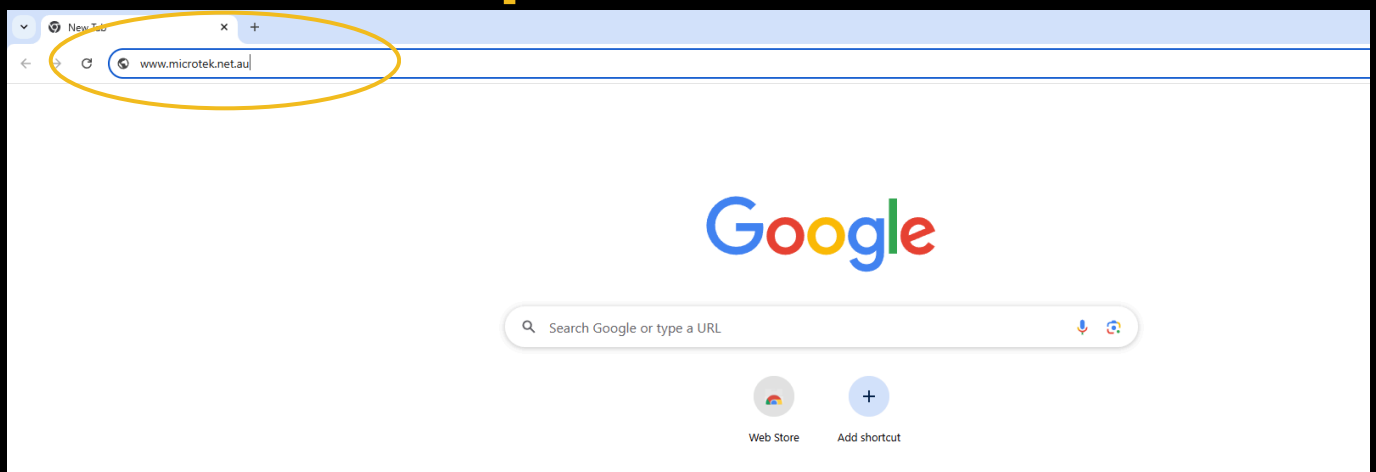# How To: Use our Quick Support App
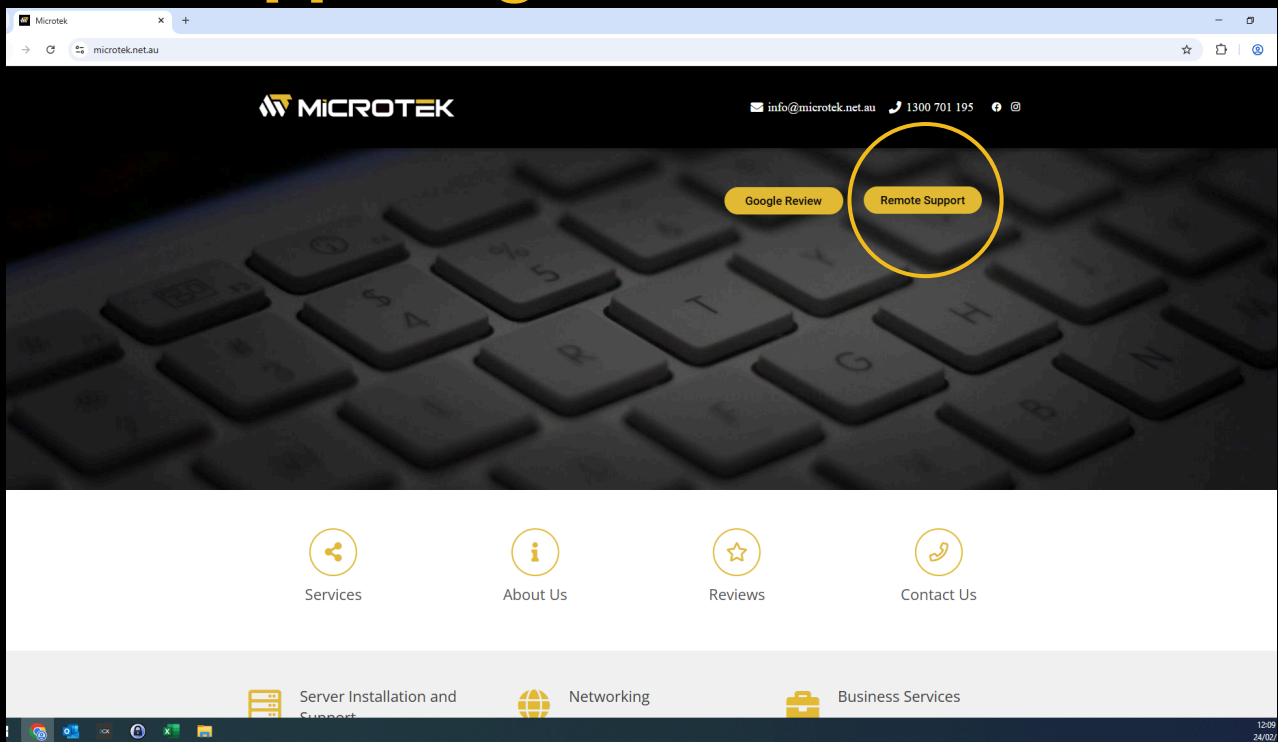
