FAQs

How Can I Get Help From PSS TECH ?

All it takes is for you to do is to get in touch with us via phone call to get the online computer help process started. Then, our engineers will take you through a step by step process to resolve the issue however if the need be, then with your authorization, our technician will be able to view your computer screen using the remote assistance service and help repair your problem without either of you leaving your desk. You can sit back, relax, and watch as your computer appears to â€˜automaticallyâ€™ repair itself. Itâ€™s not only a hassle-free process, but it allows you to witness how the repairs are done, making it a great learning experience for you.

You can also email us about your issue and we will get back to you within no time with an accurate solution or can simply login to your account from our website and get online support through chat where you will find answers to all your issues.

I Have A Software Issue? Do You Support Software Problems?

Our professionals are well versed with the software related issues. We support the latest as well as the legacy operating systems. We can assist in resolving the various error messages; provide setup support for operating systems ranging from Windows 95, Windows 98, and Windows me, Windows NT, Windows 2000 to Windows XP, Vista and Windows 7.

Are PSS TECH's Engineers Qualified To Work On My Computer?

Our Support engineers are A+/MCP/MCSE Certified Professionals, Network Administrators and trained on Microsoft Products. Every support engineer has working experience in a Technical help desk environment and has also undergone extensive Saha Solutions & Creations skill based training enabling them to support legacy as well as emerging technologies.

I Am Tired Of Waiting In The Queue? How Long Is Your Call Wait Time?

We understand that as an end user you need the support at earliest. We have the all contact medium open i.e. voice, email and chat. We also staff our professionals using the best in class workforce management, which result in almost zero wait time for you.

How Will PSS TECH's Team Fix My Problem?

Our experts with years experience behind them use the Remote Connection Software which works on real IP and Streaming Software. We also provide assistance through email, chat and telephone.

Can A PSS TECH's Engineer Get Back Into My Computer After My Session Is Over And Is It Secure?

Yes it completely secure .   The software we use to view your screen is completely safe. At www.psstech.us session can only be initiated by you, meaning that we are never able to view your computer without your permission. Once the session has been started, you have the ability to override our technician or end the session at any time just with the touch of a mouse. Our technicians only do what is necessary and required to repair your computer problem. After their work is complete and the connection has been terminated, the technician never has the ability to re-connect to your computer unless you initiate another session.

I Have A Dial-Up Connection? Can I Still Get Remote Assistance?

Yes, our remote supports the 56k modem. However, you may have some latency depending upon the medium or the provider.

What Types Of Computers Do You Support At PSS TECH?

If you're running Microsoft Windows XP, Windows Vista or Linux on your computer, we can help you! We currently do not support Apple Macintosh or UNIX operating systems. If you aren't sure what operating system you have, give us a call and we'll help you figure it out.

What Method Of Payment Does PSS TECH Accept?

We accept major credit cards and offer payment on our secure website or over the directly transfer to with PayPal Account.

Is My Information Secure At PSS TECH ?

We use security measures to protect against the loss, misuse or alteration of information so you can feel comfortable and secure when shopping. We use industry-standard SSL and encryption technologies when receiving your personal information.

What Do You Do With The Personal Information I Provide You?

PSS TECH respects your privacy and recognizes your need for appropriate protection and management of your personal information. For further details please review our Privacy Policies.

I've A Small Problem In My PC And I Just Need Few Minutes' Expert Help To Get Rid Of Problem...Why Should I Opt For Maintenance Plan?

In such a case we will provide you a free trial on your first call for your issue however as today Computer Security is at threat due to various Vulnerabilities or sudden Virus, Adware, Malware, Trojan, etc. attacks, hence we are certain that once you would have tried our service, you would definitely decide to go ahead with it as you get freedom from external attacks and threats throughout your plan period.