

Remote Control for Beginners

**presentation for the Computer Club
at the Bowie Senior Center**

October 20th, 2011

Client – Expert Interaction Types

Remote Control vs physical presence

- **Physical presence (if both client and the expert are present – most beneficial)**
 - immediate feedback
 - nothing replaces direct contact (non-verbal communication, all social intelligence benefits)
 - access to hardware
 - minuses: time-consuming & costly
- **Physical presence (when only expert is present)**
 - expert performs given task, feedback from client delayed in time
- **Remote Control**
 - most flexible solution for all software-related problems
 - takes less time, can be done in short sessions
 - secure, allows to record each session or keep logs
 - limited capacity to solve hardware problems – only with assistance on the ground

Remote Control: Client – Expert Interaction Types

With or without the tutoring component

- **with tutoring component:**
“problem solving while you learn”
 - empowers the client
 - enables him/her to move on to the next level of computer competence
 - frustration of dealing with the same problem – gone!
 - new/old issues revealed
 - “human touch” in computer support!
 - sessions can be recorded/replayed
- **without tutoring component:** “geek standard”
 - very often - loss of confidence of a client in controlling his/her own computer
 - client pays indefinitely full rates even if the same problem occurs
 - lacks creativity and comprehensiveness

Remote Control: Client – Expert Interaction Types

Number of parties present at the time of attempted solution

- **both the expert and the client are present**
 - enables the tutoring component
 - client still “controls” the session
 - immediate feedback
 - parallel phone support advised, but if not possible – chat is a valid option
- **just the expert is present**
 - possibility of loss of confidence of a client in controlling his/her own computer
 - expert performs given task, feedback from client delayed in time
 - misunderstandings due to differences in levels of computer competence

Remote Control: Types of Access

Access can and sometimes should be limited

- **unlimited access**
 - has to be given in writing (chat, email)
 - must be based on trust (controlling party (i.e. the expert) can install or uninstall software, change passwords, copy and erase data)
 - controlling party must be known, referred by or in any other way traceable and trusted
 - it is common in business world
 - respective agreements are signed (confidentiality etc.)
- **limited access (via remote control software settings)**
 - client's presence advised (can stop or pause remote control at anytime)
 - client can choose only those programs he/she wishes to give access to
 - liability of the controlling party is thus limited

Remote Control: Expert's Code

You should expect from the controlling party (the expert):

- **to take responsibility for changes he/she implements**
- **to abide by common code of ethics**
- **to perform a traditional service call if remote solution fails (locality)**
- **to listen and watch to the exact description of the problem by the client (very important as this reveals level of computer competence of the client, decides on the level of client's cooperation during the remote control session)**

Tools for Remote Control

Mikogo

- semi-professional grade tool allowing full (or restricted) access
 - easy installation, every beginner in computers should do it
 - multiple users can join one session
 - <http://www.mikogo.com/>



LogMeIn

- professional grade tool allowing full (or restricted) access
 - longer learning curve
 - initial installation requires an account
 - basic functionality with free option
 - <https://secure.logmein.com/products/default.aspx>



... technical presentation

... what the client will see (screenshots)



Browser window showing the Mikogo Join Session page. The address bar displays <https://go.mikogo.com/en/start.aspx?jscheck=1&&&>. The page features the Mikogo logo and a "Session Login" section.


Session Login


Please enter the session ID and your name.

Session ID

Your Name

Connection Method


☒ Connection Program 

☐ HTML Viewer 

[Click here](#) to save the connection program on your computer. No installation required. After download, run the file to join a session.

Find out more about Mikogo at <http://www.Mikogo.com>.

Browser window showing the Mikogo Join Session page. The address bar displays <https://go.mikogo.com/en/start.aspx?jscheck=1&&&>. The page features the Mikogo logo and a "Session Login" section. Below the login section, there is a "Join Session" button and a "Connection Method" section with two options: "Connection Program" (selected) and "HTML Viewer". A link is provided to save the connection program on the computer.



