote support session.

To make things easy, we have created this simple guide. It will show you step-by-step how to download and open our remote support program using **Google Chrome** on a Windows PC.

Please do not worry — we will guide you through everything.

## Why are we using our own software?

You may be wondering why we use our own remote support program instead of other well-known tools, such as TeamViewer or our previous software, Zoho Assist.

There are two important reasons:

### 1. Your privacy and safety come first

Our software keeps your personal information secure within our company. We do not rely on outside (third-party) programs, which allows us to better protect your data and keep everything in one safe place.

### 2. It helps keep costs down

Other remote support programs require expensive licence fees. By developing and using our own system, we avoid those extra costs. This helps us continue offering our services at a fair and reasonable price for all of our customers.

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If at any point you feel unsure, that's completely okay. Our support team will patiently guide you through each step.

We are here to help. 😊

# Stage 1: Downloading our software.

## Open Google Chrome

First, please open **Edge** on your computer.

You can find it by looking for the round icon with Blue Green Circular Icon



Double-click this icon to open it.

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## Go to our remote download page

At the very top of the screen, you will see a long white box.

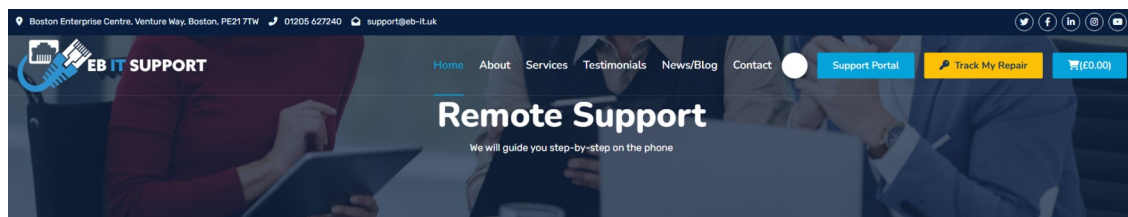
This is called the address bar. It may already have something written in it, such as *google.co.uk*.

1. Click once inside that long white box.
2. Delete anything that is written there (if needed).
3. Carefully type the following address: (or double click the link below)

<https://eb-it.uk/remote>

4. Press the Enter key on your keyboard.

This will take you to our secure download page. It should look something like the photo below



### Step 1 – Click The Blue Button

Please stay on the phone with us.  
When ready, click the large blue button below.

[Download Remote Support](#)

### Step 2 – Open The Download

When the file appears at the bottom of your screen, click it once to open it.

Seeing a warning message?

### Remote Support Agreement

By downloading and running our software, you agree to the following:

- You give EB IT Support permission to view and control your computer for repair purposes.
- You confirm any important files have been saved before we begin.
- You understand that repairs sometimes require restarting your computer.
- You accept our [Data Loss Waiver](#).

We will only access your computer while you are aware and have given permission.

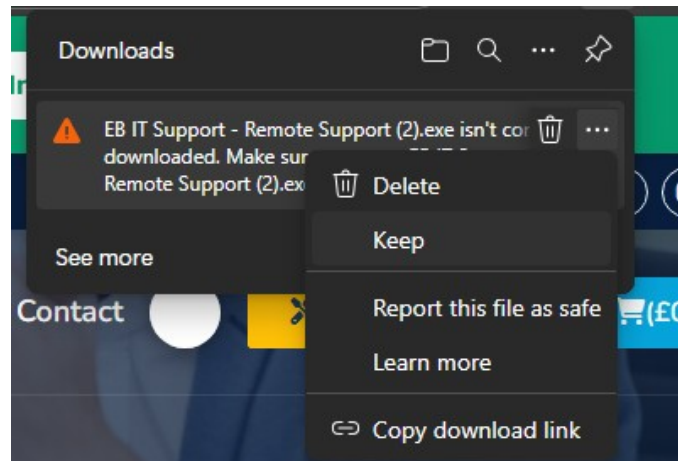
Downloading and running the software confirms you agree to the above terms.

From here click on the big: BLUE Button: “Download Remote Support”. (there are some useful information found on this page).

