



## ClickPOS Remote Support

We now offer the ability for ClickPOS support to remote into your PC for technical difficulties that could not be rectified by normal means.

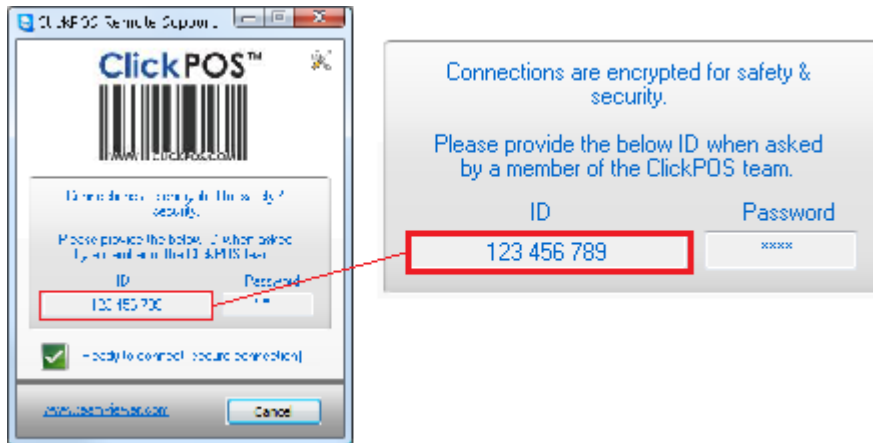
### Instructions

1. Download ClickPOS remote client software  
(No local install required)  
[Click here to download](#)
2. Unzip "clickpos remote support.exe" to a safe location  
(E.g.. Desktop or similar)  
Please note: WinZip or WinRar is required to unzip the file  
You may download a free trial from [www.winzip.com](http://www.winzip.com) or [www.rarlabs.com](http://www.rarlabs.com)
3. Double click "clickpos remote support.exe"



4. Call ClickPOS support on +61 3 9092 5300 (Option 2)  
Or email [help@clickpos.com](mailto:help@clickpos.com) notifying that you are unable to fix an issue  
and have the remote session ready.

5. ClickPOS will ask for your ID (see below image)



Call ClickPOS support on + 61 3 9092 5300 (Option 2)  
If you have any question relating to this service.

#### PLEASE NOTE:

You may store 'ClickPOS Remote Support.exe' file in a safe location as it can be used whenever ClickPOS are required to look deeper into your PC. Staff cannot compromise the PC as the client software will not work unless it is in direct communication with one of the ClickPOS team. So it's safe! ClickPOS cannot access your PC without direct permission and/or cannot access the PC once the session is over. Your PC security is our main priority.