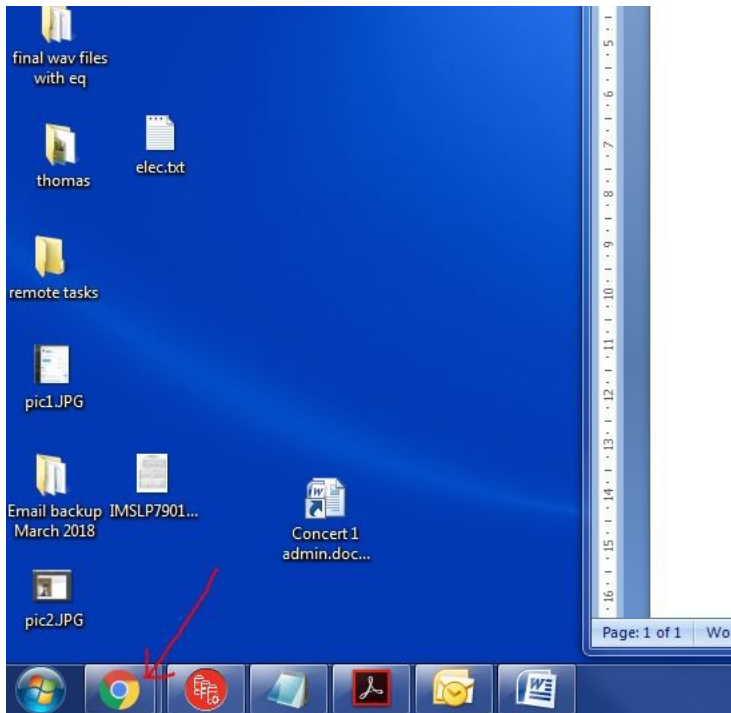


How to set up the remote agent to allow NickWorks to support you

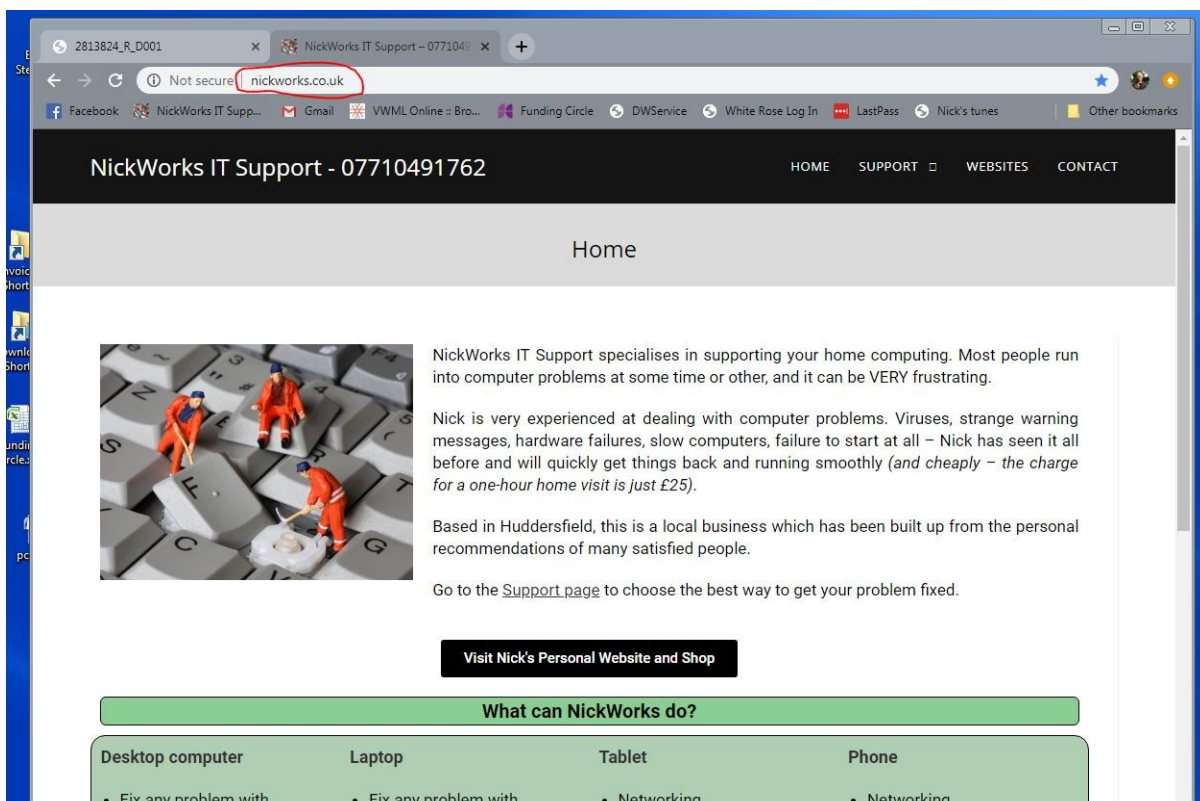
This is not very hard – it looks complicated here, but that is because I have detailed every single step.

