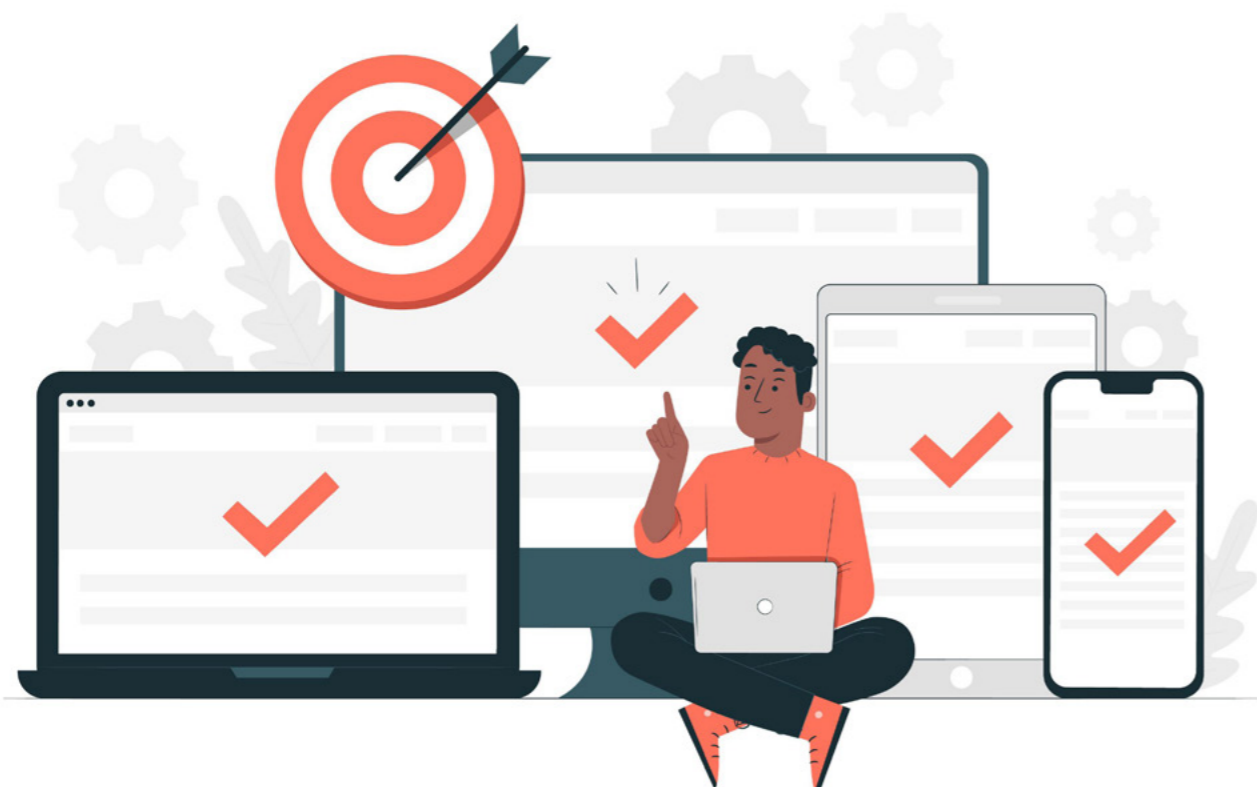# User Guide: IT Services

Remote Support Software Anydesk

This is the standard NWU Remote connection program and can be loaded on any device regardless if private property or NWU owned.

COST
Free of charge.

WHO CAN ALL USE THIS SERVICE?
Staff and Students.

INCLUSION
This program is only for official NWU use.

HOW TO REQUEST THIS SERVICE?
End-user - please ensure this program is downloaded and open, also take note of you 9-digit identifier to give to a technician who will assist. (Installation is optional, but advised, however program MUST be open)

PROSPECTIVE SUPPORTERS
People who want to connect to other end devices - please request this feature using our Service Manager (https://support.nwu.ac.za) a campus technician will be in contact and advise, to better the chance for approval please do include a reasoning why.

HOW TO REPORT A PROBLEM?
Staff Contact your *IT Service Desk*.
Students: Contact your *IT Service Desk*.

Documentation
Available use this link

- To view the user manual click here
- Download the remote support software AnyDesk click here