# Stage 1: Downloading our software.

Once you click on the blue button you will see the download icon at the top right of the page appear. Click on this and you should see the the “EB IT Support – Remote Support.exe” application. Wait for it download, and let your browser scan the file. Once ready click on the application.

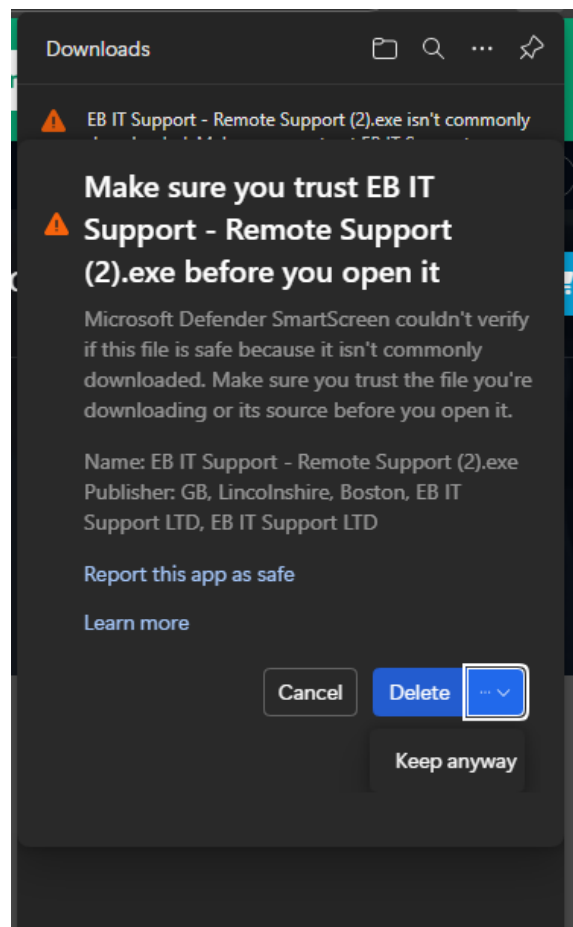
If you see a warning triangle like the image to the right. click the **3 dots** > **Keep** to allow the file to download and install.



Once you click “Keep” a further window will pop up, verify the Publisher line says:

**GB, Lincolnshire, Boston, EB IT Support LTD, EB IT Support LTD**

and click the **.. down arrow** > **Keep Anyway**

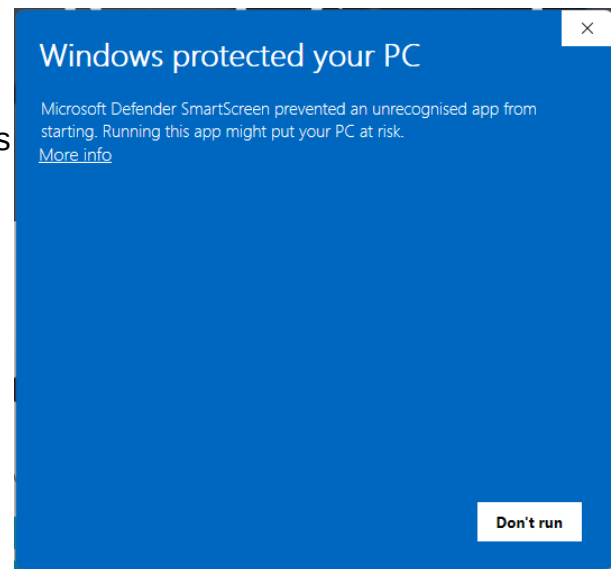


## WINDOWS SMART SCREEN NOTICE

You might see a **blue screen** saying “Windows Protected your PC.”

This is completely normal because our software is new, and Windows just needs a little time to recognize it.

If you see this screen, please click on **More Info**.



After clicking **More Info**, you will see details about the software publisher.