1. Use the Google Chrome web browser. (Other web browsers (Edge, Firefox or Internet Explorer) could be used but the instructions would be slightly different in this case.)

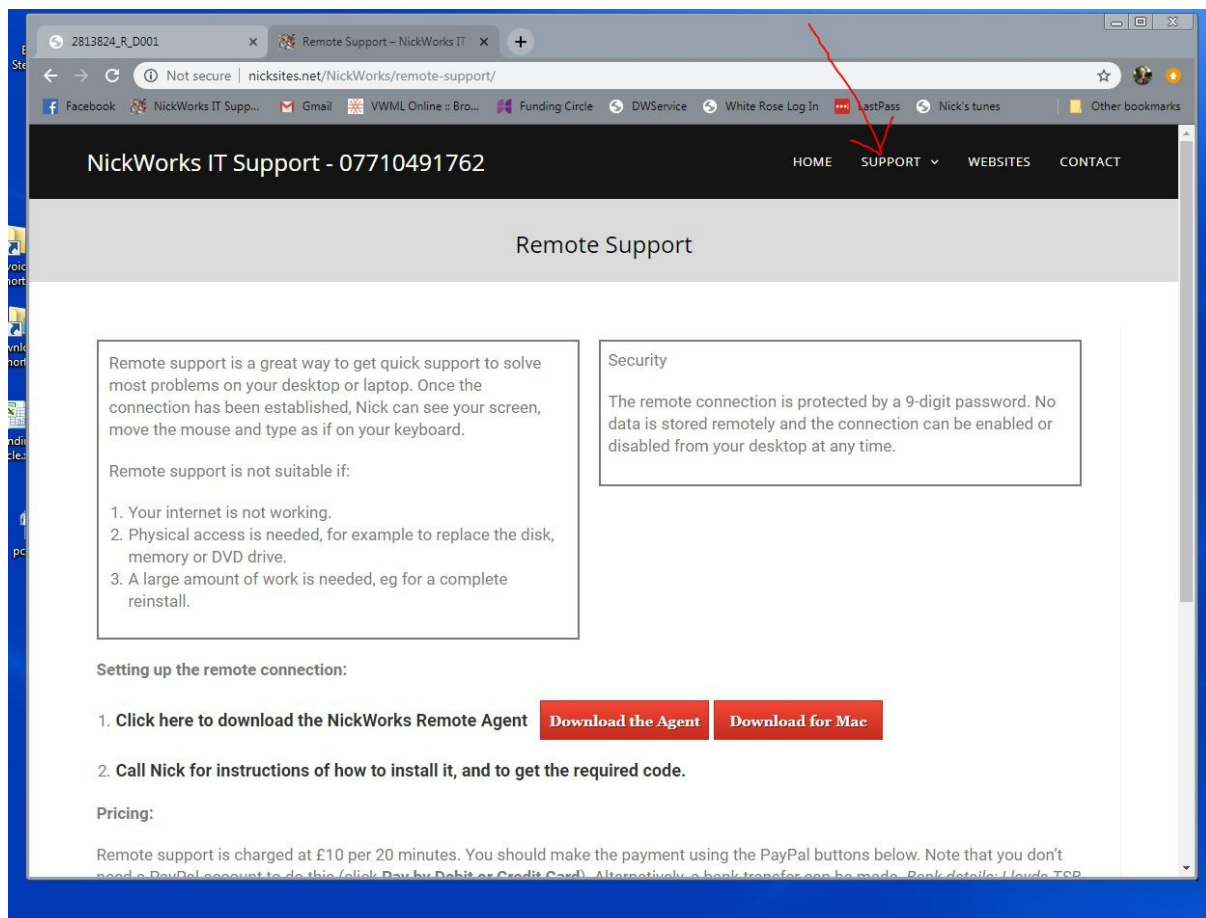
Start Google Chrome by clicking on the red, green, yellow and blue circle. If you are already using Google Chrome and you're on the NickWorks Remote Support page you can go straight to step 4.



