

# Remotecee.com

## Supported Browsers


- **iOS Safari (11+)** - Remote Service App has been tested on iOS Safari 13.5.1
- **Google Chrome (28+)** - Remote Service App has been tested on Android Google Chrome 89.0.4389.105 and Desktop Windows 10 Google Chrome 89.4389.114
- **Mozilla Firefox (22+)** - Remote Service App has been tested on Desktop Windows 10 using Mozilla Firefox version 87.0

## How To Check Browser Version


### Safari Browser on iOS

1. Open to the Settings app on iPhone
2. Navigate to the General tab within Settings
3. Tap on the About tab to open OS information
4. The number you see at Software Version is the current Safari version

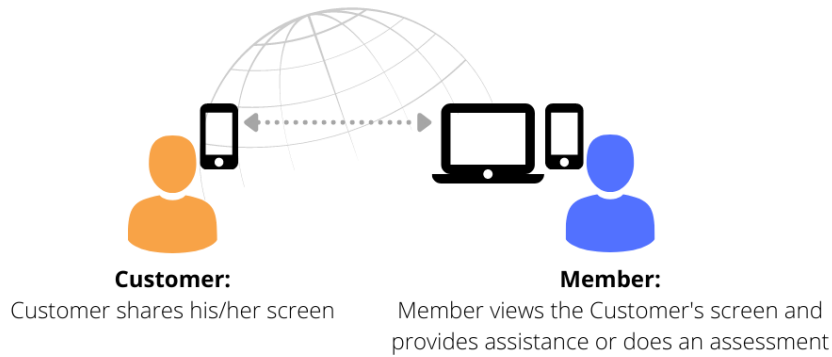
### Google Chrome on Both Android & Desktop PC

1. On your computer/phone, open up Google Chrome
2. Click on the Menu icon  in the upper right corner of the screen
3. Click on Help, and then About Google Chrome




### Mozilla Firefox on Desktop PC

1. On your computer, open up Mozilla Firefox
2. Click on the Menu icon  in the upper right corner of the screen
3. Click Help and select About Firefox
4. The version number is listed underneath the Firefox name

## Prerequisite:



- Member
  - The Remote Service App will require the use of the computer's microphone
- Customer
  - A Mobile phone is required
  - The Remote Service App uses both the phone's camera and microphone

Chrome	Safari
<p>Control this site's access to your device</p> <p> Camera Allowed</p> <p> Microphone Allowed</p> <p> Sound Allowed</p> <p><a href="#">Reset permissions</a></p>	<p>Camera Allow</p> <p>Microphone Allow</p> <p>Location Ask</p>

## ❑ Android

Allow remotecee.com to access the device's Microphone (**Screenshot 1.1**) and Camera (**Screenshot 1.2**)

### **Screenshot 1.1**

 www.remotecee.com wants to use your microphone

Block

Allow

### **Screenshot 1.2**

 www.remotecee.com wants to use your camera and microphone

Block

Allow

## **Android “Draw over other apps” preventing the Microphone or Camera**

On your Android phone, there might be applications using the Microphone or Camera which will not allow DistantHandyman from using it. Please Make sure that “Draw over other apps” is set to “No” so that the browser will be able to access your microphone or Camera.

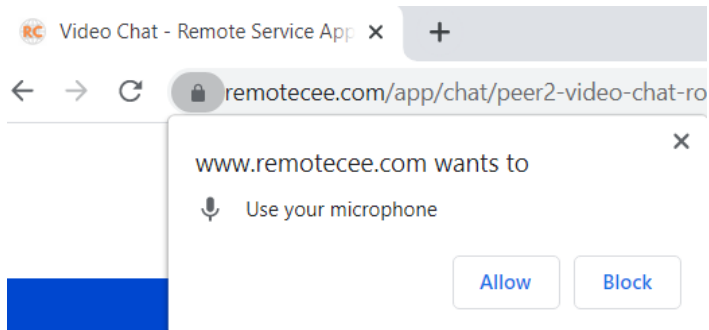
1. Go to Settings
2. Select Apps & notifications
3. Click on App info
4. Find the app using the Microphone or Camera in background mode
5. Set the “Draw over other apps” to No

Draw over other apps

No

## ❑ Desktop

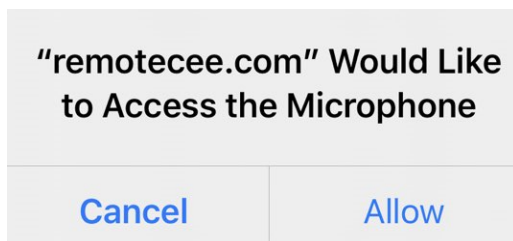
On your desktop or laptop, your browser will prompt you to **Allow** remotecee.com to access your microphone. The microphone on your Desktop computer or laptop will be required when using the Remote Service App.



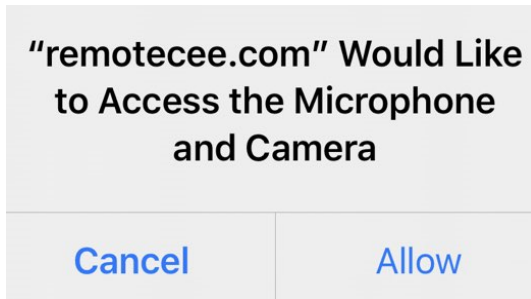
## ❑ iPhone/iPad

Allow remotecee.com to access your microphone and camera by following the screenshots below. Using Safari on iPhone/iPad, you can either allow your Microphone and Camera to be accessed as you progress through the Remote Service app (see [\*\*Screenshot 2.1\*\*](#) & [\*\*Screenshot 2.2\*\*](#)) or you can preset the access to your phone Microphone and Camera by going to Website Settings ([\*\*Screenshot 2.3\*\*](#) & [\*\*Screenshot 2.4\*\*](#)).

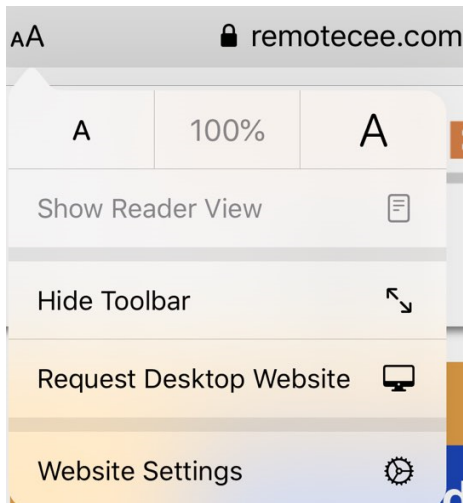
### **Screenshot 2.1**



### **Screenshot 2.2**



### **Screenshot 2.3**



### **Screenshot 2.4**

