

AnyViewer Help Guides

Get a quick instruction to make better use of AnyViewer for remote access, remote control, and remote support.

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AnyViewer: Offer Remote Technical Support Quickly



Posted By [@AnyViewer](#) August 23, 2022

It's common that technicals need to offer remote support when they are not physically sitting in front of the PC that has issues. To get or offer technical help remotely, [AnyViewer](#) can be helpful!

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To get remote assistance

On the PC that needs to be fixed, install and run AnyViewer. Send the device ID of the PC to the helper.

Click "Settings" and click "Recipient". By default, the first two options are enabled and the PC can be accessed via remote control request or temporary code. You can leave it alone or you can disable one based on your own demand. To enable attended remote access only, disable the second option; to enable [unattended remote access](#) only, disable the first option.

To offer remote assistance

On the PC where the technician offers support, install and run AnyViewer.

[Sign up and in an AnyViewer account.](#)

Then, click "Connect" and type in the device ID of the remote PC. Finally, click "Connect".

- ✦ If the receiver has only enabled "Allow to accept remote control", the receiver will get a message saying xxx request to control your device. To get help, "Allow" should be enabled.


✎ If the receiver has only enabled **"Allow temporary security code"**, the technician will need to enter the temporary security code of the remote PC and click "OK".

✦ If both "Allow to accept remote control" and "Allow temporary security code" has been enabled on the remote PC, two ways how to connect to the remote computer will pop up.

- If the technician has known the temporary code of the remote PC, choose "Input security code" and type in the code. Then, click "OK" and you'll be able to connect to the remote computer.
- If the technician doesn't know the temporary code of the remote PC, you can achieve attended remote support, choose "Send a control request to your partner" and click "OK". Then, the one who needs help will review a message.



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