

Remote Assistance Service

Remote Assistance tool enables instant, secure, and trouble-free connections between user's computers and IT Support Team within UAEU infrastructure. Application is powered by innovative Microsoft Remote Assistance technology and will allow an IT Support person to directly view and interact with the user computer's desktop without having to physically visit the office / rooms. With remote assistance desktop utility, UAEU IT support team can quickly view, diagnose, and troubleshoot remote desktops from anywhere within UAEU locations.

Online Ticketing System

In

order to streamline the IT support requests and to better serve UAEU community, The Online IT Helpdesk System is introduced. Every IT support request will be assigned with a unique reference number which can be used to track the progress of the requests and responses online. A complete archives and history of all support requests are available via this online system.

7558

Remedy Cases

24980

Help desk Calls

