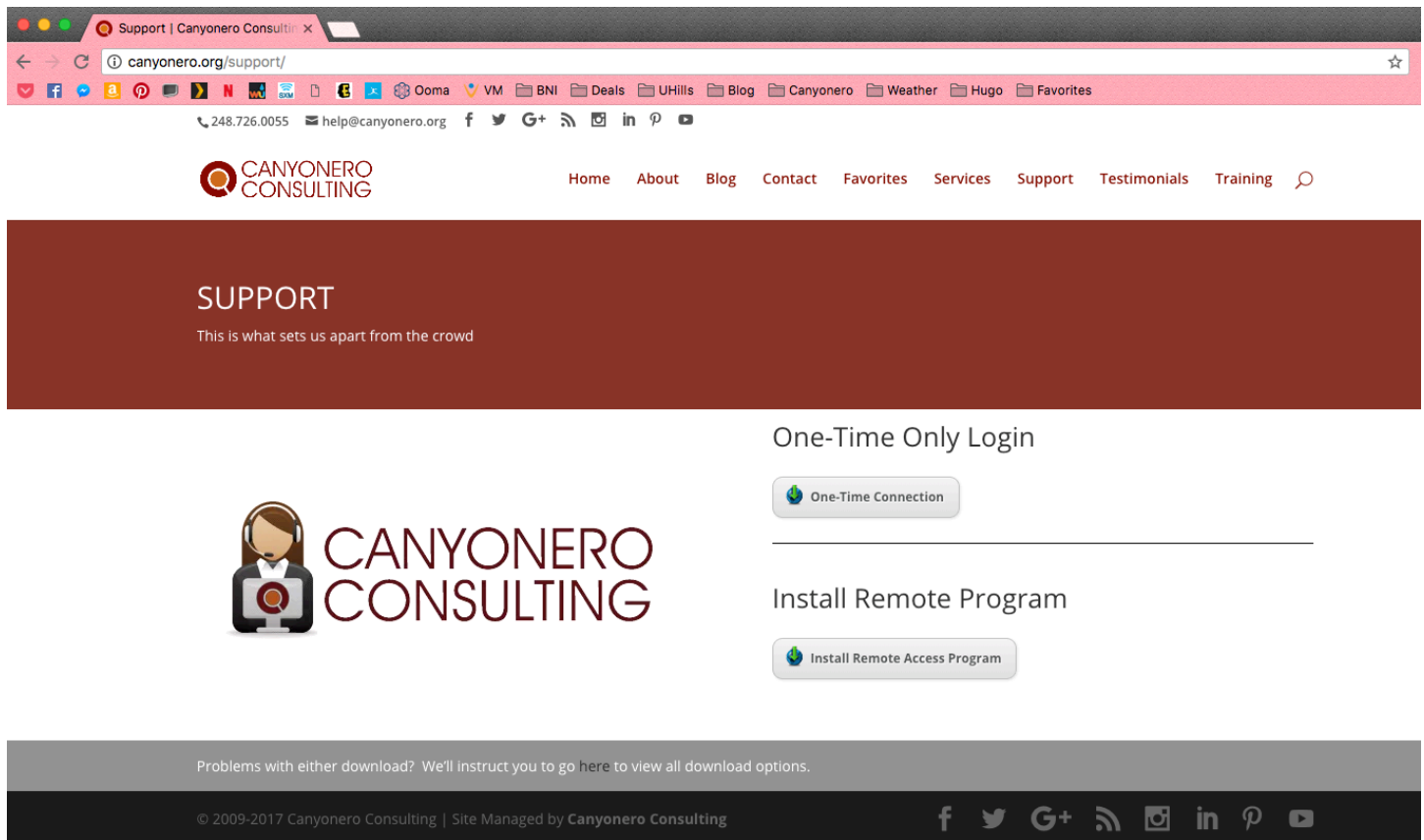GETTING REMOTE SUPPORT

Use these instructions to install Canyonero's remote software onto your machine.

Step 1: Visit www.canyonero.org/support in your web browser

Open your favorite web browser, and go to our website. You can either go to the direct download site (www.canyonero.org/support), or go to the main page www.canyonero.org and click the link at the top of the page to go to our "Support" downloads page.

