Installing SupportMeNow Remote Support

Follow these steps so one of our technicians can securely connect to your computer. It takes about two minutes, and you only need to do it once.

Before you start

- You'll need to be signed in to the computer with an account that can install software (an administrator account).
- Have a name ready for this computer, for example **Reception-PC** or **Sarah-Laptop**. If your technician has given you a name to use, use that one.
- Save any open work. The installer doesn't restart your computer, but it's good practice.

Windows

1 Download the installer

Visit the SupportMeNow support portal and click **Download for Windows**. The file will save to your **Downloads** folder.

2 Run the installer

Open your Downloads folder and double-click the file you just downloaded.

> If Windows asks "Do you want to allow this app to make changes to your device?", click **Yes**. If a blue "Windows protected your PC" box appears, click **More info**, then **Run anyway**.

3 Enter the PC name

When prompted, type the name for this computer (see Before you start). This is how our technicians will find your computer, so make it clear and recognisable.

4 Start the service

Click **Start Service**. The remote support service is now running and will start automatically whenever the computer is switched on. Let your technician know you're done.

Mac

1 Download the installer

Visit the SupportMeNow support portal and click **Download for Mac**. The file will save to your **Downloads** folder.

2 Run the installer

Open your Downloads folder and double-click the file you just downloaded, then open the app inside it. Enter your Mac password if asked.

> If macOS says the app can't be opened, go to **System Settings › Privacy & Security**, scroll down and click **Open Anyway**.

3 Enter the PC name

When prompted, type the name for this computer (see Before you start).

4 Start the service

Click **Start Service**.

> So the technician can see and control your screen, your Mac will ask for permission. In **System Settings › Privacy & Security**, turn on the SupportMeNow app under both **Screen Recording** and **Accessibility**. You may need to quit and reopen the app afterwards.

Troubleshooting

Problem	What to try
The download didn't start	Check your Downloads folder, or right-click the download button and choose "Save link as".
I can't install it	You may not be on an administrator account. Ask whoever manages your computer, or contact us.
The technician can't see my computer	Make sure the service is started and the computer is connected to the internet. Tell the technician the exact PC name you entered.
I'm not sure what name to use	Use something simple like your name plus the device, e.g. "John-Laptop".

Still stuck? Contact the SupportMeNow team and we'll walk you through it.