Step 1. Locate and open your web browser
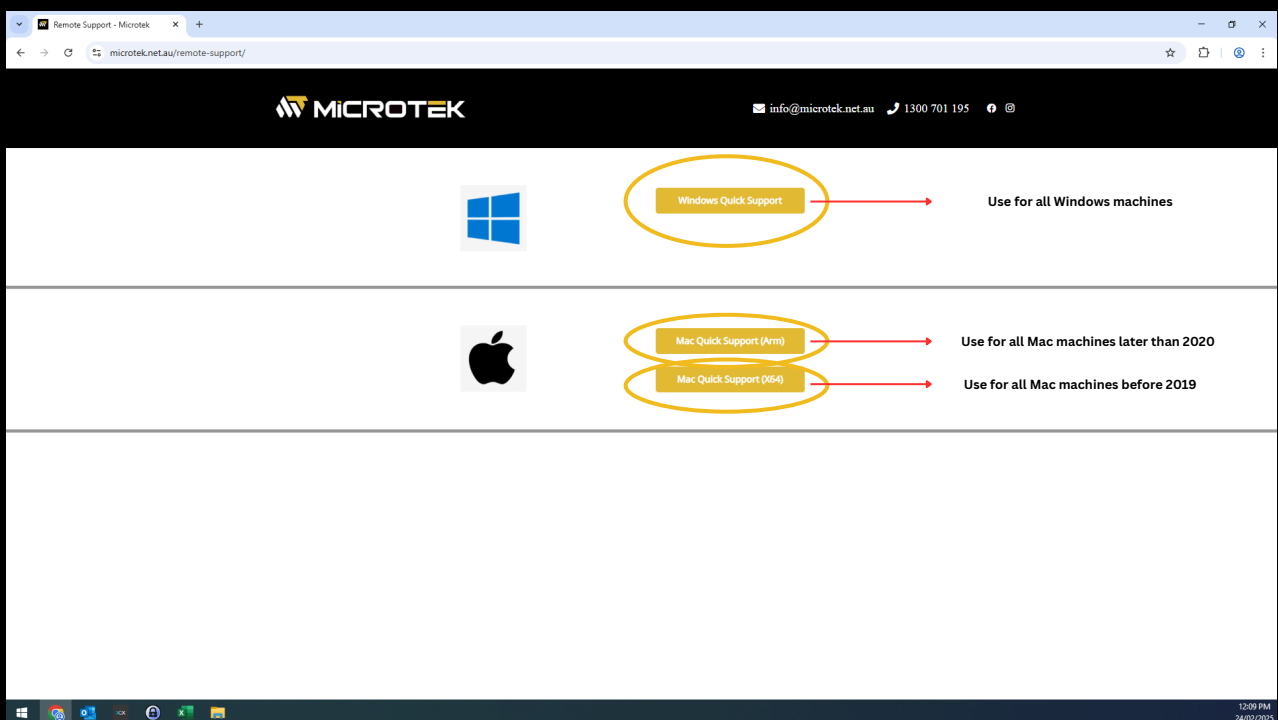