Please check that the publisher is shown as:

**GB, Lincolnshire, Boston, EB IT Support LTD**

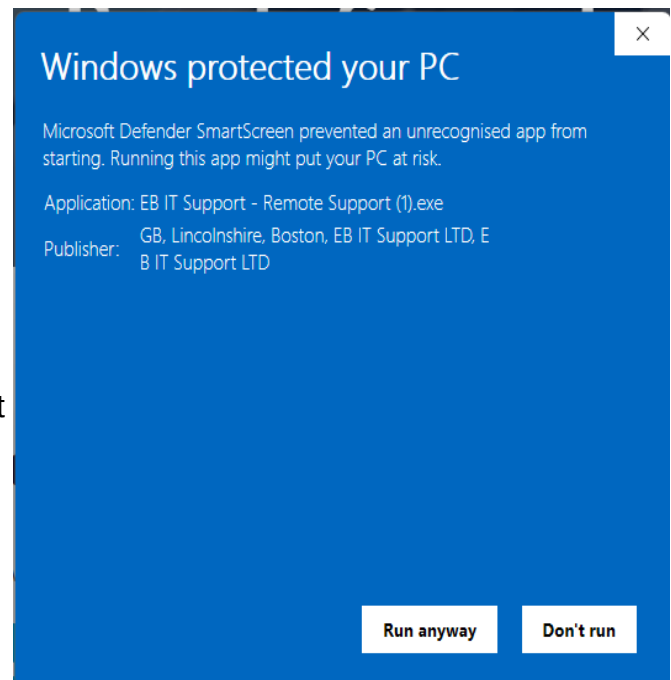
This means the software is genuine and has not been changed or tampered with.

If you see anything else as the publisher, please do **not** run the program.

Instead, click **Don't Run** and contact us right away.

We'll arrange an on-site support visit or alternative help for you.

If the publisher is correctly shown as EB IT Support LTD, you can safely click **Run Anyway** to continue.



## USER ACCOUNT CONTROL (UAC)

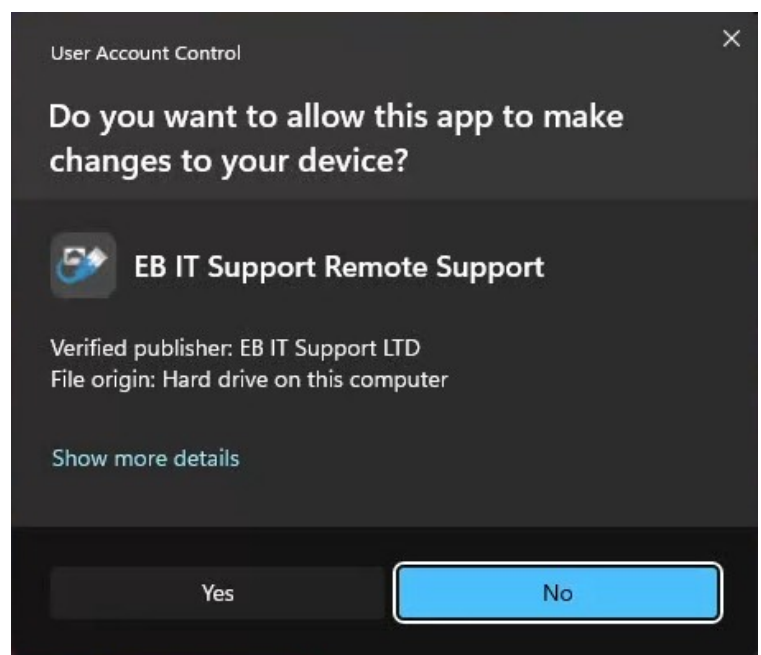
After you click **Run Anyway**, a User Account Control (UAC) window will appear asking for permission to make changes to your computer.

This is normal and necessary for our software to work properly and support you.

Please click **Yes** to allow access.

On this screen, you should see **Verified Publisher: EB IT Support LTD**.

If you don't see this, please contact our support team immediately before continuing.