Once there, click on the bottom link to "Install Remote Access Program".
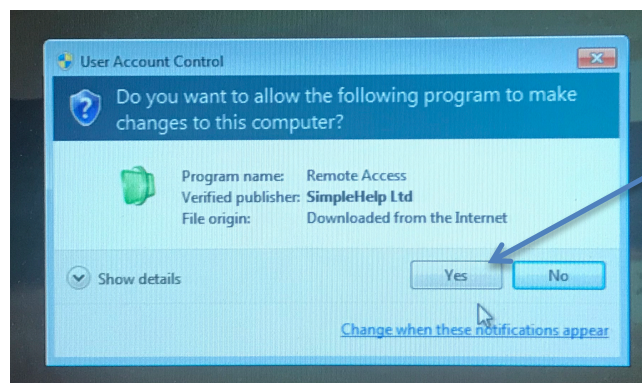
Step 2: Download the Installation Software
A new page will come up with a blue download button in the middle of it. Click this button to download the file.

Once the installation file has downloaded, double-click on it to run it and begin the installation of the software.
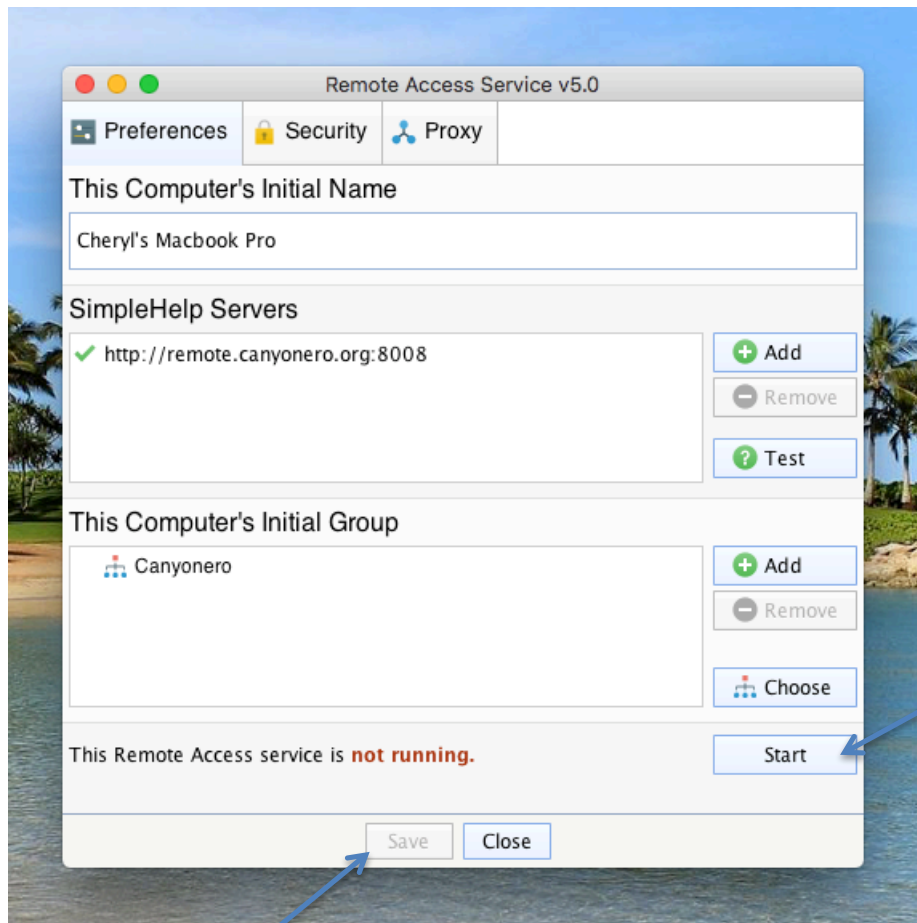

Step 3: Install the Remote Software
Once you double-click on the file to run it, you may be asked if you allow this file to make changes to your computer. Please say yes.

You may briefly see a Canyonero logo show up on the screen while the program installs. Once installation is complete, the following window will show up, where you make the final changes to allow Canyonero to see your computer remotely.

Follow the following steps to complete the connection.
1. Press the Start button in the window to begin the Remote Access service.
2. (you may be asked to type your password to confirm this)
3. Press the Save button at the bottom of the screen
4. (you may be asked AGAIN to type your password to confirm)

Once the Remote Access Service is running, and the settings are saved, we should be able to see your computer on our end to continue set up on our end so we can remote into your machine.

Last Updated: 3/2/18 6:08 PM