

In its endeavour to maintain a good quality helpdesk service, DMS (Debt Management Section) has recently opened up a new channel for bringing CSDRMS technical support closer to customers. Now, the CSDRMS team in London can securely connect to your system with your permission to provide virtually on-site support.

No need to install any software. No need to follow any training.

A broadband Internet service is all that you need. If you cannot fix your problem and need our physical intervention, send us an email or give us a ring. We shall send you an email to request your authorisation. You reply to the email and we are connected to your system over a secure link. It is as easy and simple as that.

You can visualise on your screen whatever intervention is being done. You can chat online with the support staff. You can even at any time terminate the connection.

Access will pertain only to the provision of support on CS-DRMS. Your data will be treated in strict confidentiality.

You are encouraged to avail of the service, whenever necessary, so that we can effectively and efficiently attend to your problems.

A paper entitled 'CSDRMS Remote Helpdesk and Technical Support' elaborating the service with details on the connection process and the security mechanism is available in the CS-DRMS User Support Area (You need to be registered with the website to access the document).

■ [www.csdrms.org](http://www.csdrms.org)



**Debt Management Section  
Special Advisory Services  
Division**

**Commonwealth Secretariat**

*Please send any query on this service  
to the CS-DRMS Support Team  
([csdrms@commonwealth.int](mailto:csdrms@commonwealth.int))*