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## CoVid-19 Response: Remote Services

As we are being urged to all stay at home and social distancing is now the norm, I am providing information on my remote services so that informed decisions can be made when there are people who require assistance with technology at a time when it has such a crucial role to play. All services including Assistive Digital Technology Assessments, Reports, Supply, Customisation of Technology, Training and Assistance are still available through remote technologies.

Enter Session ID

**CONNECT**

powered by  Assist

I utilise Zoho Assist services. I provide a unique session ID number for each session which ensures privacy and that the end user is allowing permission for me to be able to enter their computer, Android Phone or Tablet, iPhone or iPad. This can be done from my website or from a small App they can install on their device.

I can communicate via video, audio and/or chat during the session or use my phone for communication through a session. Training is especially useful delivered this way as the person can be guided but it can be very much hands on learning and guidesheets built up and supplied at the end of a session.

I need to emphasise that this is not a service that requires high end technology skills on the part of the end user, as once connected, they are guided all the way and I can take control when necessary. It has proved a very valuable way to develop skills with clients I have worked with in the past.

In the case of iPhones and iPads I can view the screen and guide someone to carry out whatever actions or training is required.

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