Session Login

Please enter the session ID and your name.

Session ID:

Your Name:

[Join Session](#)

Connection Method:

- ☒ Connection Program
- ☐ HTML Viewer

[Click here](#) to save the connection program on your computer. No installation required. After download, run the file to join a session.

Find out more about Mikogo at <http://www.Mikogo.com>.

Browser window showing the Mikogo Join Session page. The address bar displays <https://go.mikogo.com/en/start.aspx?jscheck=1&&&>. The page features the Mikogo logo and a "Session Login" section.

Session Login

Please enter the session ID and your name.

Session ID: 021-757-097

Your Name: Pete

Join Session

Connection Method:

- ☐ Connection Program
- ☒ HTML Viewer

[Click here](#) to save the connection program on your computer. No installation required. After download, run the file to join a session.

Find out more about Mikogo at <http://www.Mikogo.com>.

Switch Presenter Request



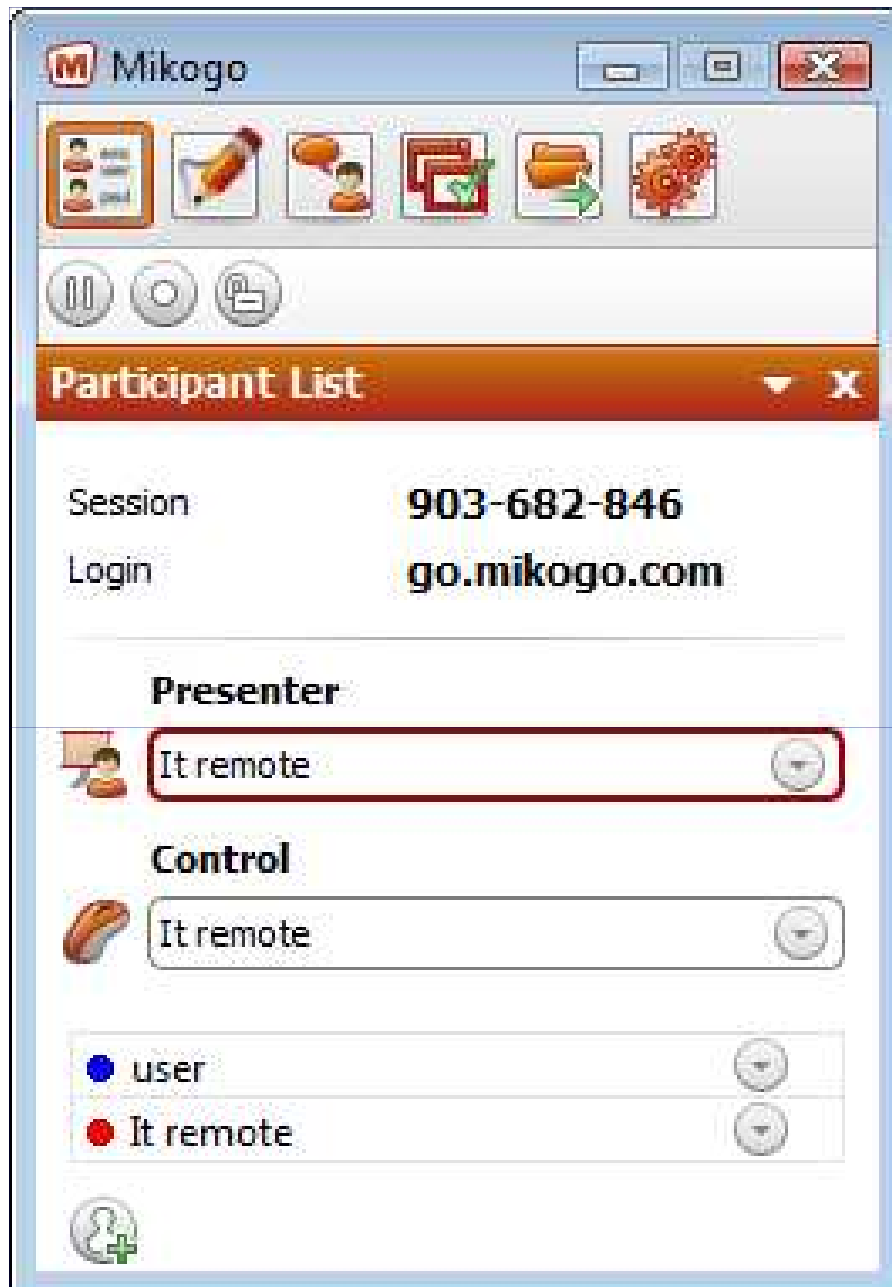
You have been asked to become the presenter and allow remote control. Do you accept?

