

Get Ready for Remote Support

Windows / AnyDesk | Keep this guide handy during your appointment

Only accept a connection during a session you arranged with KPL Custom Computers. If you were not expecting a request, click Dismiss and call Keith at (732) 508-0232.

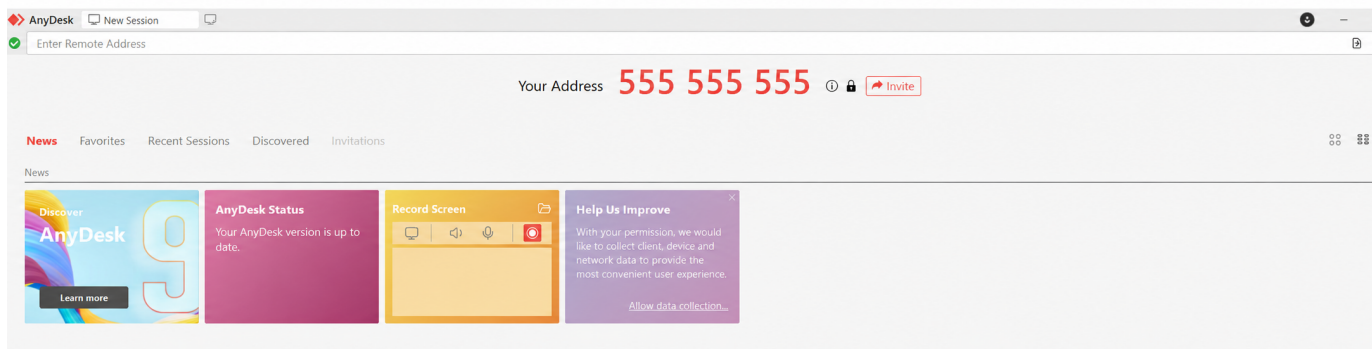
1. Arrange your session and open AnyDesk

Contact me first to confirm remote support is suitable and arrange a time. Connect your computer to the internet, save your work, and keep your phone nearby. I will stay on the phone with you.

Download AnyDesk for Windows from anydesk.com/en/downloads/windows, then open the downloaded program. If a prompt looks unfamiliar, tell me what you see and I will help.

2. Tell me your AnyDesk address

Look for **Your Address** near the top of the AnyDesk window. Read that number to me privately over the phone so I can send a connection request.



The number **555 555 555** shown above is an example. Use the address displayed on your own computer.

You do not need to enter anything in the **Enter Remote Address** box for me to connect to you.

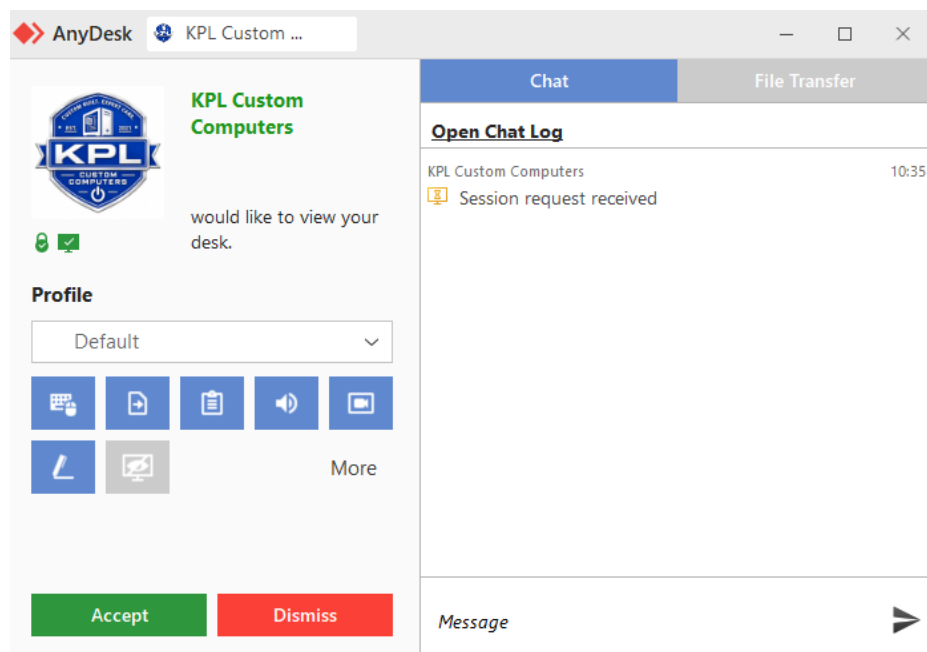


Get Ready for Remote Support

Accept the request, stay connected, and end the session when you choose

3. Accept my connection request

Look for **KPL Custom Computers** and the KPL logo. While we are on the phone, confirm the request with me and click the green **Accept** button at the bottom left.



Click **Dismiss** if you were not expecting the request. Leave the profile and permission buttons as they are unless I talk you through a change. Your version may look slightly different.

4. Stay with me during the session

Keep AnyDesk open and remain at your computer. Watch what I am doing while we talk. Let me know before using the mouse or keyboard. Enter passwords yourself; you do not need to read them aloud.

5. End the connection

You can end the session at any time using AnyDesk's disconnect or end-session control. If you cannot find it, tell me and I will help. I will disconnect when our work is finished. Contact me again to arrange future sessions.