**GOALS**

1. **Ease of use/usability**
2. **Low cost if not any cost at all (free)**
3. **The ability to be used on multiple platforms (OS’s)**
4. **The ability to be used on multiple different web services**
5. **Being able to talk inside the software/some kind of chat service**

**REQUIREMENTS**

1. **It has to be little to NO COST at all**
2. **It has to be able to be used efficiently on MAC, LINUX, WINDOWS**
3. **Has to be user friendly for the tech and the customer to use**
4. **It needs to be able to be used on Safari, Firefox, Google Chrome, Microsoft Edge, Internet Explorer**
5. **Easily found on the internet for download on users computer(s)**

**WEIGHT OF THE REQUIREMENTS FROM MOST IMPORTANT TO LEAST IMPORTANT**

1. **It has to be little to NO COST at all**
2. **Easily found on the internet for download on users computer(s)**
3. **Has to be user friendly for the tech and the customer to use**
4. **It needs to be able to be used on Safari, Firefox, Google Chrome, Microsoft Edge, Internet Explorer**
5. **It has to be able to be used efficiently on MAC, LINUX, WINDOWS**

**CANDITATE VENDORS**

1. **Zoho Desk - https://www.zoho.com/desk/**
2. **Skype – Skype.com**
3. **Google Chrome - https://chrome.google.com/webstore/detail/chrome-remote-desktop/gbchcmhmhahfdphkhkmpfmihenigjmpp?hl=en**
4. **Microsoft Remote Desktop - https://www.microsoft.com/en-us/download/details.aspx?id=50042&751be11f-ede8-5a0c-058c-2ee190a24fa6=True**
5. **NoMachine - https://www.nomachine.com/**
6. **GoToMyPC -** [**https://get.gotomypc.com/**](https://get.gotomypc.com/)

**CANDITATE RANKINGS**

1. **Google Chrome – FINALIST**

**Google Chrome Extension worked FANTASTIC! Was super easy to install and use. Very intuitive. Works with all main operating systems. Even able to control dual screens. FREE COST**

1. **Microsoft Remote Desktop – FINALIST**

**Microsoft Remote Desktop was very difficult to use. It had a very confusing layout that made it difficult to know what you were doing. While it is free, it isn’t the most intuitive thing to use with MAC computers.**

1. **Zoho Desk**
2. **Skype**
3. **GoToMyPC**
4. **NoMachine**

**THE FINAL DECISION**

**The final decision that we made is based on using the Google Chrome plug in. It was very easy to use and super simple to get working on a computer. It was as simple as putting Chrome on the computer and downloading the extension, you are then given a code and the person that has the code is the one that is granting access to their machine. Once the code is shared the operator just has to type it in inside the Remote Access Plug-in and then can take over the users’ computer. The operator can take over the machine very easily and has access to do anything and everything that they could need to do to make the user happy.**