

Wurzel Remote Access Support

At Wurzel we use software that allows us to provide remote support to you and your devices. Below is a step by step guide to install this software to the device you require support on.

To install TeamViewer / AnyDesk:

On Windows:

1. Download the installer
 - Go to www.teamviewer.com / www.anydesk.com
 - Click on Download for Windows
2. Run the installer
 - Locate the downloaded file (usually in your downloads folder)
 - Double-click the installer to run it
3. Installation process
 - Choose the appropriate install option
 - Follow the prompts in the installation wizard
 - Accept the license agreement
4. Complete installation
 - Once the installation is complete, Teamviewer / AnyDesk will launch automatically
 - On Teamviewer you'll see your ID and password for remote access
 - On AnyDesk you'll see your address for remote access
 - Make sure to configure any firewall settings if prompted

On macOS:

1. Download the Installer
 - Go to www.teamviewer.com / www.anydesk.com
 - Click on Download for macOS
2. Open the installer
 - Find the downloaded file in your Downloads folder
 - Double-click the .dmg file to open it
3. Install Teamviewer / AnyDesk
 - Drag the TeamViewer / AnyDesk icon into the Applications folder
 - Eject the .dmg file after installation
4. Launch TeamViewer / AnyDesk
 - Go to your Applications folder and open TeamViewer / AnyDesk
 - On TeamViewer you'll see your ID and password for remote access
 - On AnyDesk you'll see your address for remote access
 - Makes sure to configure any firewall settings if prompted

To allow us remote access to your device we will need either your TeamViewer ID and Password or your AnyDesk address.