Step 2. In your search bar type " www.microtek.net.au " and press enter
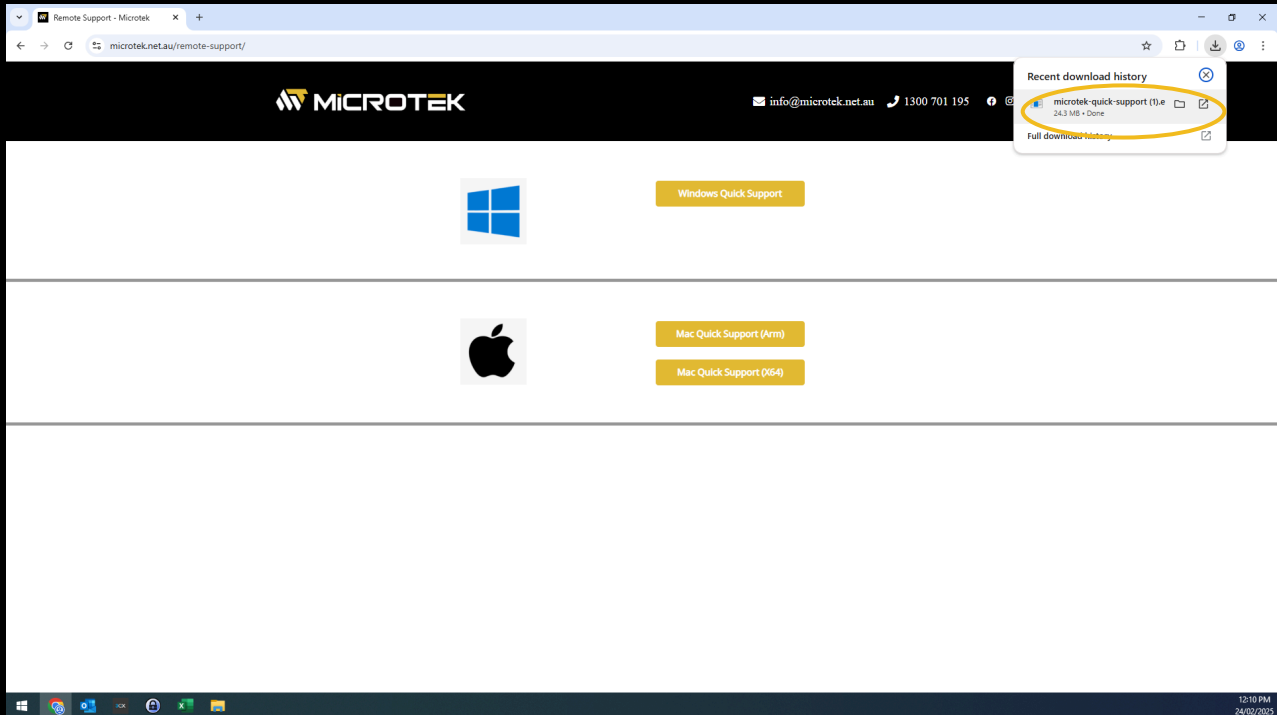
Step 3. Locate and click on the " Remote Support " button in the upper right hand corner.