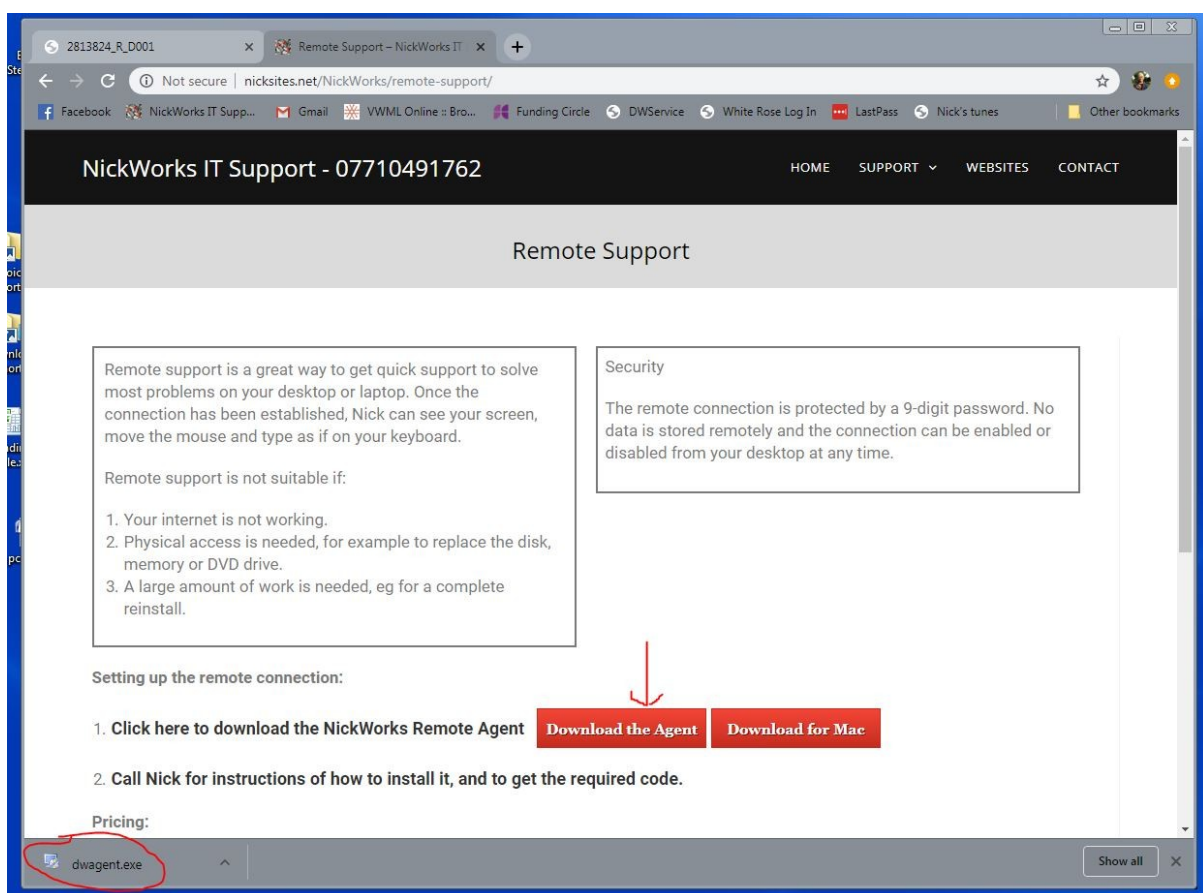
2. Type nickworks.co.uk in the address bar and press the Enter key. You should see the web page shown below.



