

Guide for Remote Support

Let our support staff help you

Remote Desktop Connection (AnyDesk) is a technology that permits a computer to connect, gain access and take control of a remote PC over a network. In this way, we have the opportunity to investigate the most common issues in a very short time. This guide helps you through the installation of the program.

1. Download AnyDesk

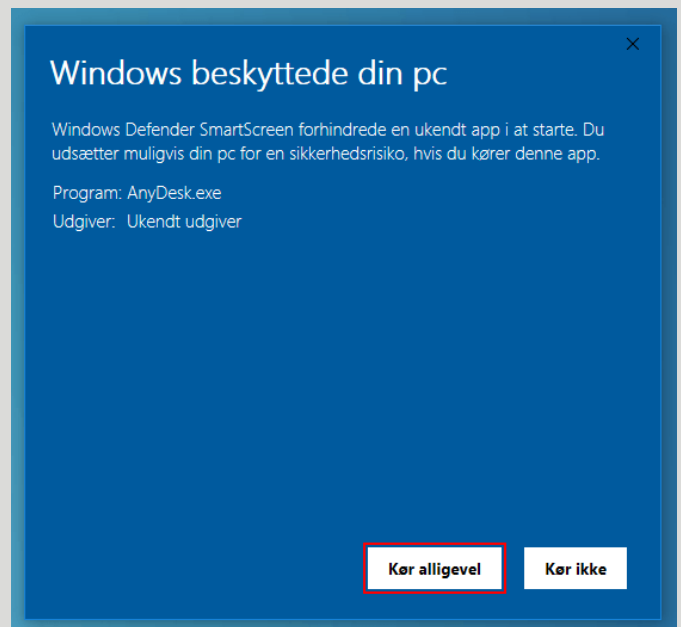
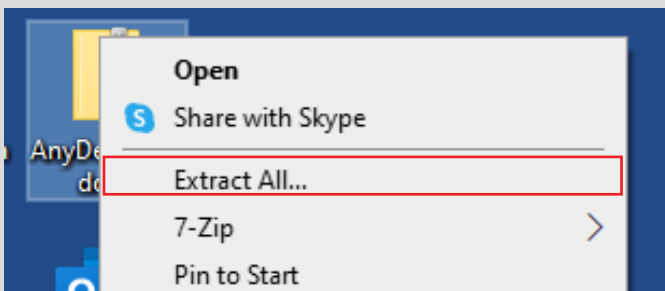


Click on the above Windows icon to download AnyDesk for Windows.



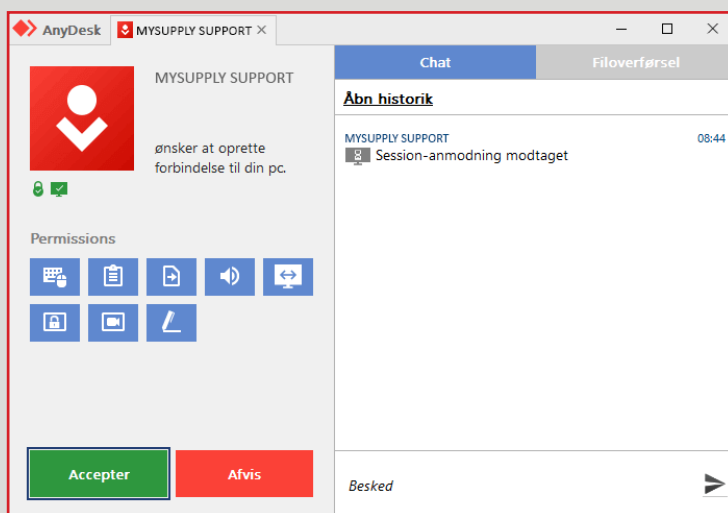
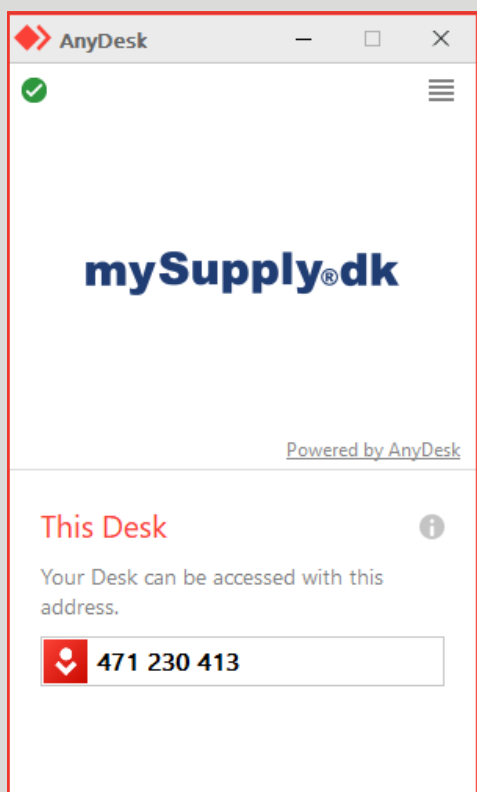
Click on the above Apple icon to download AnyDesk for macOS.

2. Extract and run the file



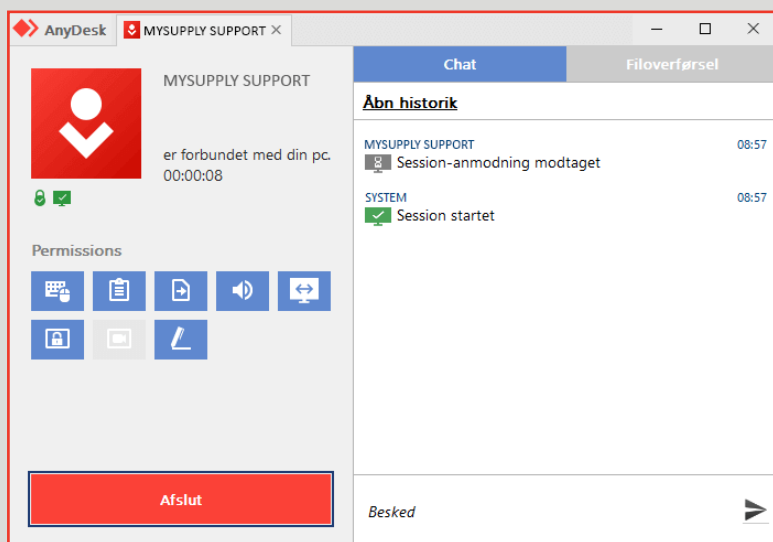
Depending on your operating system, other messages may occur.

3. State your AnyDesk address and click Accept



Now you allow the support staff to view your screen and control your mouse.

4. Click Close after the session ends



When the support staff is finished, you can close AnyDesk.