



## Remote assistance

If you are speaking to one of our Client Service Advisors about an issue with one of our online services, they may request to view your screen to understand what's going on.

We use a program called GoToAssist, which provides a secure connection to your computer so we can view your screen.

[Learn more on the GoToAssist website](#)

Using this tool allows us to guide you through the online service and complete your transaction successfully. If there's still a technical issue we may need to get the necessary details to pass on to our technical support team to resolve. Having a screenshot of the issue helps us to resolve your issue faster.

Before starting a remote assistance session, our Client Service Advisor will request permission to share your screen and they'll give you all the necessary information on how to connect at that time.

The GoToAssist software is a temporary download and once the Client Service Advisor has disconnected, the download removes itself from your computer.

[Open the remote assistance tool now.](#)