Step 4. Click on the buttons that correlate with your machine. See below for details

Step 5. Wait for the installer to finish it's download in the upper right hand corner and click to start.

Step 6. Give your technician the ID and password when requested.
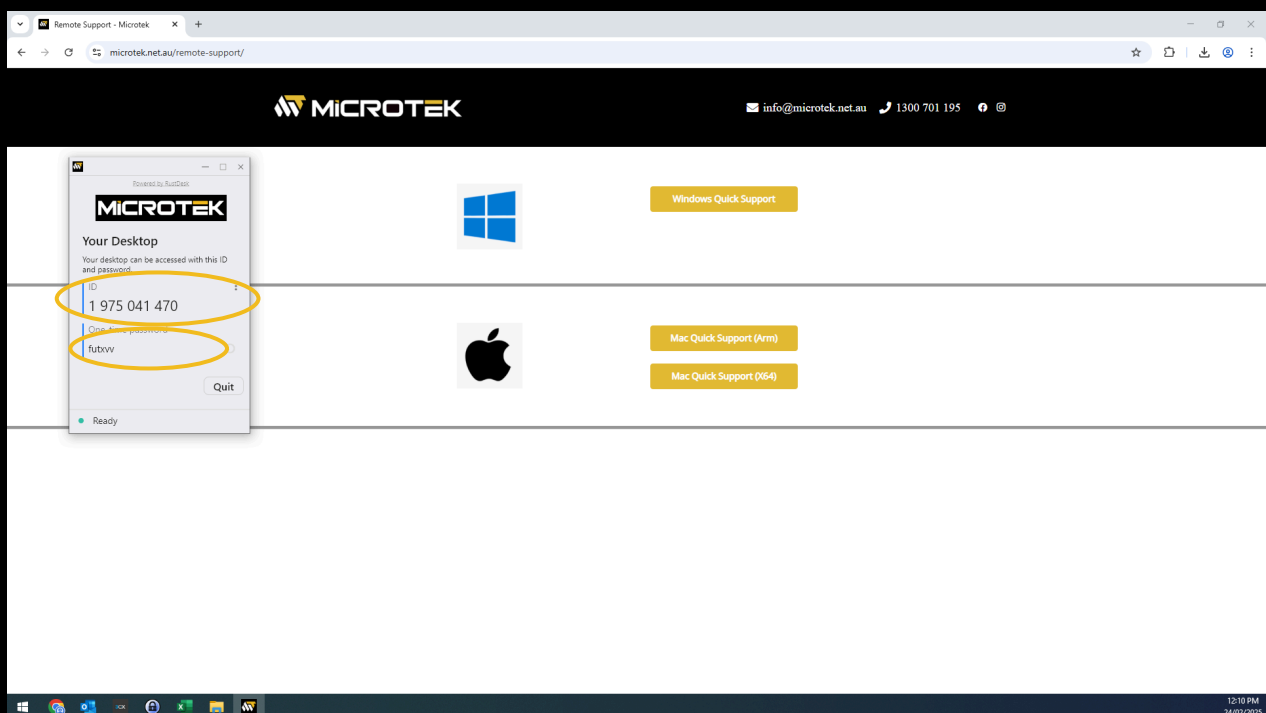
Step 7. (MAC ONLY) Open the download file and move the icon into applications

Step 8. (MAC ONLY) Locate the Quick Support app in applications and open

Step 9. (MAC ONLY) See "Configure" and click

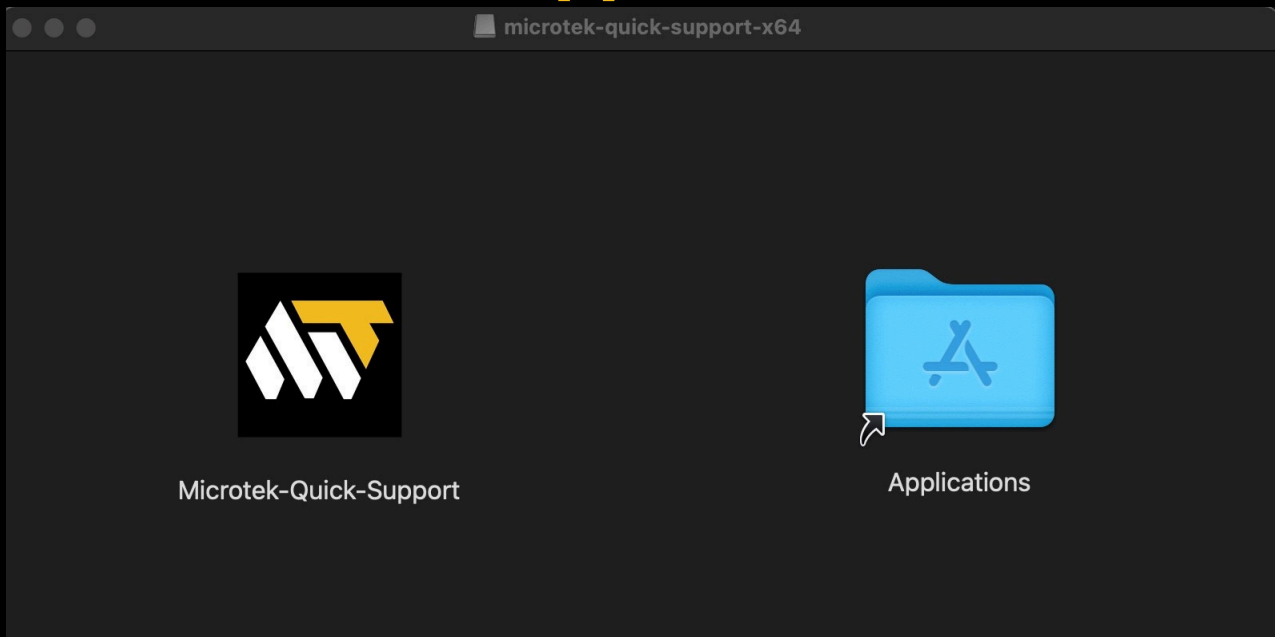