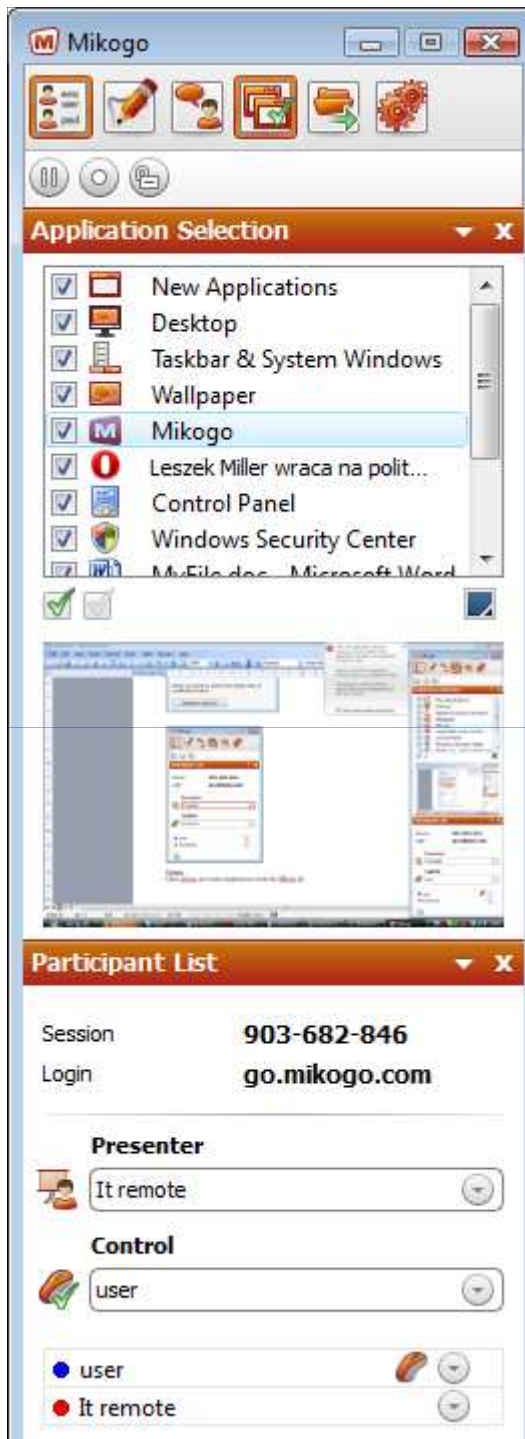
Yes

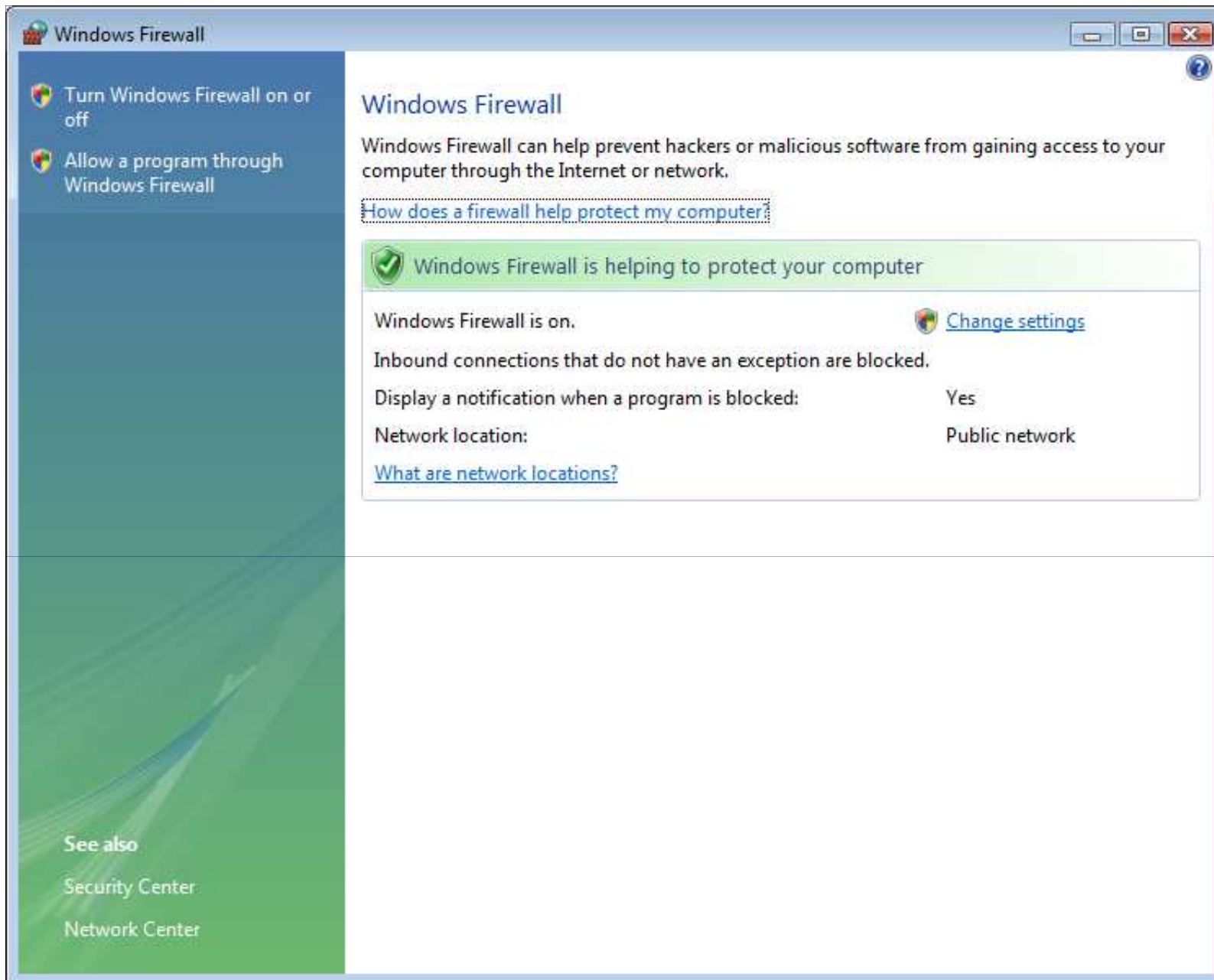
