



MedicalDirector®

Remote Access Authorisation

MedicalDirector uses remote-access software to assist customers with resolving difficult software issues that can affect their routine use of MedicalDirector Software. This form authorises MedicalDirector Customer Care to use remote-access software to remotely connect to a site's computer(s) to assist in resolving such issues.

How Does MedicalDirector Customer Care Access Customer Computers?

MedicalDirector Customer Support uses secure, encrypted, permission-based tools for remote access. Customers must initiate each contact session, and during the session have the ability to observe, pause, or terminate it at any time. The Pause/Stop option is located at the bottom right-hand corner of the session screen.

Conditions for Providing Remote Access

It is the customer's responsibility (not MedicalDirector's) to maintain a current backup of all business-critical data, and a full system recovery backup.

MedicalDirector does not accept responsibility for errors, defects, data loss, or any other unexpected or unexplained results when using remote-access software to attempt to remove, install, upgrade or repair MedicalDirector software.

Please acknowledge that you understand and agree to the conditions for providing remote access, and list all staff that have the authority to request remote assistance for the Practice named in this document.

Please acknowledge that you understand and agree to the conditions for providing remote access, and list all staff that have the authority to request remote assistance for the Practice named in this document

Remote Access Consent Form

Practice Name:

Practice ID:

Contact Person:

Title:

AUTHORISED STAFF TO REQUEST REMOTE ASSISTANCE

Staff Name	Position

Name:

Signature

Date

I certify that I am authorised to sign this Form on behalf of the Practice referred to above

Once complete, return to MedicalDirector Customer Care via fax on 02 9086 3421.