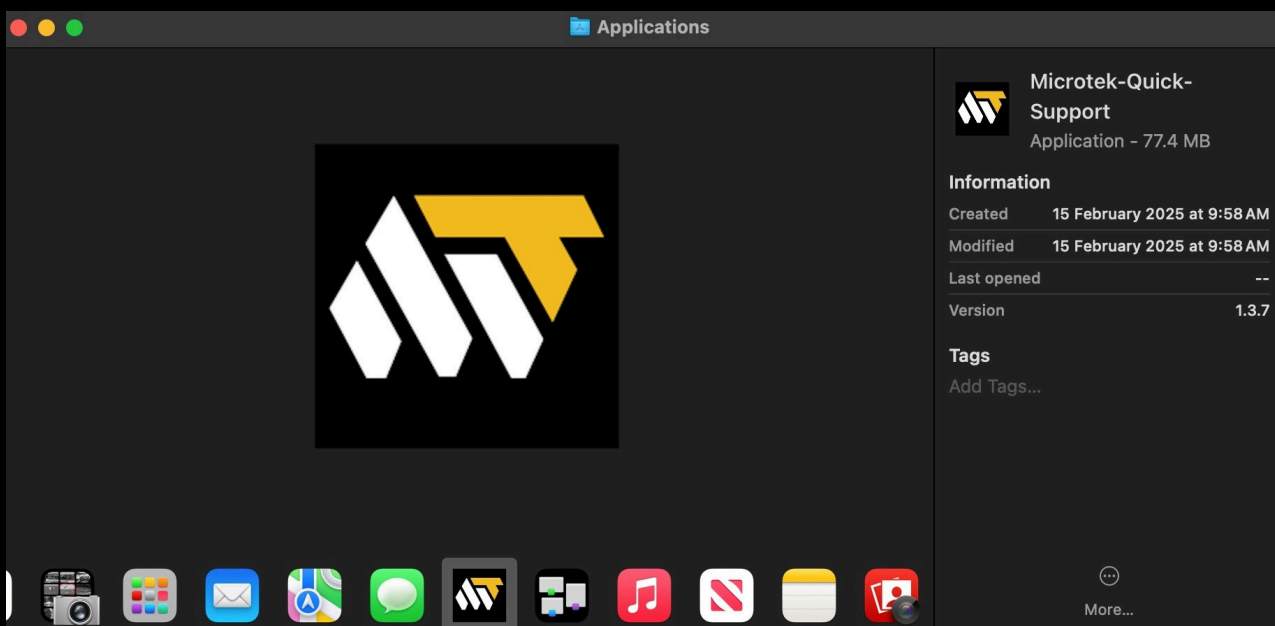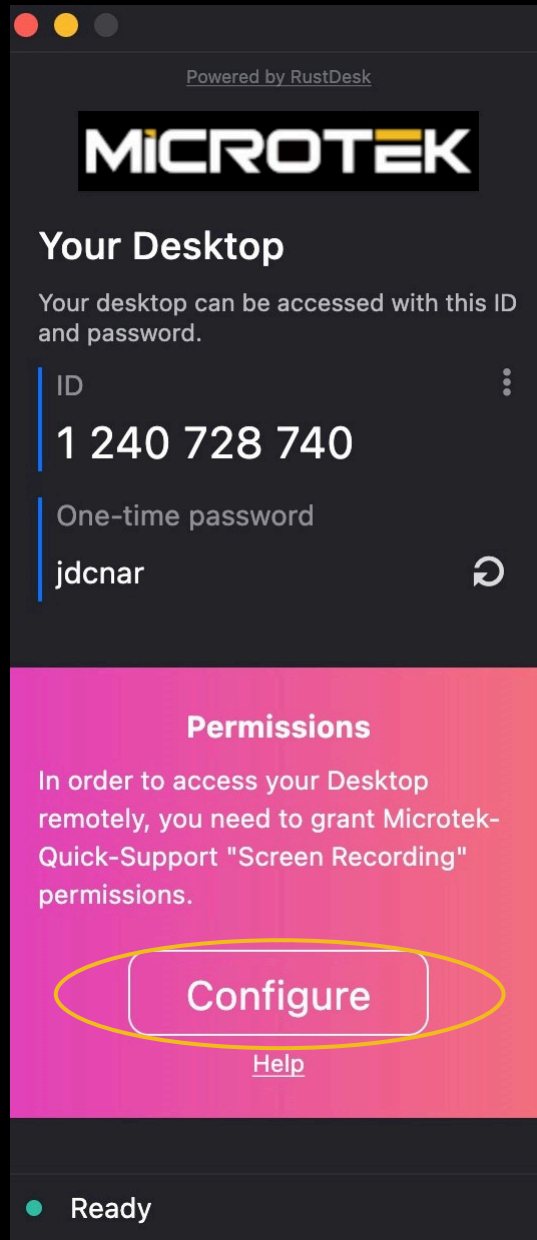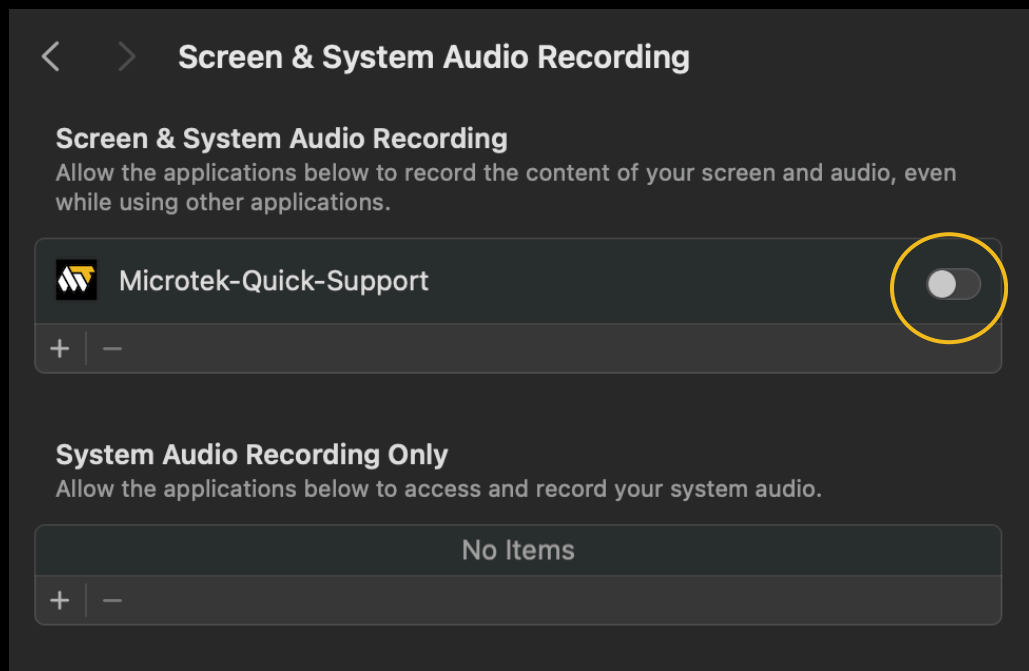# Step 10. (MAC ONLY) Toggle the switch on on the right hand side