No

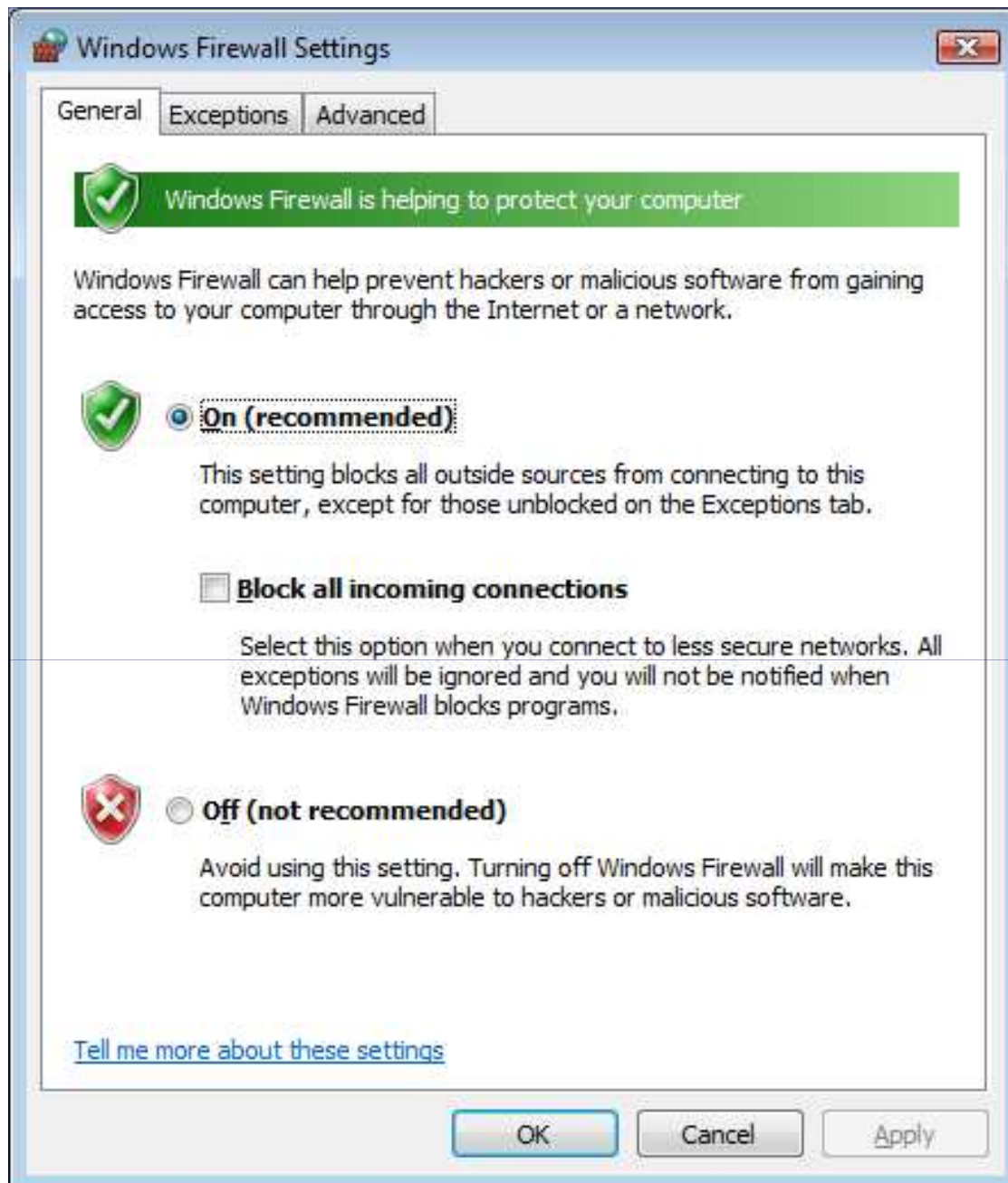
Before you accept by clicking "Yes", please close all confidential windows.