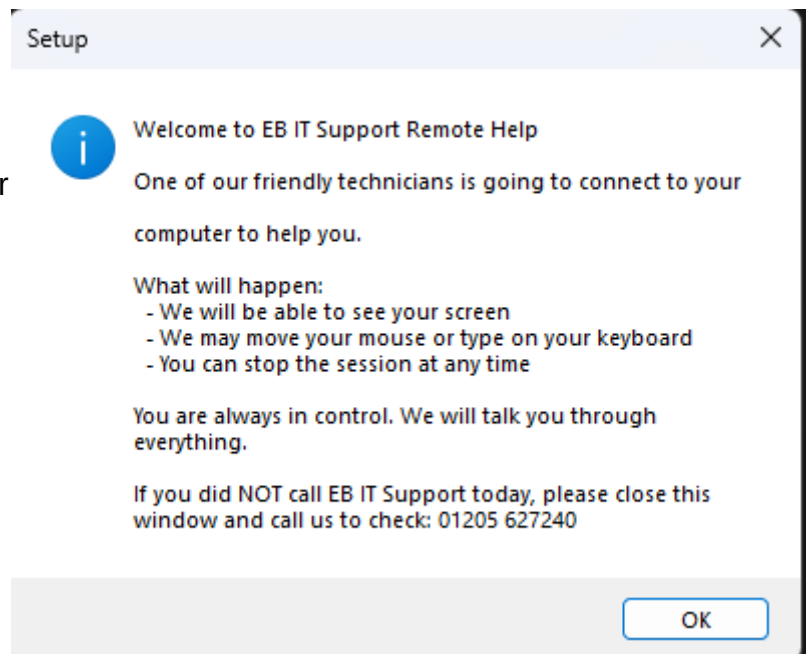
## Stage 2: Installing Our Software

During installation, you will see **two message boxes**. Don't worry — this only sets up the software in a temporary location while we are connected.

The first message welcomes you to our remote support application and explains what will happen during your session. Feel free to read it at your own pace.

Please check that our phone number 01205 627240 is displayed on this message.

When you're ready, click **OK** to continue.

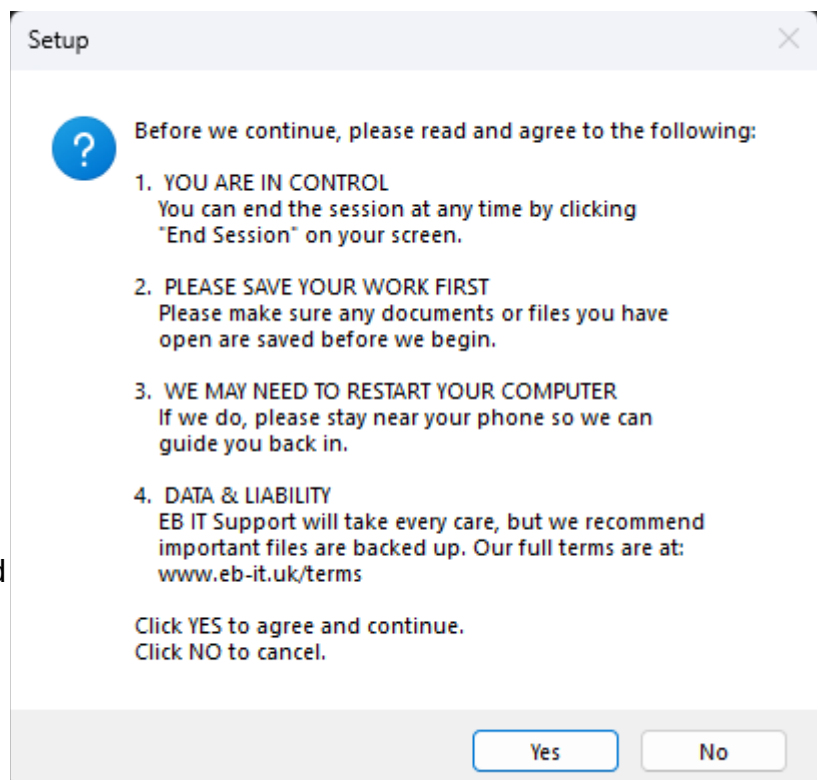


The next message will display our **Remote Support Agreement**.

Please take a moment to **read this carefully**.

If anything is unclear or you are unsure about any part of it, don't worry — just let our support team know. We will guide you through it and answer any questions.

Click **Yes** once you understand and are happy to proceed.