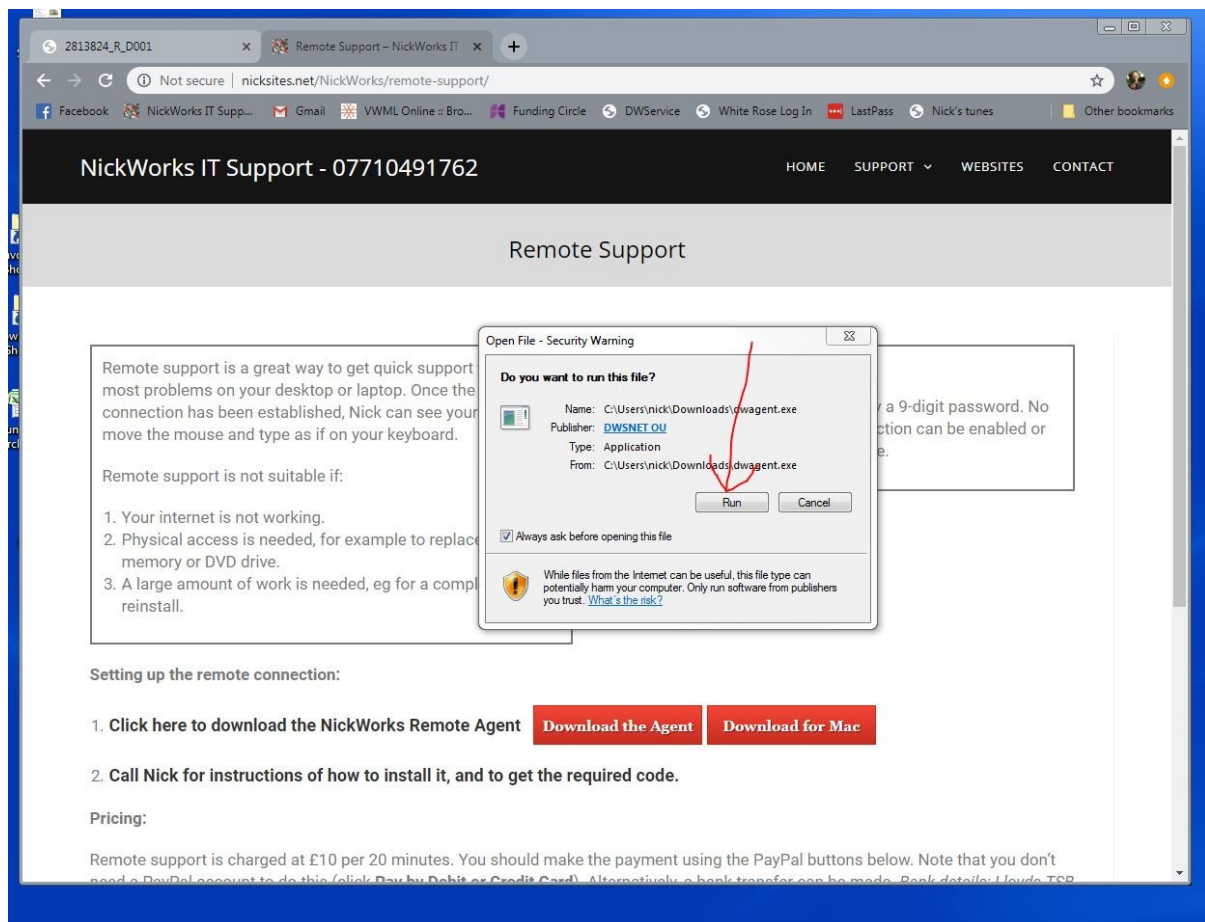
3. Click SUPPORT then REMOTE SUPPORT



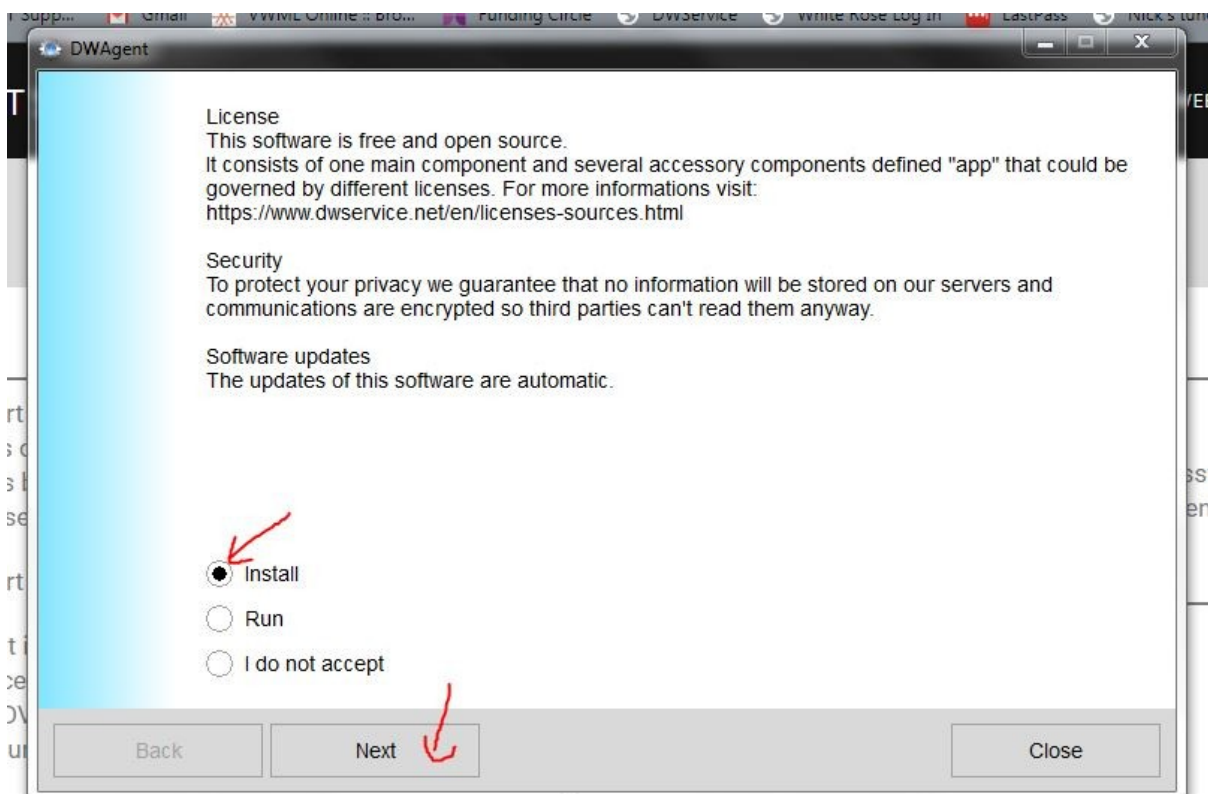
4. Click the red Download the Agent button (marked with an arrow below). Watch at the bottom for the dwagent.exe item to stop changing (ringed below).



