

# Remote Support

Running a portable or installed version of the Airdrie Computer licensed AnyDesk Agent for attended or unattended remote helpdesk support.

## OVERVIEW

This Airdrie Computer document will provide a simple guide on how to run / install the AnyDesk agent from the provided resources for help desk troubleshooting.

**Step 1:** Download the licensed **AnyDesk** agent by copying the below link for your respective operating system and paste to your web browsers URL text field.

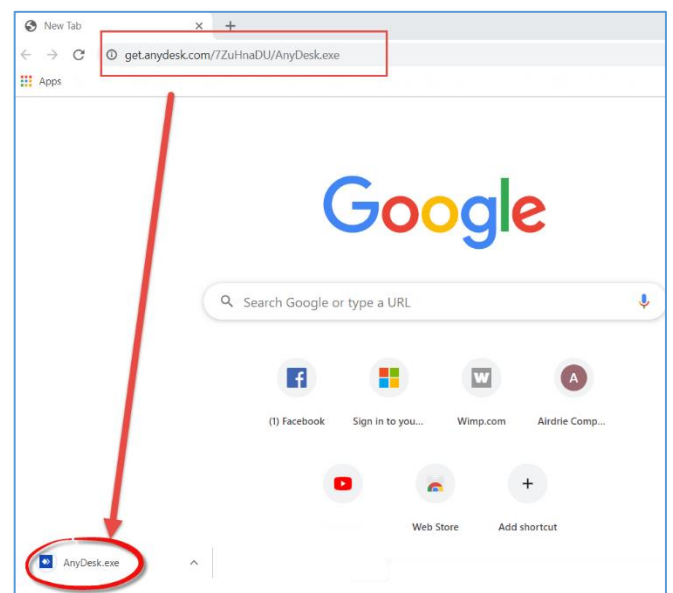
Be sure to confirm the download completes in your web browsers download manager (*chrome shown in right image example*).

**Microsoft Windows**

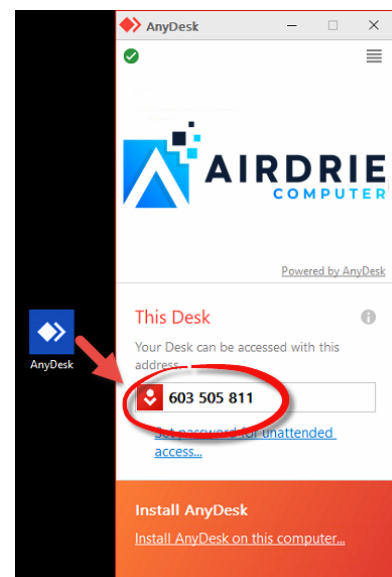
<https://get.anydesk.com/7ZuHnaDU/AnyDesk.exe>

**Apple macOS**

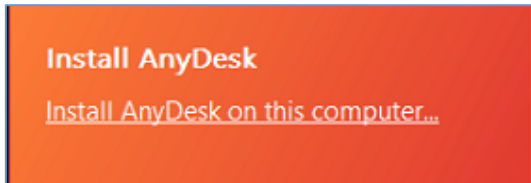
<https://get.anydesk.com/NriKE4Vq/AnyDesk.dmg>



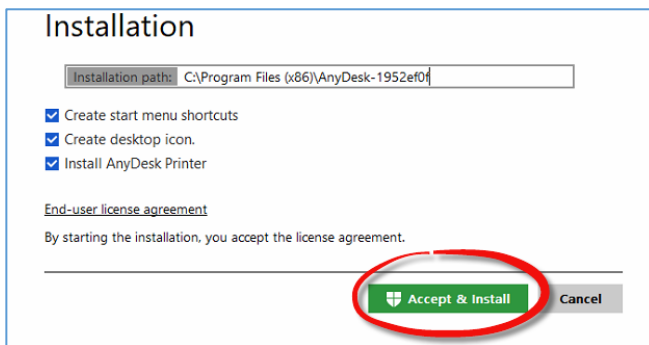
**Step 2:** To run the one-time portable instance double click the **AnyDesk.exe** download file and the Airdrie Computer remote agent should launch. Please provide the nine-digit security key for remote access (*shown in image example*)



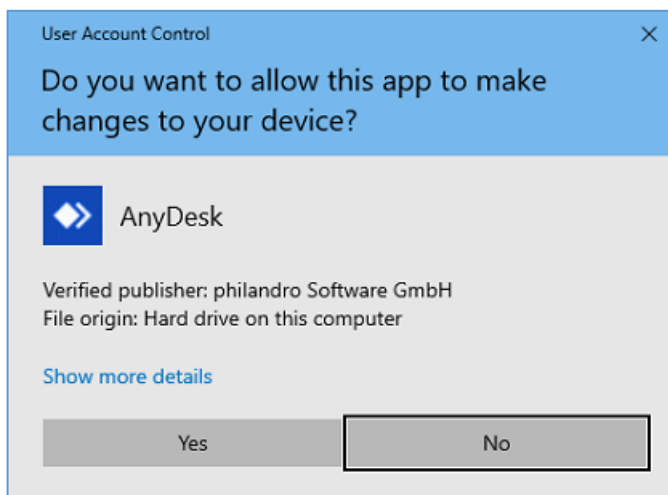
**Step 2b:** Alternative is to install the agent. Installing the agent provides unattended support and offers better resolution for ongoing helpdesk requests for your computer. To do so please select the **Install Anydesk on this computer** highlighted under the nine-digit access number.



