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).

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O Not secure nicksites.net/NickWorks/remote-support/ Facebook NickWorks IT Supp Gmail WWML Online :: Bro Funding Circl	ie 🕤 DWService 🌀 White Rose Log In 🔤 LastPass 🕥 Nick's tunes 📘	🗘 💔
NickWorks IT Support - 07710491762	HOME SUPPORT V WEBSITES CO	INTACT
Remot	e Support	
 Remote support is a great way to get quick support to solve most problems on your desktop or laptop. Once the connection has been established, Nick can see your screen, move the mouse and type as if on your keyboard. Remote support is not suitable if: Your internet is not working. Physical access is needed, for example to replace the disk, memory or DVD drive. A large amount of work is needed, eg for a complete reinstall. 	Security The remote connection is protected by a 9-digit password. No data is stored remotely and the connection can be enabled or disabled from your desktop at any time.	
Setting up the remote connection: 1. Click here to download the NickWorks Remote Agent Down 2. Call Nick for instructions of how to install it, and to get the repricing:	nload the Agent Download for Mac	
dwagent.exe		Show all

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



6. Select Install then click Next

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		License This software is free and open source. It consists of one main component and several accessory components defined "app" that could be governed by different licenses. For more informations visit: https://www.dwservice.net/en/licenses-sources.html	
		Security To protect your privacy we guarantee that no information will be stored on our servers and communications are encrypted so third parties can't read them anyway.	
		Software updates The updates of this software are automatic.	
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		• Install	
		⊖ Run	
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- 7. Click Yes if a User Account Control window appears.
- 8. Click Next on the Select the installation path screen:

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	Select the installation pa	ath:	
			1
	Path	C:\Program Files\DWAgent	
	/		
	Next		Close

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"

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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:

