

Do I need to physically bring my HSU-owned laptop to you?



Not always. For many software-related problems, a Help Desk technician can work on your laptop remotely using [remote screen-sharing software](#). This software lets the technician take control of your laptop to diagnose and remedy the problem without either of you having to spend time away from your desk. You just need to download a small program, which removes itself at the end of the session.

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