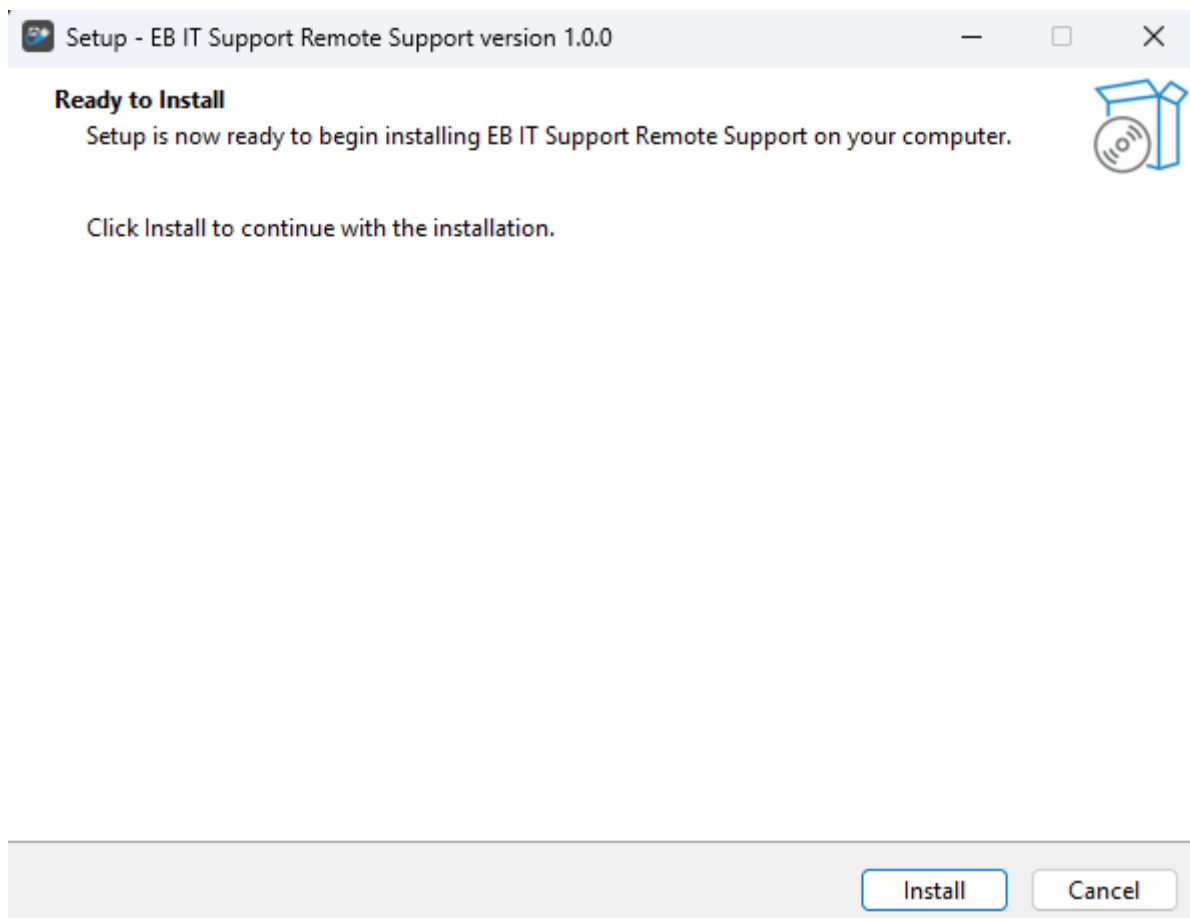


You will now see the **Setup Screen** saying **“Ready to Install.”**

Please click **Install** to start the installation. This usually takes around **30 seconds to 3 minute**.

The installation ensures your PC has everything it needs for us to connect **securely and safely**.

