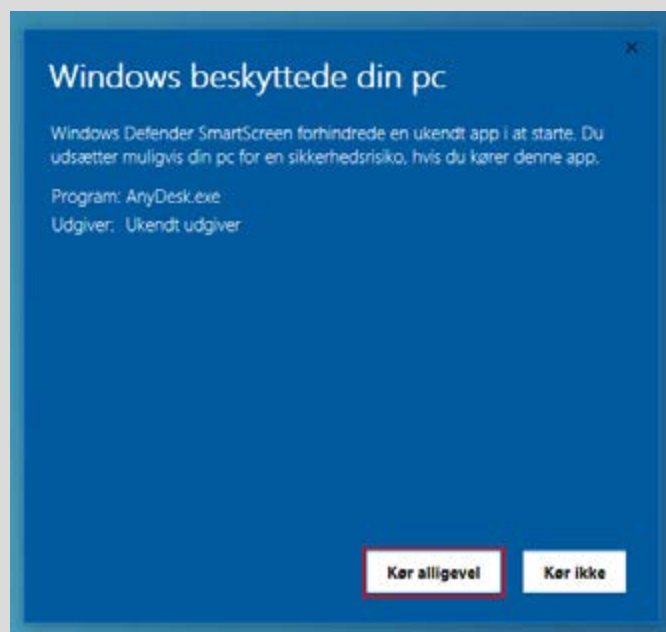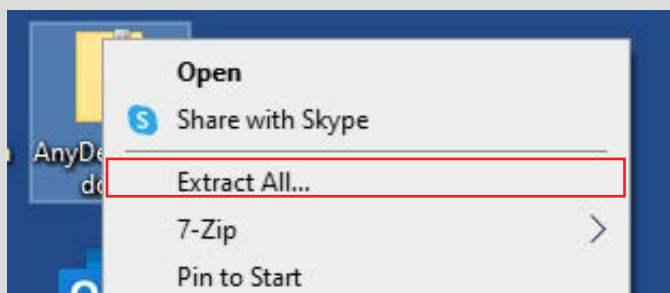# Guide for Remote Support
Let our support staff help you

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.
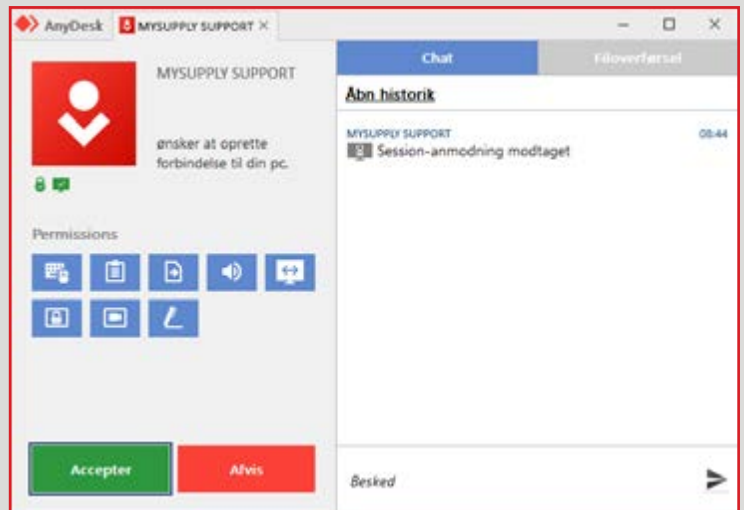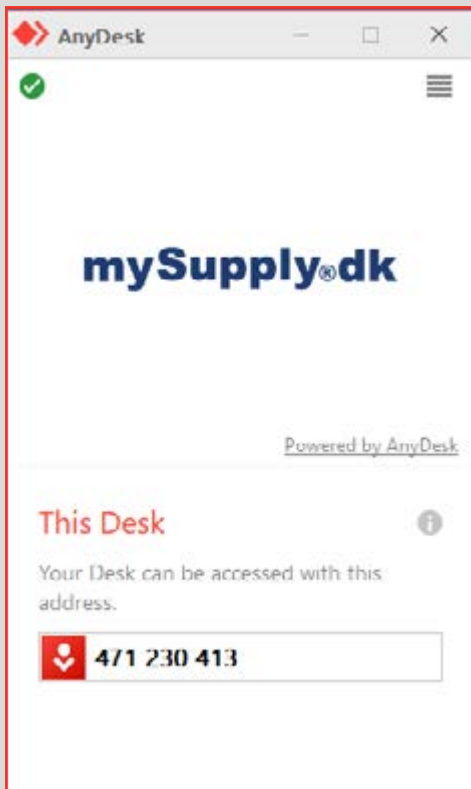
1. Download AnyDesk

2. Extract and run the file

Depending on your operating system, other messages may occur.

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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.

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