Screen & System Audio Recording

Screen & System Audio Recording
Allow the applications below to record the content of your screen and audio, even while using other applications.

🔳 Microtek-Quick-Support

System Audio Recording Only
Allow the applications below to access and record your system audio.

No Items

Step 11. (MAC ONLY) Select Quit & Reopen

Screen & System Audio Recording

Screen & System Audio Recording
Allow the applications below to record the content of your screen and audio, even while using other applications.

🔳 Microtek-Quick-Support

✋

"Microtek-Quick-Support" may not be able to record the contents of your screen until it is quit.

You can choose to quit "Microtek-Quick-Support" now, or do it on your own later.

Later   Quit & Reopen

Step 12. (MAC ONLY) When prompted again follow the above steps for "Allow Control"


```
● ● ●                          <  >   Accessibility

Q Search                       Allow the applications below to control your computer.

🔊 Sound                        ⬛ Microtek-Quick-Support                    ( ● )
🌙 Focus
⏳ Screen Time                  +  |  −

⚙️ General
◐ Appearance
♿ Accessibility
▦ Control Centre
🎙️ Siri & Spotlight
✋ Privacy & Security
```
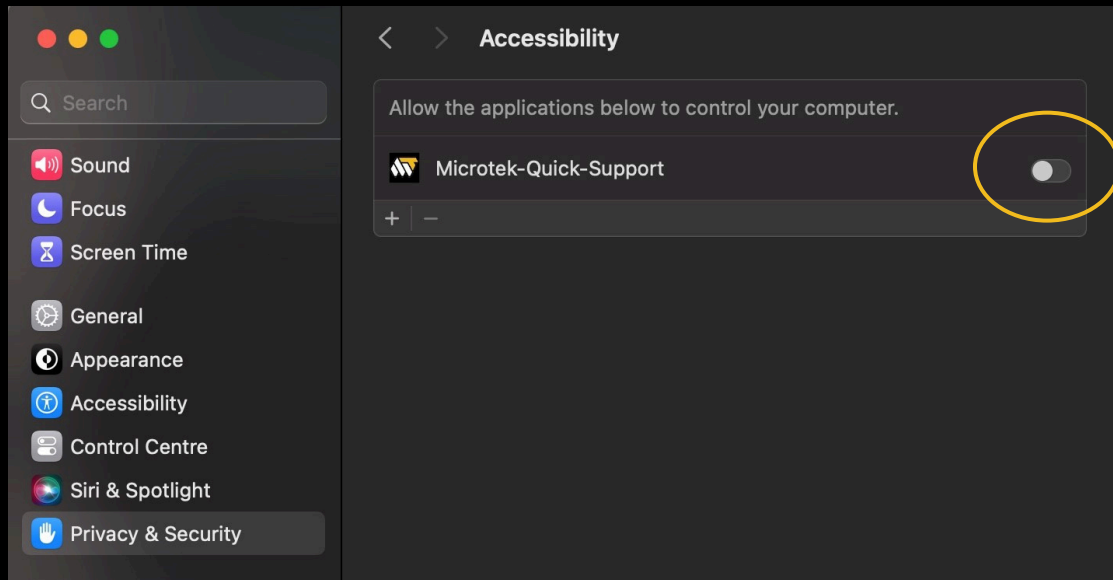
Step 13. (MAC ONLY) Return back to the app screen and click configure again

Permissions

In order to control remote desktop with keyboard, you need to grant Microtek-Quick-Support "Input Monitoring" permissions.

Configure

Help

● Ready
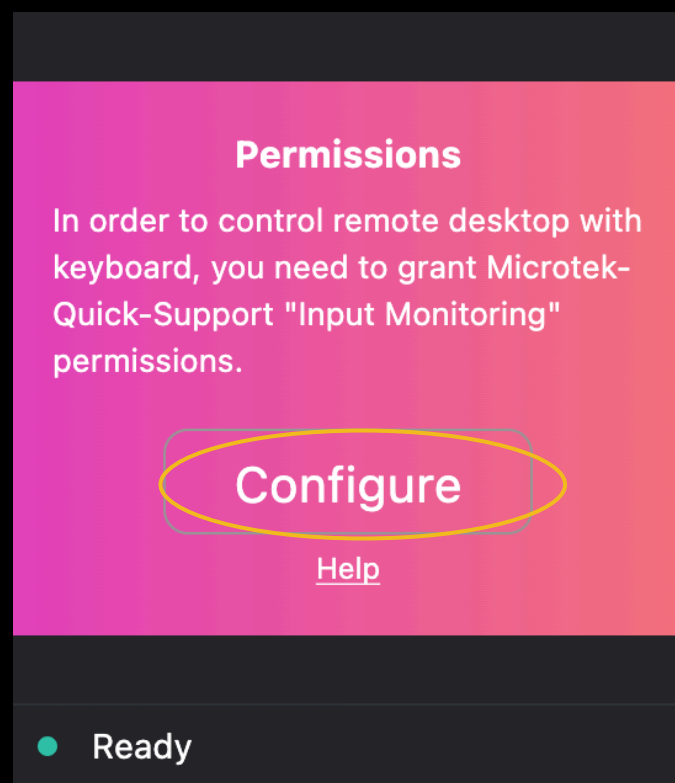
Step 14. (MAC ONLY) Click Install and the app will relaunch itself

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MICROTEK

Your Desktop

Your desktop can be accessed with this ID and password.

