

# Setting up AnyDesk Remote Support Software

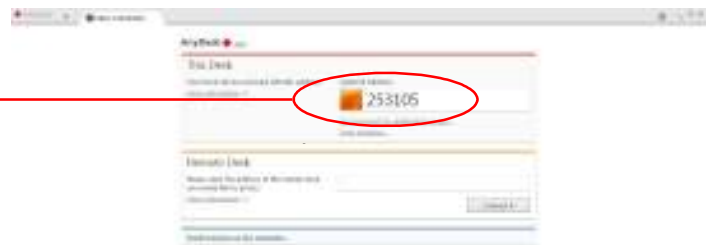
This software is only compatible with Microsoft Windows. It will not function with either Android or Apple systems.

1. From the website <http://tnrg.info> click on the red button with the word "help" on the lower left side of the screen. A dialog box will display at the bottom of the screen asking: "Do you want to run or save **AnyDesk.exe** (1.24 MB) from tnrg.info?" Click on the "Run" button.

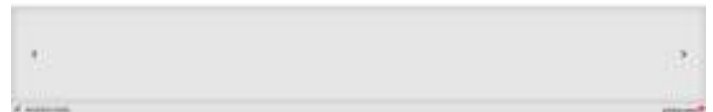
Note: These instructions are illustrated with Microsoft Internet Explorer 11. If you are using another browser or another version of IE, your screens or steps might be slightly different.



2. Once the program loads, the screen to the right will display. For a "one-time" support session, give the technician the 6 digit AnyDesk code displayed on your screen.



This will allow the technician to access your computer for one time use only.



3. When the technician attempts to access your computer, you will be presented with the box on the right requesting permission to view and take control of your computer. Click on the Green "Accept" button.

If you receive a "Windows Security Alert" dialog, be sure to click on the button "Allow Access".



Your remote support session will now start. Once the session ends and the connection is closed, click on the "X" in the upper right corner of your screen and the software will be removed from your computer. You will be presented with a dialog box asking if you want to install the software. Click on "No" if this is not what you want. However, if you want to grant "Unattended Access" or permit multiple remote sessions, Click on "Yes" to install the software and follow these steps:

4. On the installation screen, accept all the defaults and click on "Accept & Install".



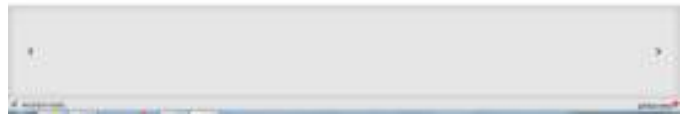
5. On this screen, click on the button “Get Started”.



6. This screen shows your computer name and, just below it, a link to “Set password for unattended access...”. Click on this link and create a password.



Note: your support technician will need both the computer name and the password in order to access your computer.



7. When you click on the “Set password for unattended access...” in the step above, you will be presented with a security page where you can select a password. Check the box “Enable unattended access” and choose a sufficiently complex password then click on the “Set” button. You can then click on “Close”.