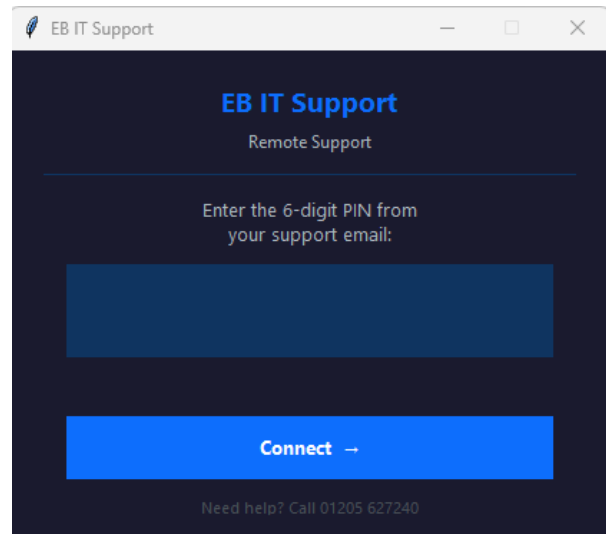
During the remote session, we use strong **security protocols** to make sure **no one else can see your screen or access your information**.



## Stage 3: Running Our Software

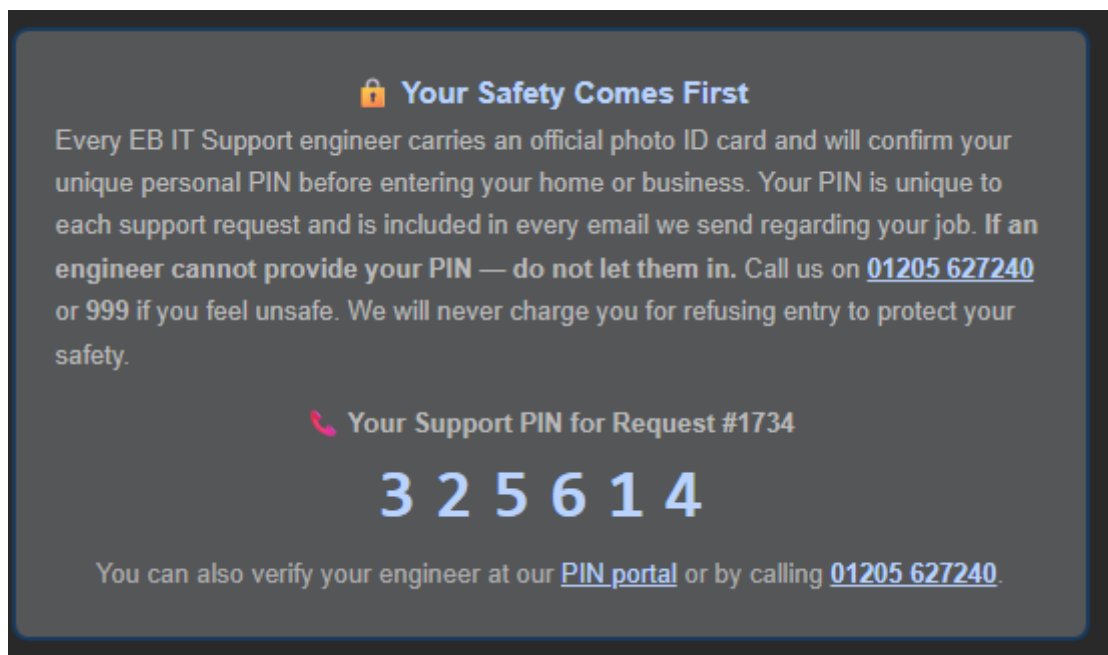
Once the software is ready you will be presented with the following screen:

This is asking you for your 6 digit support pin, that is in the email about your support request sent to our team.

A screenshot of a web browser window titled "EB IT Support". The page has a dark blue background. At the top, it says "EB IT Support" in blue and "Remote Support" in white. Below this, it says "Enter the 6-digit PIN from your support email:" in white. There is a large, empty, dark blue rectangular input field for the PIN. Below the input field is a bright blue button with the text "Connect" and a right-pointing arrow. At the bottom of the page, in small white text, it says "Need help? Call 01205 627240".