ID

1 240 728 740

One-time password

umgf9g

For starting on boot, you need to install system service.

Install

● Ready
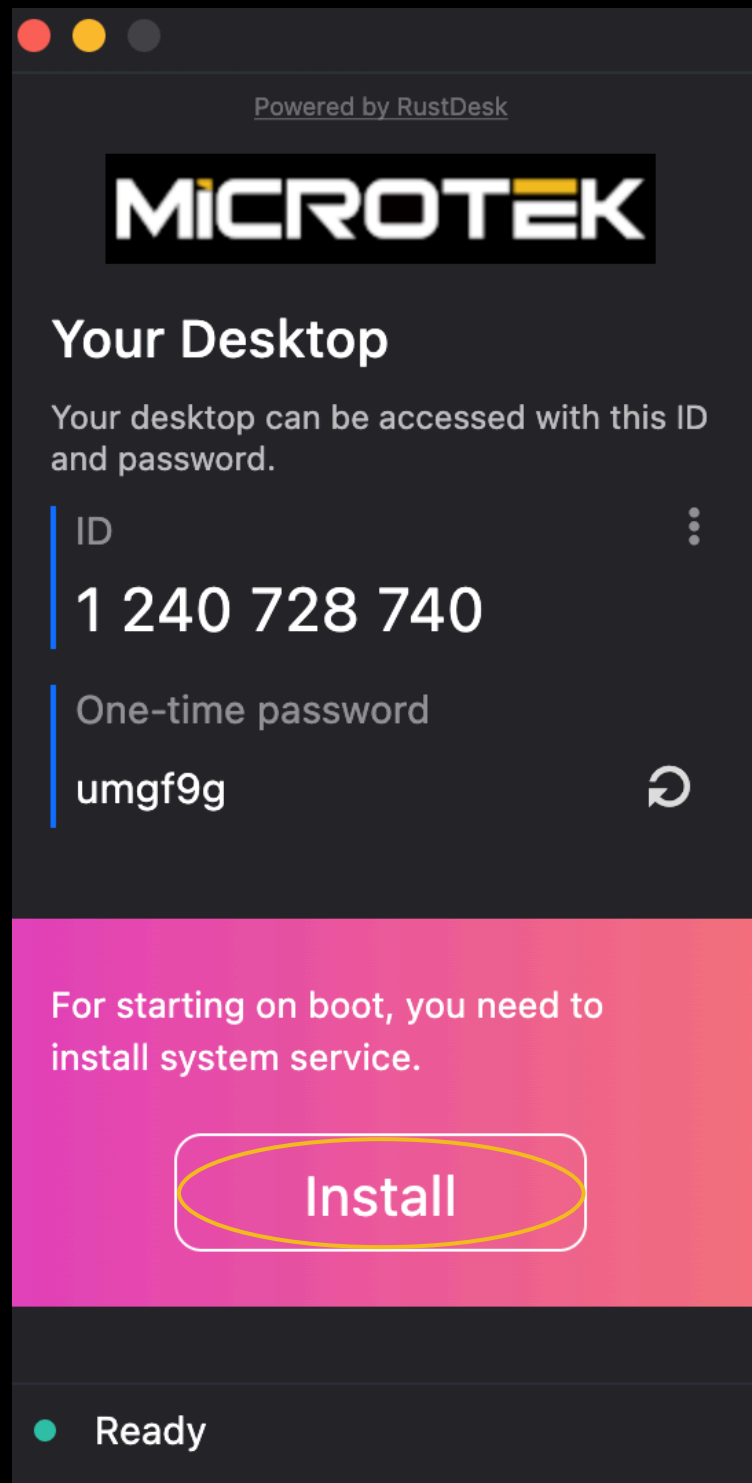
Step 15. (MAC ONLY) Give your technician the ID and password as requested