5. Double-click on dwagent.exe and click Run.

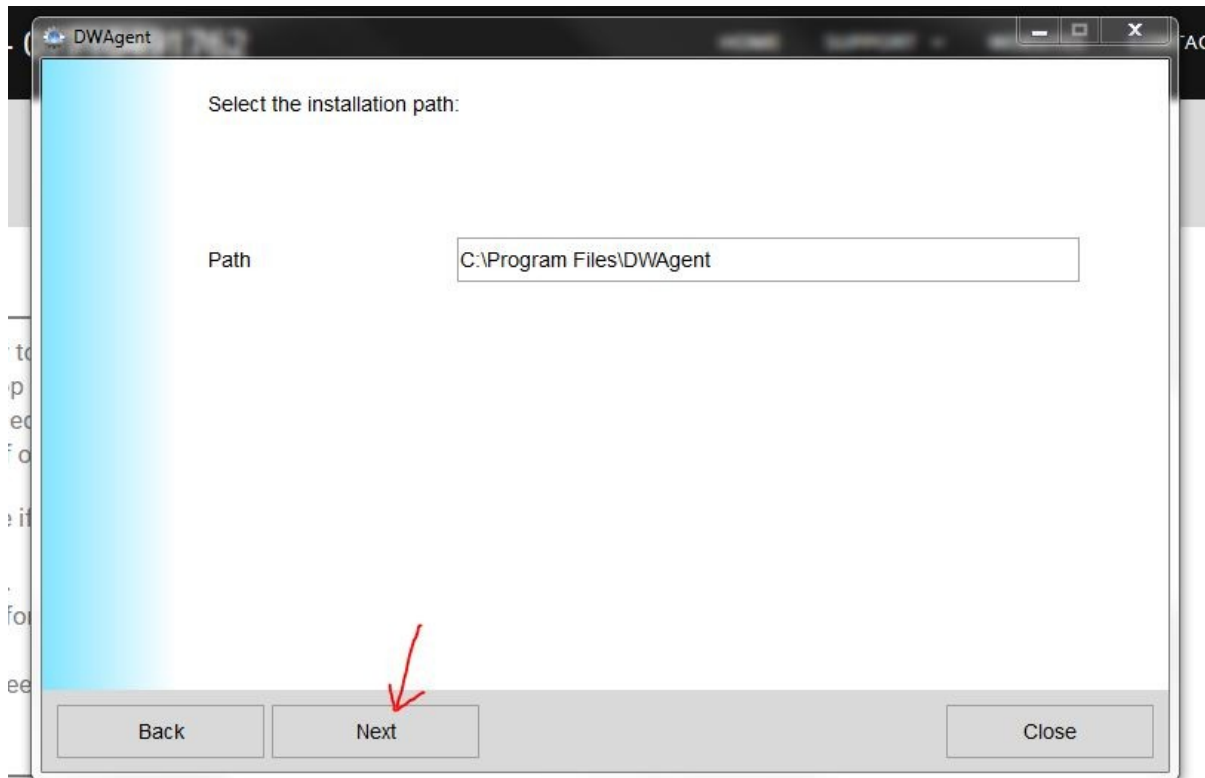


6. Select Install then click Next

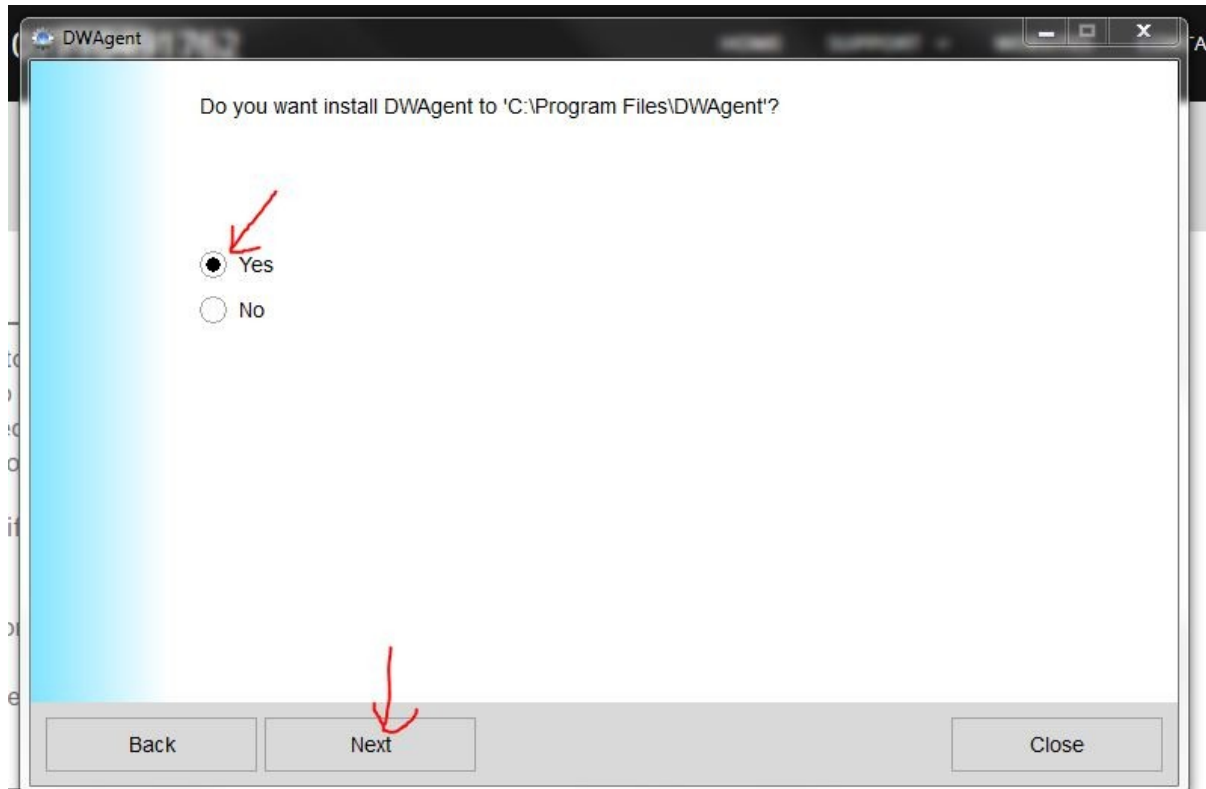


7. Click Yes if a User Account Control window appears.

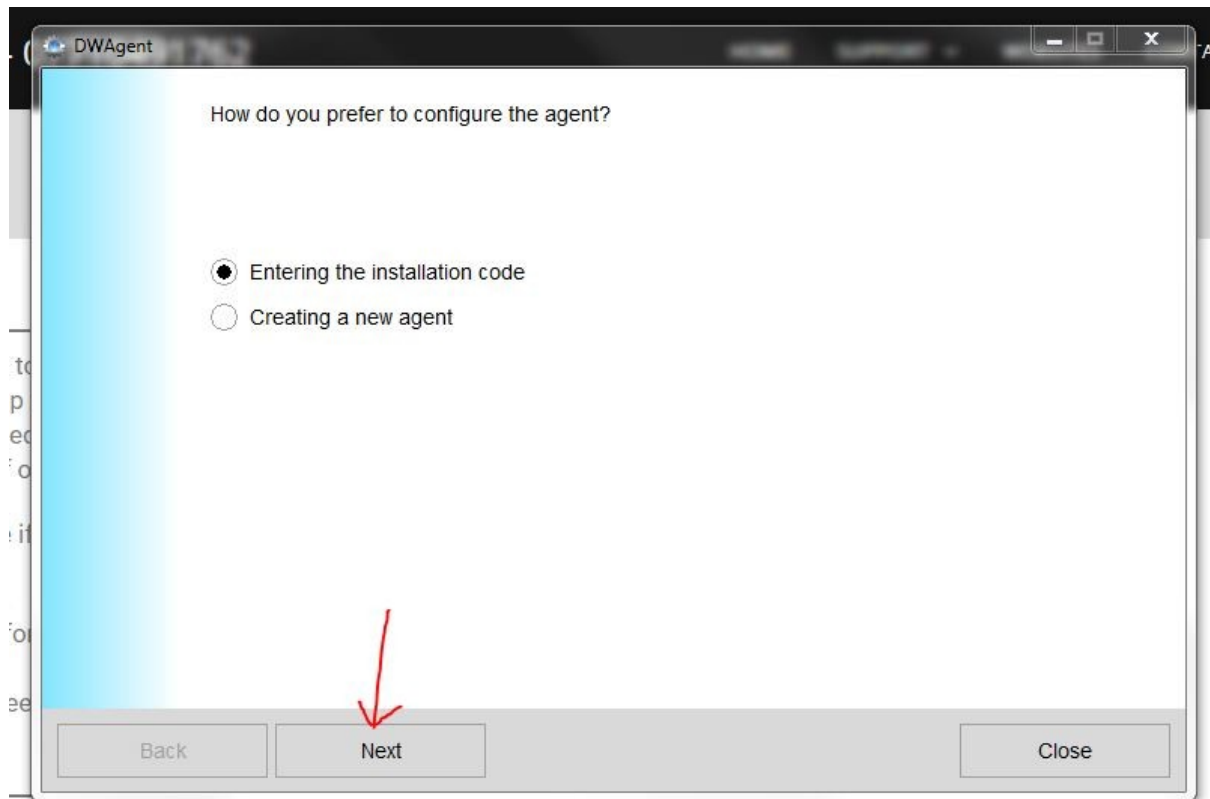
8. Click Next on the Select the installation path screen:



9. Select Yes and click Next on the “Do you want to install...” screen:



10. Click Next on the “How do you prefer to configure the agent?” screen, leaving it set to “Entering the installation code”



11. Type in the code received by phone from NickWorks and click Next.

12. Click Close.

13. The dwagent is running when you see this:

