How to connect to online support

Our online support can be provided through Citrix Go To Assist. This is an extremely secure method of providing support because YOU must initiate the connection and yet it is very simple to use.

The easiest way to connect is probably to go to the Go To Assist connection icon on our web site.

WWW.SOFTWAREGENERATION.COM

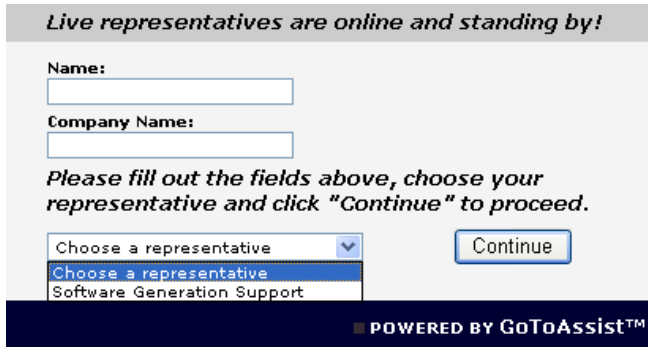Click on the banner to connect.

As an alternative you can connect by entering this URL in your browser address line:

http://www.gotoassist.com/sb/softwaregen

P.O. Box 1093 Bedford TX 76095
Metro 817-858-0222 Fax is 817-858-0223 Toll Free 1-800-732-3001

The next screen you get will be the log on screen:

Enter you name and your company name and select Software Generation Support from the pull down.

There may be times when a rep is not available but this should be rare during business hours. We always attempt to have coverage from 8:00 to 5:00. If no representative is is available on line please give us a call at 817-858-0222 and enter 1 for tech support. The system will search through our phone numbers attempting to reach an available representative.
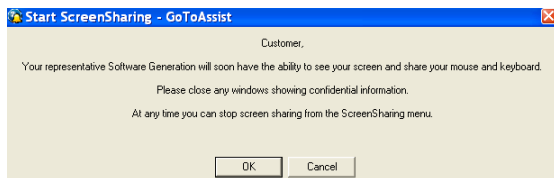

This screen will "scroll" while a connection is established.

The next screen will be the security screen below.
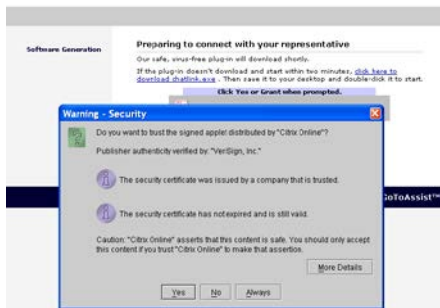
You must answer yes so that the security applet can load on your computer.

The final screen is the screen sharing screen and you must say yes to allow our representative to see your computer and help you.

Congratulations!!! You should be connected and ready to receive help.