Remote Support

If you need help you can activate Anydesk, a software that allows the helpdek temporary to access your computer from remote.

Normally Anydesk is pre-installed on every **Windows computer administrated by CIS**.
There should be an orange and white symbol on your desktop. You can click it and **proceed with step 3**.

Otherwise start with step 1.

1. Download the software below, choose your operating system
2. Execute the downloaded application
3. Tell us your ID via telephone
4. Make sure you are "Ready to connect" (status in the top left corner)

Download

Please download the Quicksupport application here:

- **Windows** https://get.anydesk.com/VrB3KQDm/anydesk_QS_win.exe
- **Linux** https://get.anydesk.com/16SlIGzh/anydesk_QS_lin.tar.gz
- **Mac** https://get.anydesk.com/zNM4mBRa/anydesk_QS_mac.dmg

# MacOS Troubleshooting

Security Permissions on macOS

AnyDesk may only receive sessions when Accessibility and Screen Recording permission is granted by the macOS system.

Add AnyDesk to trusted apps in order to work correctly: Security Permissions on macOS

Anydesk can't be opened because Apple cannot check it for malicious software

Sometimes Anydesk can't be checked for malicious software and you need to override your Mac security settings to open it.

If Anydesk fails to open, it will appear in **System Preferences > Security & Privacy**, under the **General** tab. Click **Open Anyway** to confirm your intent to open the app.
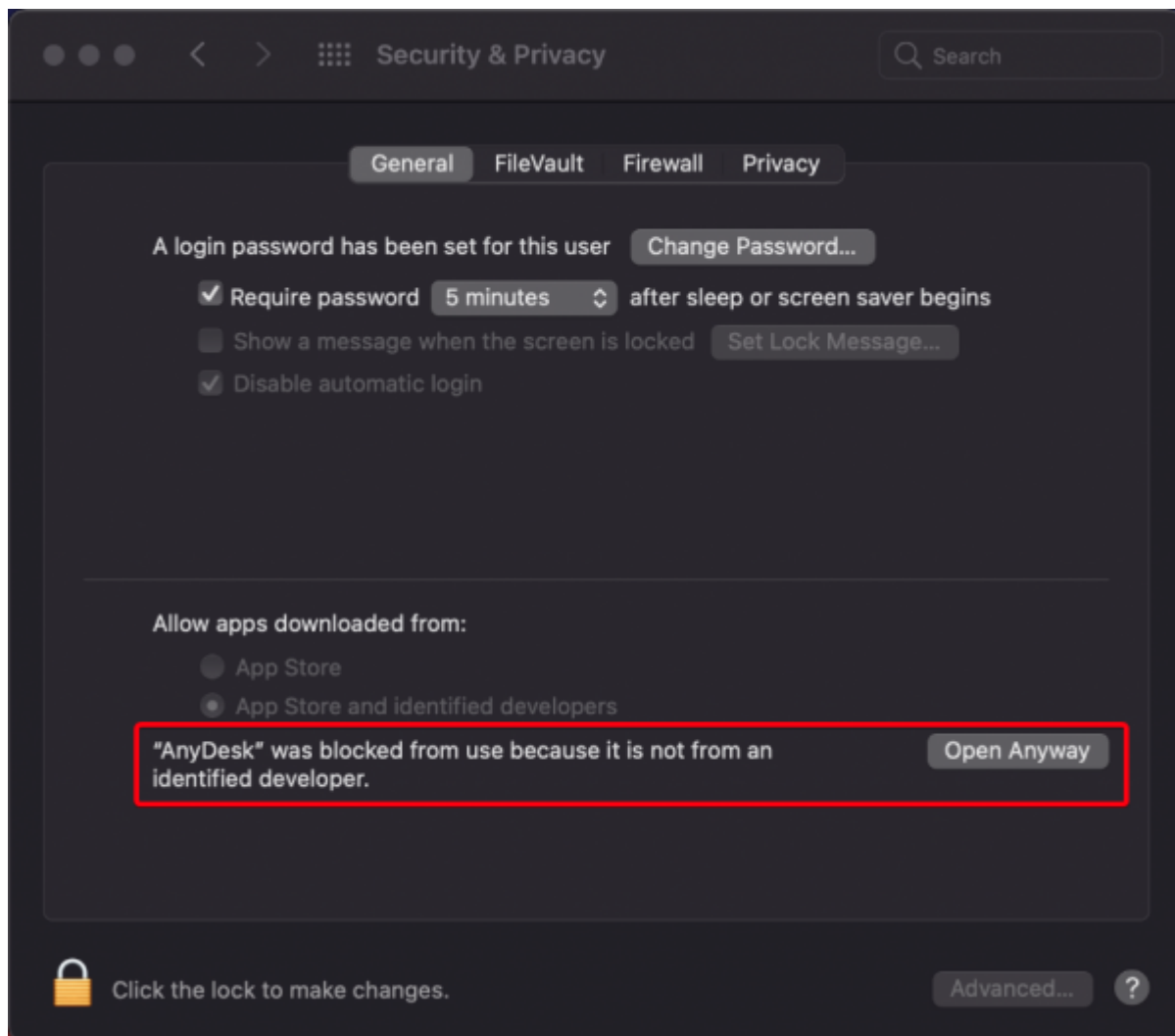
Anydesk is now saved as an exception to your security settings, and you can open it in the future by double-clicking it.

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