Look in your emails about your support request for something like this:

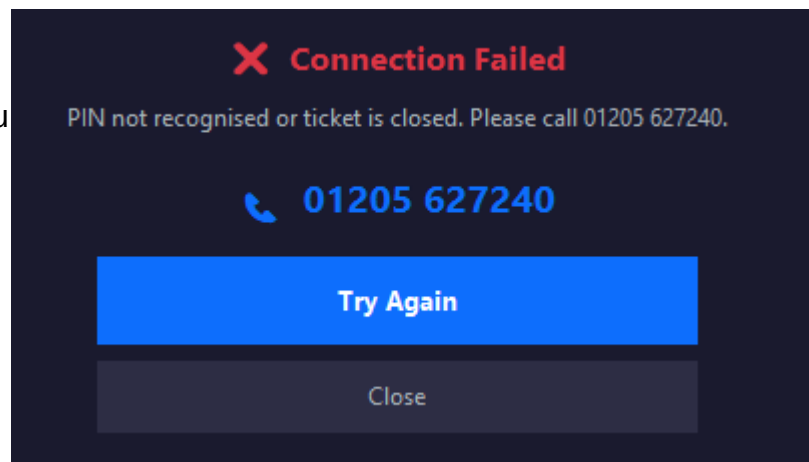
Please enter the 6 digit code from this into the remote session page, and click **Connect**.

A screenshot of a safety notice and support PIN. The background is dark grey. At the top, there is a yellow padlock icon followed by the text "Your Safety Comes First" in blue. Below this, there is a paragraph of text in white: "Every EB IT Support engineer carries an official photo ID card and will confirm your unique personal PIN before entering your home or business. Your PIN is unique to each support request and is included in every email we send regarding your job. If an engineer cannot provide your PIN — do not let them in. Call us on **01205 627240** or 999 if you feel unsafe. We will never charge you for refusing entry to protect your safety." Below the paragraph, there is a red telephone icon followed by the text "Your Support PIN for Request #1734" in white. In the center, the PIN "3 2 5 6 1 4" is displayed in large, bold, blue numbers. At the bottom, there is a line of text in white: "You can also verify your engineer at our [PIN portal](#) or by calling **01205 627240**."

### FAILED PIN

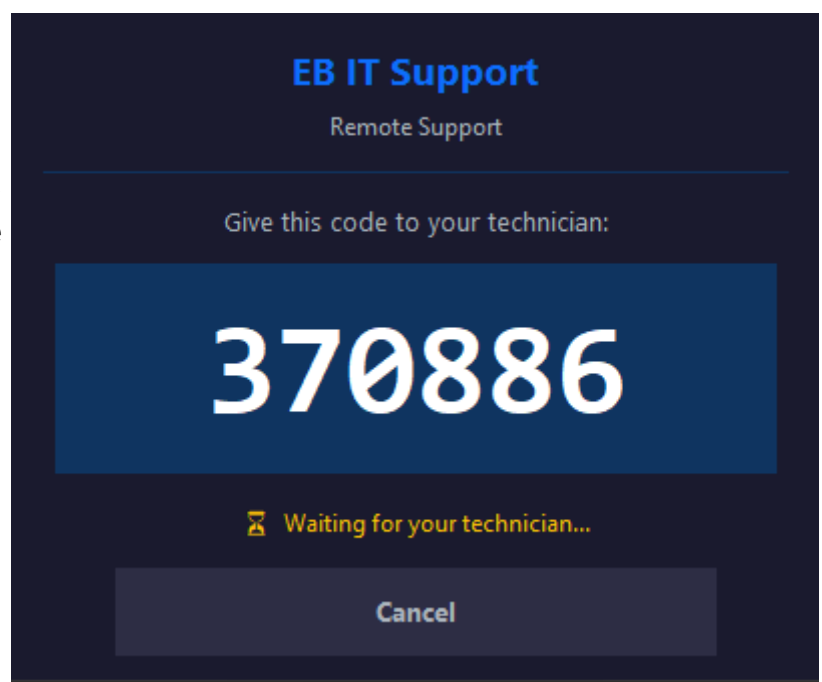
If you enter the wrong pin it will fail the connection and will tell you its not recognised you may ask your support team member for this pin number.

Simply click **Try Again**.



### CORRECT PIN

If you enter the correct pin, you will be presented with a unique code to give to your support technician. We need this to start the connection from our end. Please give this over the phone to your support technician.



### YOUR CONNECTED

During your connection you will see the following screen open, usually at the bottom right hand side of the code.

If you want to end your session please click the

**End Session & Disconnect**