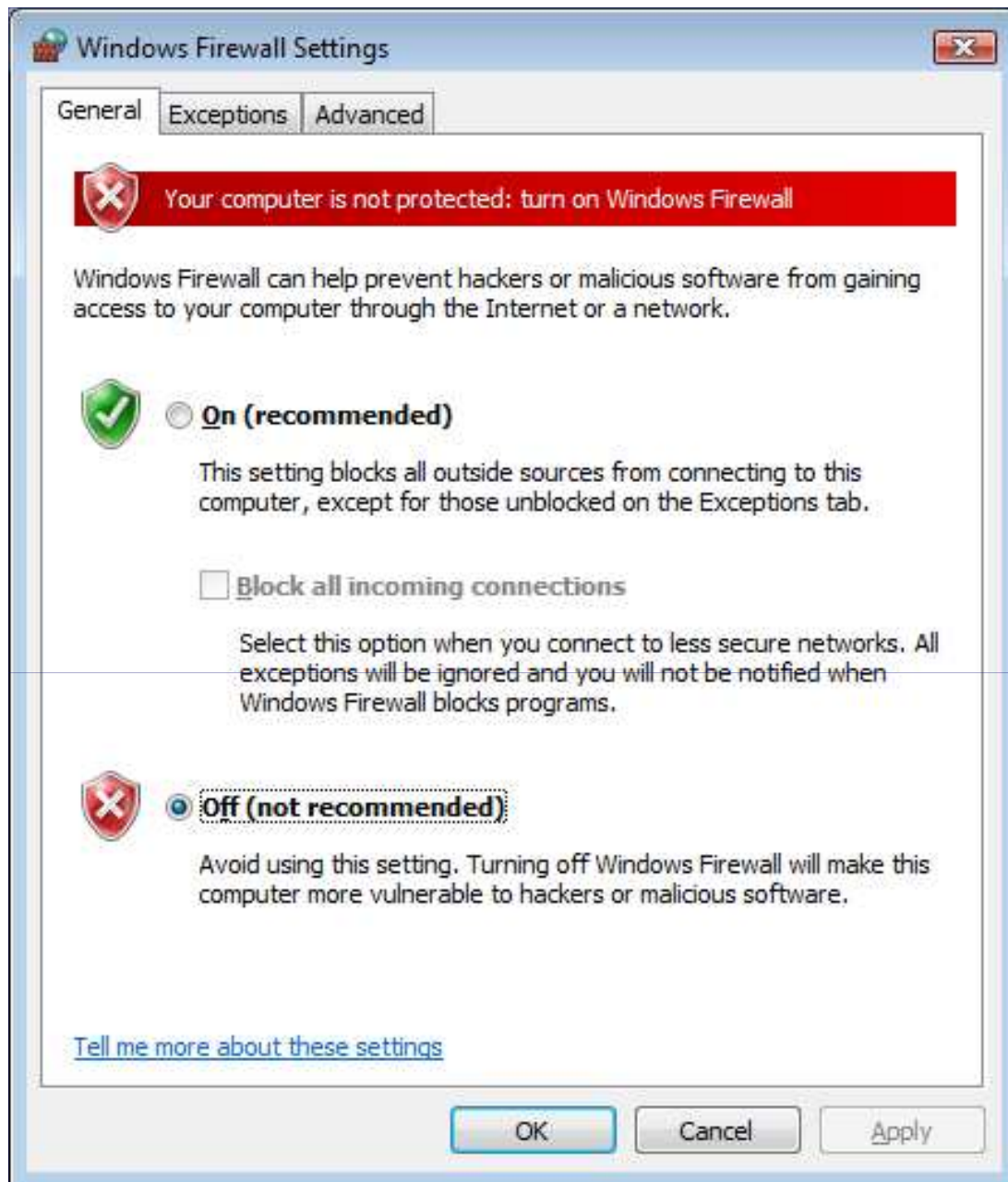
Application Selection

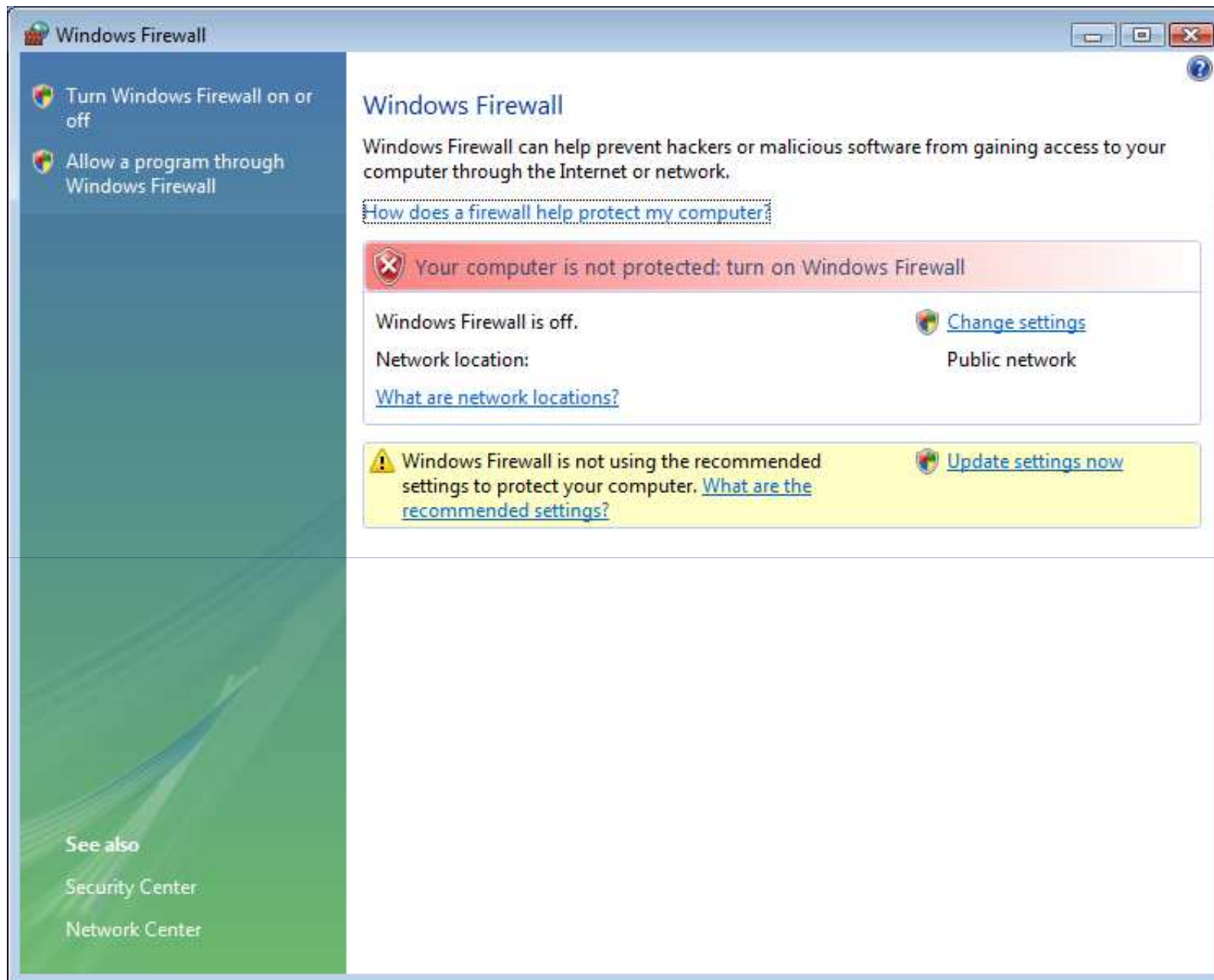












Remote Control: Work Environment

What you need to know about this work environment

- the client and the expert are part of very sophisticated work environment – the whole living web!
- one needs to comprehend dangers of this “virtual city” and how to apply basic protections (compare it to staying away from “bad neighborhoods”)
- this is an ARTIFICIAL environment – vs. natural environment – with all its consequences on physical and psychological health
- basic knowledge of ergonomics, PC security, psychology of the web and its users is helpful
- keep balance between presence on-line and life off-line

**Thank you for your
time & attention!**

Questions are welcomed!

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