HELP WITH YOUR COMPUTER

Remote support

Personal help. Clear steps.

Something is not working, or you are unsure what to do next? I can help directly on your screen. With AnyDesk, we can look at your issue together and work through the next steps.



Connected when you need a hand.

Get started in three steps

01

Open AnyDesk

Visit my remote support website, download AnyDesk for your computer and open the program.

Already have it? Simply open it. Depending on your system, you can run it directly or install it.

02

Share your ID

Find your AnyDesk address or ID and give it to me during our agreed call or via WhatsApp.

Keep AnyDesk open and stay at your computer during our session.

03

Accept the connection

When I request a connection, accept it in AnyDesk. We can then look at your issue together.

I will explain the next steps. You can ask questions at any time.

Open downloads & instructions →

remote.lukasteissl.com

Scan or click the link

PREPARATION & CONTACT

A little preparation. A helping hand.

A few details help us start with the right issue.



Personal guidance, directly on your screen.

You stay in control.

You accept the connection request and can end the session at any time.

Before our call

Get connected

Check your internet connection and open AnyDesk on the computer you need help with.

Describe the issue

What is not working? When did it start? Have an error message or an example ready.

Arrange a time

If we are not already speaking, send me a short message or book an appointment.

A few useful answers

01 **Where do I find my ID?**

Your address or ID appears in the main AnyDesk window. I need this information to request a connection to your computer.

02 **My Mac is asking for permissions.**

macOS needs the appropriate permissions to share your screen and allow control, such as Screen Recording and Accessibility. We can go through the required steps together.

03 **How do I end the session?**

Use the disconnect function in the AnyDesk session window. This ends the connection. We can arrange further support if you need it.

Need help with the first step?

Send me a short message about what is not working. We will agree on the next step and, if needed, go through the setup together.

Open WhatsApp

Book an appointment

+44 7858 827 067

Guidance: AnyDesk Help · Interface may vary. Images: illustrations.

Official AnyDesk downloads