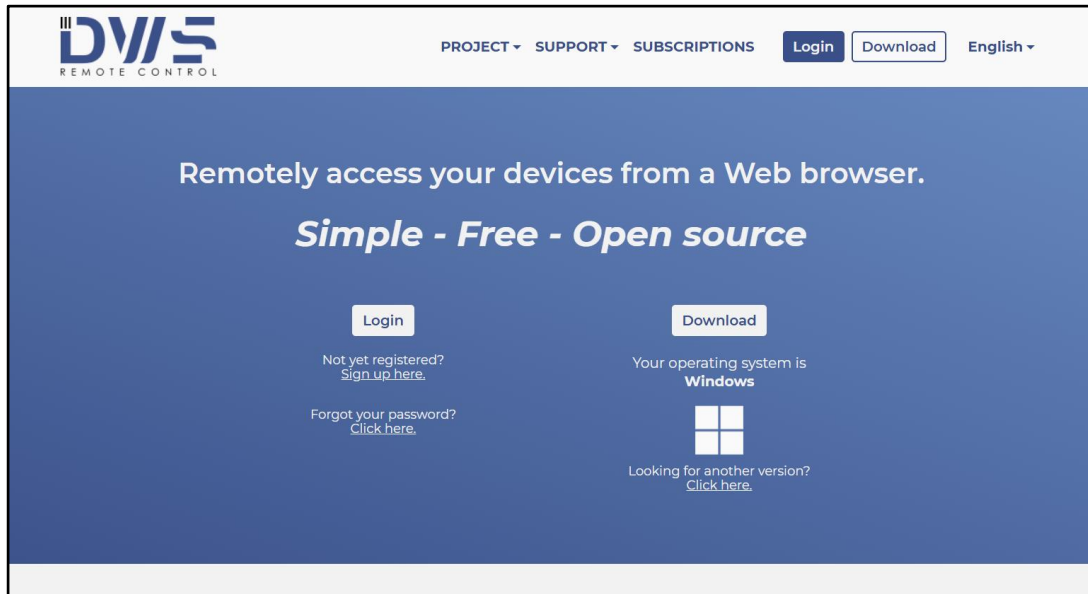# DWService.net
Remote Support

Before starting on-line support it is best that you install DWService's Agent on the computer that you are using. The Agent can be installed on as many computers as required, say both the Server and Terminal. In some circumstances it is possible to use the Zoom platform to share screens, but the remote-control options offered by the Zoom platform are very limited.

DWService is a powerful remote support solution that enables me and support teams to assist Scrutineers quickly and efficiently from anywhere. Through a secure web browser connection, we can instantly access scrutineering computers to diagnose issues, perform maintenance, and provide real-time assistance without the need for complex software installations.

Key support features of DWService:

- Instant remote desktop access for quick problem resolution,
- Real-time screen sharing to guide users through solutions,
- Secure file transfer for updating software or retrieving logs,
- Remote system control for hands-on troubleshooting,
- Cross-platform support for Windows, Linux, and Mac systems.

Installation Procedures for the

DWService.net Agent

Introduction

This document is a 'Step By Step' guide to installing a DWS Agent on your computer so that setup and training for DanceScore related programs can occur remotely.

You will install and create an Agent which we can then see (via the internet) form anywhere in the world. Importantly we will be able to interact with your computer and upload & download files as necessary. This is very seamless and can be done during a competition if required.

Once the agent is installed we will be able to view your PC like shown below. PCs that are available appear to us like the DanceScore MC 1. Be sure to install your agent with a name that make it easy to search for.
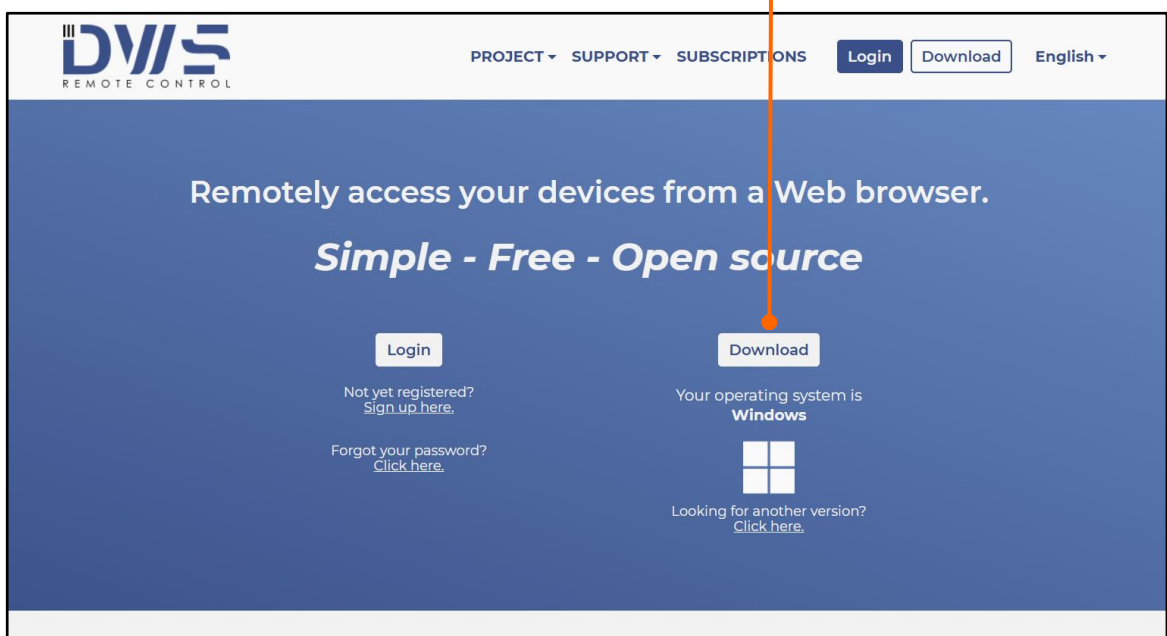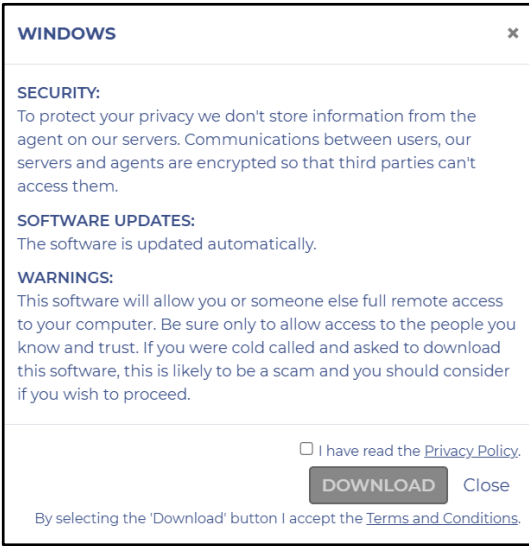
1.   Goto dwservice.net

Start by visiting the DWService website, **dwservice.net**
I suggest that the FAQ are read, here there are explanations about the software and how to disable it if required.

2. Download the Application

Click the **Download** button to get started.

WINDOWS   ✕

SECURITY:
To protect your privacy we don't store information from the
agent on our servers. Communications between users, our
servers and agents are encrypted so that third parties can't
access them.

SOFTWARE UPDATES:
The software is updated automatically.

WARNINGS:
This software will allow you or someone else full remote access
to your computer. Be sure only to allow access to the people you
know and trust. If you were cold called and asked to download
this software, this is likely to be a scam and you should consider
if you wish to proceed.

☐ I have read the Privacy Policy.

DOWNLOAD   Close

By selecting the 'Download' button I accept the Terms and Conditions.
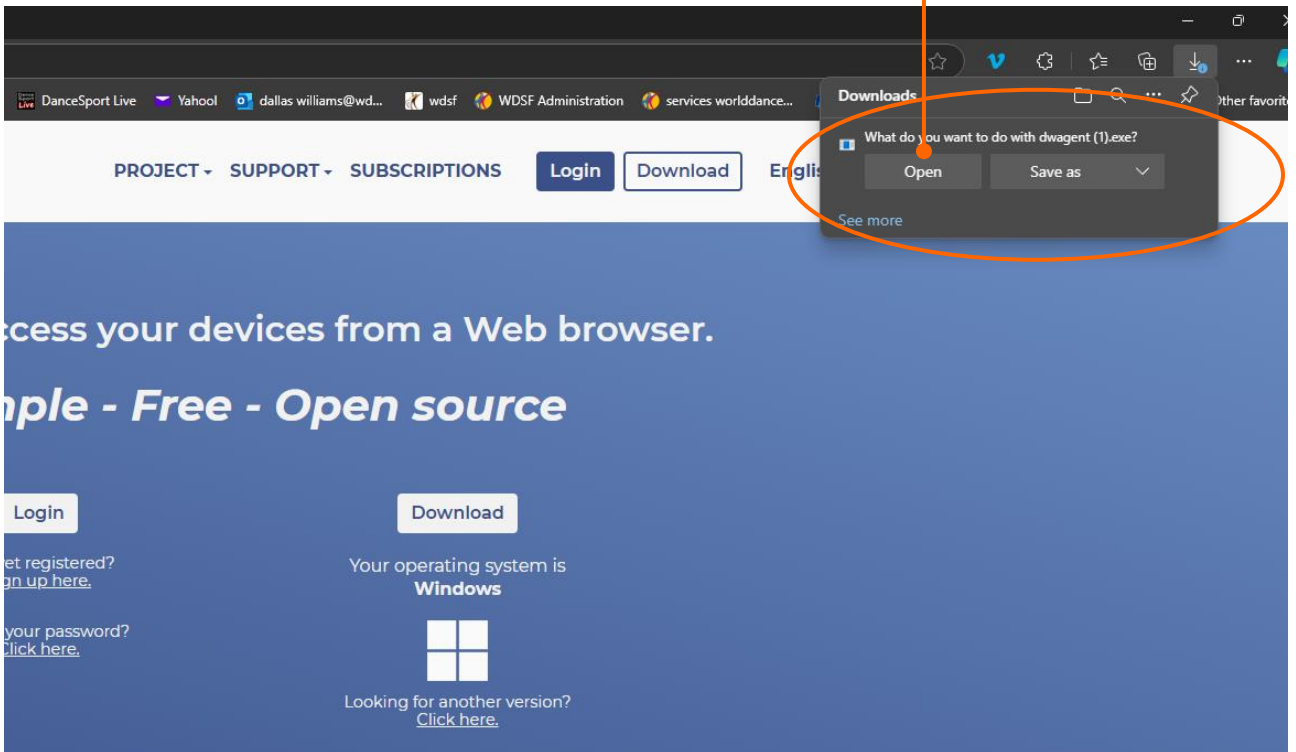
3. Acknowledge the Security Warning

The first pop up will be a security warning that will require the 'Privacy' box ticked to proceed.

Tick the box and click the **DOWNLOAD** button.

4. Open the Download Package

Depending on your Browser you will probably get a Downloads message asking to Save the file or Open the file.
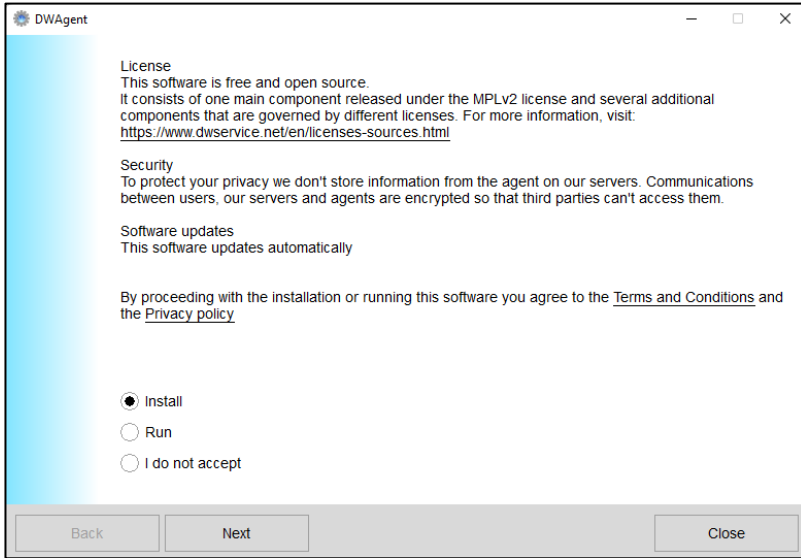
Select OPEN

Selecting Open will commence the install procedure, alternatively you can 'Save' the install file and then run the saved file to commence the procedure.
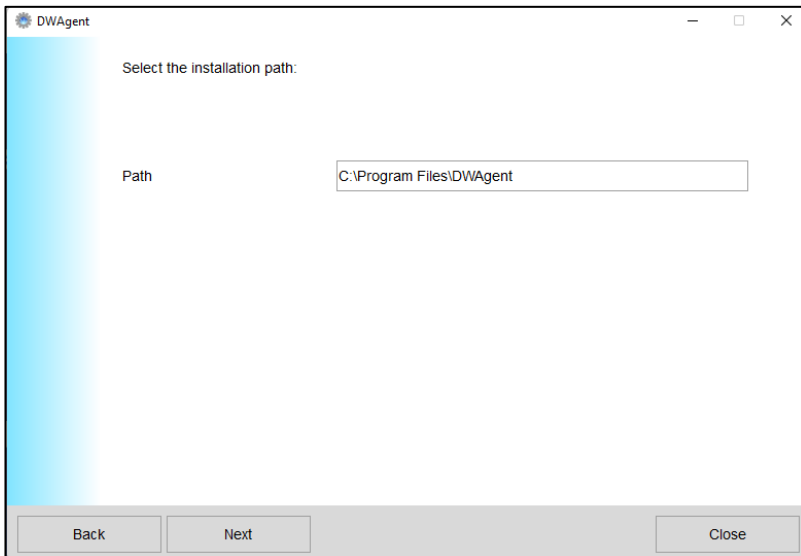
Once running the install, you will be asked several questions including the very important Agent Details. Pay attention to this part of the installation.

NOTE: Access to your computer is controllable by you! You can turn off access at any time. Please have a look at the tutorial videos available on the DWSERVICE.NET website.
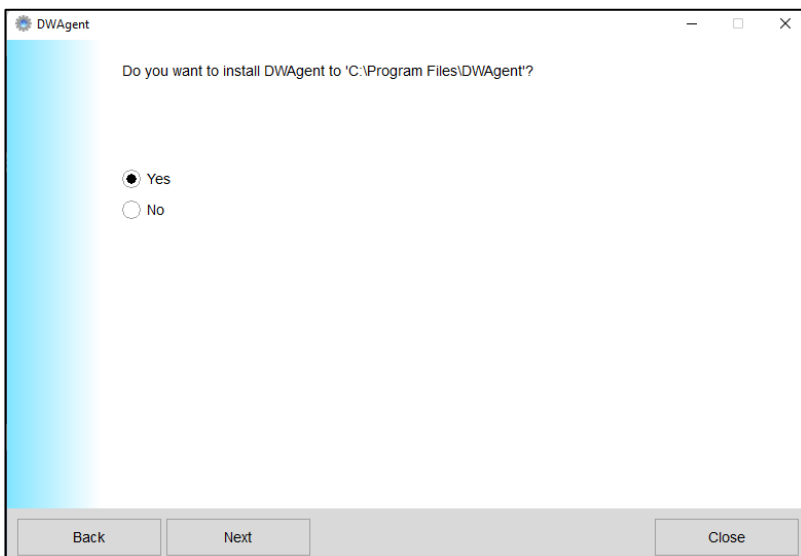
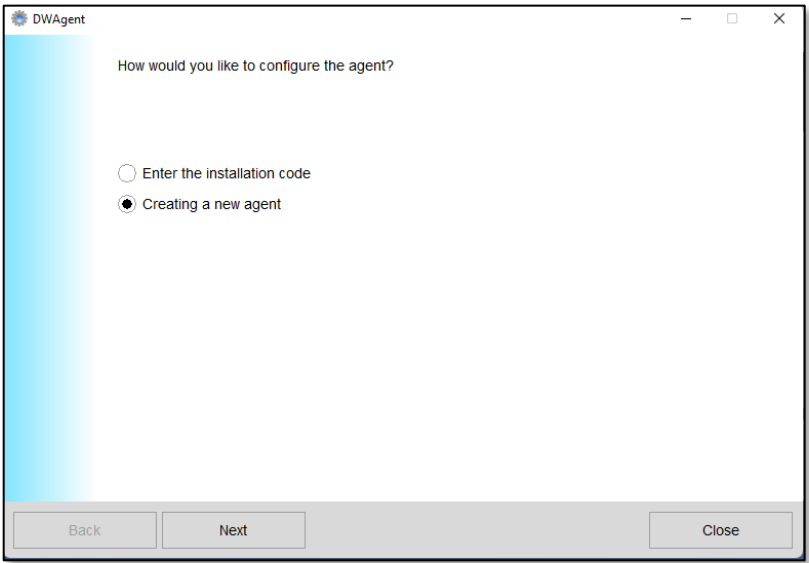## 5. Install the Application

Select 'Install' and click 'Next'

6. File Path

Leave the default path and click 'Next'

7. Confirm Install

Yes, you want to install and click 'Next'

8. Create New Agent

Select 'Creating a new agent' and click 'Next'

9. Enter the AGENT DETAILS and click 'Next'

User = dallas.williams@rocketmail.com

Password = 9ZvtTaE#DSA!

Agent Name = Your computer description such as Brian Server 1, or Taipei Terminal 1, HK Floor Marshal 1.

NOTE: You can install this on as many computers as you need us to access.