# 5-VIS RIM - The Perfect Free (Low Cost) Solution for Remote AT Training and Tech Support

## Introduction

Remote Incident Manager (RIM) is a low-cost accessible solution for gaining access to another computer, whether it be for training, tech support, or other collaborations.

## Features

* Installs easily
* What the user sees is what you see
* Fast and stable
* High quality audio
* High quality visual output
* Optional voice communication
* OS agnostic: you can use RIM with someone using a different Operating System than you.

Screen Reader Agnostic: RIM will work regardless of what screen reader is used. The host and target machines can have different screen readers.

No Screen Reader, No Problem. You can remote into a computer with no screen reader installed. If the host needs screen reader access, they just need to preinstall NVDA.

Simplicity: Create your keyword, give it to the user, and it just works!

## Why RIM?

* Competitors to RIM include: JAWS, Tandem, NVDA Remote, TeamViewer, and Remote Assist.
* RIM is accessible to all, with no other applications needed.
* Jaws Tandem has a complicated menu structure, and requires you to type a numeric code which is difficult for new typists.
* Tandem can become unresponsive after five minutes of non-use.
* NVDA Remote is more stay than Tandem, but is difficult to set up.
* Quick Assist is not accessible for blind controllers and lacks some advanced features.
* TeamViewer has a very complex install.
* Also has accessibility challenges with Screen reader users.

## Key Terms

* Controller The person who is connecting to another computer, also referred to as the host.
* Target: The user seeking the remote help.
* Unattended Session: A session where the Controller connects to the Target machine without any assistance required from the user. This must be set up in advance.

## Making the Connection

Open RIM.

* Type it keyword for your session and click Connect. - You're connected!
* Remember the keystroke Windows Shift Backspace. You'll need to end the session or make any adjustments.
* At any time, the Controller can minimize the session allowing them to return to your computer and come back, or they can flip the session, allowing the Target to become the Controller.
* Remember if you, as the Controller, want to connect to a computer of a sighted user with no Screen reader, you must preinstall NVDA.

## Cost

* Every user gets 30 minutes a day of free use.
* 99 dollar a year or 9.99 a month.
* Business: 14.999 a year for larger businesses.
* If you don't want a subscription, there are also passes.
* Passes can be for 24 hours, on weekends, or prepaid hour passes.

## Contact info and where to buy

* Remote Incident Manager (RIM)
* Pneuma Solutions
* getrim.app