

Remote IT Support - Full Features Guide

Complete breakdown of all remote support services, inclusions and security standards

Microsoft 365 and Cloud

- ✓ Account creation and licence assign
- ✓ Outlook profile setup and repair
- ✓ Teams configuration and training
- ✓ OneDrive sync troubleshooting
- ✓ SharePoint permissions and setup
- ✓ Exchange email migration
- ✓ MFA setup and enforcement
- ✓ Microsoft 365 admin console mgmt

Windows Support

- ✓ Windows 10 and 11 error diagnosis
- ✓ Blue screen and crash analysis
- ✓ Driver update and conflict fix
- ✓ Registry and system file repair
- ✓ Startup and boot issue resolution
- ✓ Windows Update management
- ✓ Performance tuning and cleanup
- ✓ Remote OS reinstall guidance

Security and Malware

- ✓ Virus and malware removal
- ✓ Spyware and adware cleanup
- ✓ Ransomware containment advice
- ✓ Antivirus installation and config
- ✓ Firewall rules and settings review
- ✓ Phishing incident investigation
- ✓ Password reset and account recovery
- ✓ Security audit and recommendations

Networking and Connectivity

- ✓ VPN setup and troubleshooting
- ✓ Wi-Fi and LAN connectivity issues
- ✓ Remote desktop configuration
- ✓ DNS and IP address issues
- ✓ Network drive mapping
- ✓ Internet browser issues and reset
- ✓ Proxy and firewall bypass advice
- ✓ ISP escalation support

Google Workspace

- v Gmail setup and migration
- v Google Drive organisation
- v Google Meet configuration
- v Workspace admin console mgmt
- v Calendar sharing and permissions
- v Google Forms and Sheets support
- v Domain verification and DNS
- v User provisioning and offboarding

Software and Applications

- v Software installation and licensing
- v Application error diagnosis
- v Adobe suite support
- v Accounting software config (SQL, UBS)
- v Browser extension and plugin issues
- v PDF tools and Office activation
- v ERP and CRM basic support
- v Scheduled maintenance reminders

Service Inclusions by Plan

Feature	Ad-Hoc	Retainer Basic	Retainer Pro
Remote support session	Yes	Yes	Yes
Written session summary	Yes	Yes	Yes
Priority response queue	No	Yes	Yes
Discounted additional hours	No	Yes	Yes
Multi-user concurrent support	No	Yes	Yes
Dedicated support contact	No	No	Yes
Same-day response SLA	No	Yes	Yes
7-day issue recurrence guarantee	No	Yes	Yes
Monthly IT health report	No	No	Yes
After-hours emergency support	Extra charge	Extra charge	Yes

Security Standards for Every Session

Encrypted Remote Access

All remote sessions use AES-256 encrypted connections. No unencrypted access is ever permitted to your devices or data.

Explicit Approval Required

Our engineer cannot connect to your device until you click Allow. You are in full control at all times and can disconnect instantly.

Full Session Logging

Every remote session is logged with engineer ID, timestamp, duration and a full record of all actions taken during the session.

No Credential Retention

We never store or retain your login credentials, access tokens or remote session codes after the session has ended.

You Watch Everything

You see every action our engineer takes on your screen in real time. Nothing is hidden and no background access is ever used.

What Remote Support Cannot Fix

- x Physical hardware failures - faulty RAM, dead hard drives, broken screens (requires onsite visit)
- x No internet connection - if your connection is completely down we arrange onsite or phone guidance
- x Physical cabling, network point installation or hardware replacement (requires onsite visit)
- x Manufacturer warranty claims - we assist with documentation but cannot act as the manufacturer

Certifications and Tools We Use

Microsoft Certified Partner

Authorised to deploy and support Microsoft 365, Azure and Exchange environments.

Google Partner

Certified in Google Workspace setup, administration and migration.

Fortinet Certified

Trained in network security, VPN configuration and firewall management.

CompTIA A+ Certified

Industry-standard certification covering hardware, software and network support.

Azure Fundamentals

Microsoft Azure certified for cloud infrastructure and remote access setup.

Frequently Asked Questions

How secure is remote access to my computer?

All sessions use encrypted connections. You approve access before we can connect and you can disconnect instantly at any time. No credentials are stored after the session ends.

What if my internet is down and I cannot connect?

If internet is the problem we guide you by phone or WhatsApp. If unresolvable remotely we arrange an onsite engineer visit to fix the underlying connectivity issue.

Can you support multiple staff members at the same time?

Yes, under retainer plans we handle concurrent sessions with priority based on urgency. Critical issues are always addressed first regardless of the order they came in.

Do you support Macs and mobile devices?

Yes. We support Windows, macOS, iOS and Android remotely. We are fully experienced with mixed environments including Apple devices alongside Windows machines.

How do I know the issue is actually fixed?

We do not close a session until you have tested and confirmed resolution. We ask you to verify before we disconnect. If the same issue recurs within 7 days we fix it free.

Can I get a monthly retainer for regular remote support?

Yes, from RM 300 per month with fixed hours, priority response and a dedicated support contact. Retainer clients are always prioritised over ad-hoc requests.



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