

ACC Accounting Solutions Live Online Support

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Live Remote Assistance

Do you need a quick solution to a technical problem? With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution.

How to Get Support:

You will find the answers to security questions and system configuration requirements on our FAQ page. You can also view a demonstration of a screen-sharing session.

How It Works:

Step 1:

Simply type your question or the nature of your problem in the box below. Then click the button to proceed.

Step 2:

You are prompted to download a small virus-free plug-in which will connect you to a member of our support team.

Step 3:

Your support representative will chat with you online to obtain the details of the problem.

Step 4:

With your permission, your support representative can view your screen and share control of your mouse and keyboard.

Step 5:

You are in full control of your computer at all times. You always have overriding control of your mouse and keyboard, and you can end the screen-sharing session at any time.

Name:

Company:

Question/Problem:

