# Remote Support Connection Guide

How to connect to a ScreenConnect remote support session – download only required first time. **Next time just start the program, add your code and follow steps 3 & 4**.
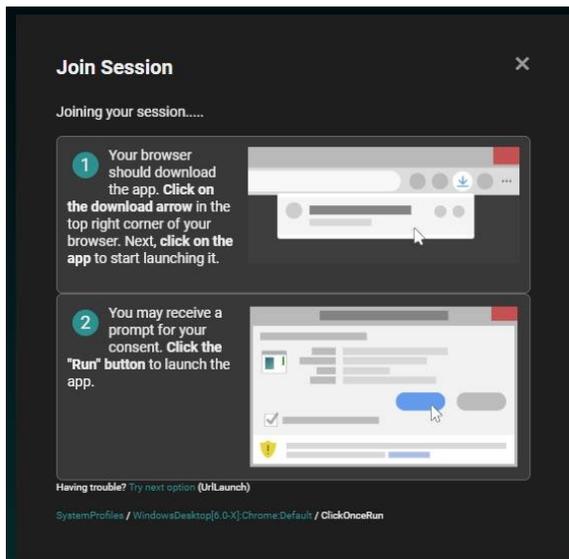
Step 1 – Open ScreenConnect and enter your code

Please go to to ScreenConnect and enters the code in the field. The program will then start to download.
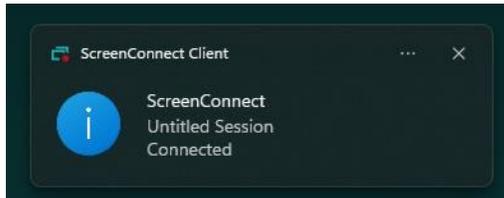
Use this link - https://hedinit.screenconnect.com/
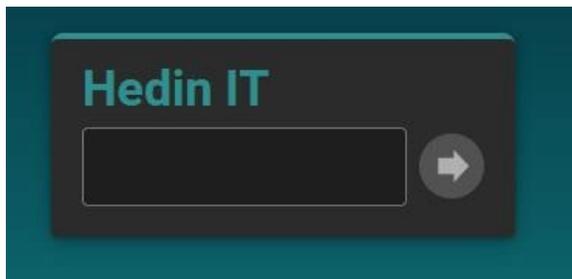
And the file downloads just like normal. When the download is done, doubleclick and install the program.
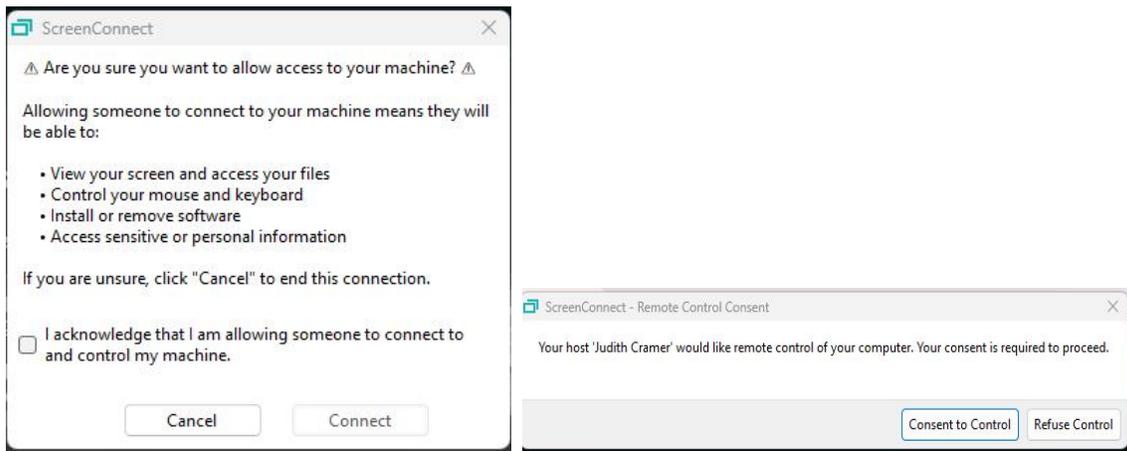
Step 2 – Program download

The program has now been downloaded. Click the Icon to start the program, this prompt will appear:

Step 3 – Customer consent

User must approve consent for the session.

Step 4 – Session connected

You have now connected to the session and the service agent has access to remote control.