



# SUPPORT CONTRACT CLIENTS

## SUPPORT INFORMATION

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## INTRODUCTION

At Carter Enterprises we value our client's time so we are providing this document to help you; our customers with their monthly maintenance and answer common questions.

## First Month Maintenance

Weather this is your first month of maintenance or your 20<sup>th</sup> the procedure is essentially the same. The exception to this is the first section where we have you install remote access software. If you are a continuing customer you will already have this installed and can skip any software installation steps.

Step 1 – Make sure your computer is powered on

Step 2 – Once your computer is powered on verify you have a connection to the internet by visiting [WWW.cbcwd.COM](http://WWW.cbcwd.COM).

**If you can view the page proceed to step 3 if not please contact Carter Enterprises**

Step 3 – The final step is to Log Off your computer as shown below

For Windows 7





Step 4 – If you see activity on your computer don't worry it is not possessed it is just Carter Enterprises performing your maintenance. During the maintenance please refrain from using your computer. If you must use your computer during a maintenance please call Carter Enterprises first so that we can give control of the computer back to you.