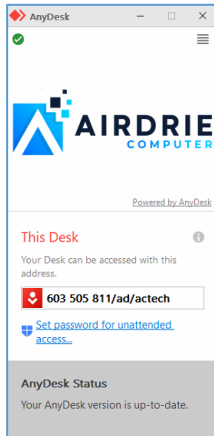
**Step 3:** Select “Accept & Install” from the installation wizard



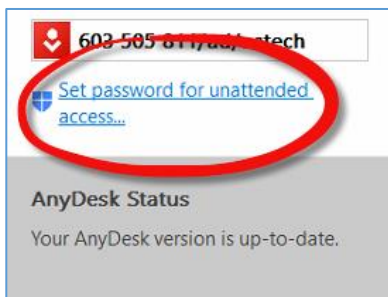
**Step 4:** If prompted with a security dialog window please press **Yes**. If you require administrative credentials but do not have access, please contact us at [mnp@airdriecomputer.com](mailto:mnp@airdriecomputer.com) in order to assist with the setup



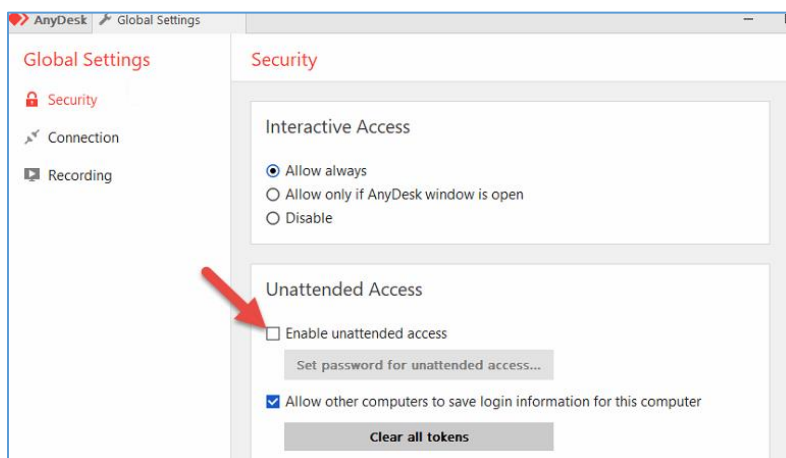
**Step 3:** After a few moments the agent will be installed on the computers OS. You should see the below agent appear slightly different from the portable version



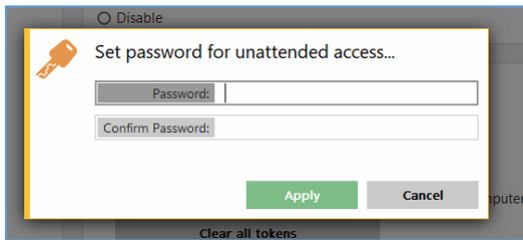
**Step 4:** The next step will be to specify a password for unattended access. Please select "Set password for unattended access" underneath the nine-digit ID key



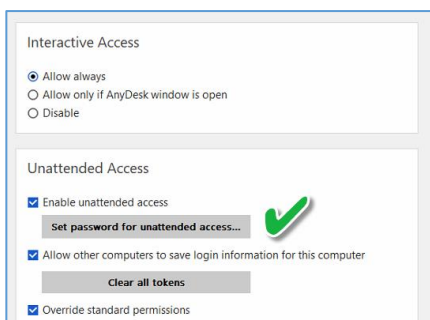
**Step 5:** Click the check box for **Enable unattended access** to now specify a password for accessing the system



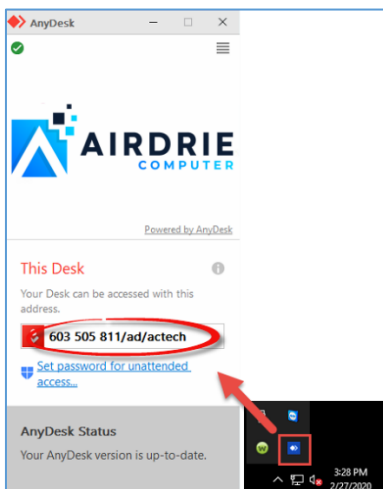
**Step 6:** The “set password for unattended access” dialog window will appear – please input **@CAdmin123!** as the password to be used (please observe case sensitivity).



**Step 7:** Once completed successfully you should now see the password check box marked (shown below).



**Step 8:** You should now be done installing your unattended AnyDesk remote agent. Be sure to provide your helpdesk technician your nine-digit number for us to access the system (shown again below)



## HELP & SUPPORT

If at any point you require assistance or feel as though this document is incomplete please feel free to contact us at [msp@airdriecomputer.com](mailto:msp@airdriecomputer.com).