

Remote Support Installation Guide

Integration Technologies
(949) 600-4099 | support@intgrt.com

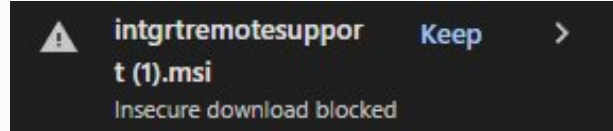
Windows — IntgrtRemoteSupport

Our installer is **pre-configured** — you do **not** need to enter any passwords or server addresses. Follow each step below, then call us at **(949) 600-4099** and provide your ID and one-time password shown in Step 6.

Installation Steps

1 Download the Installer

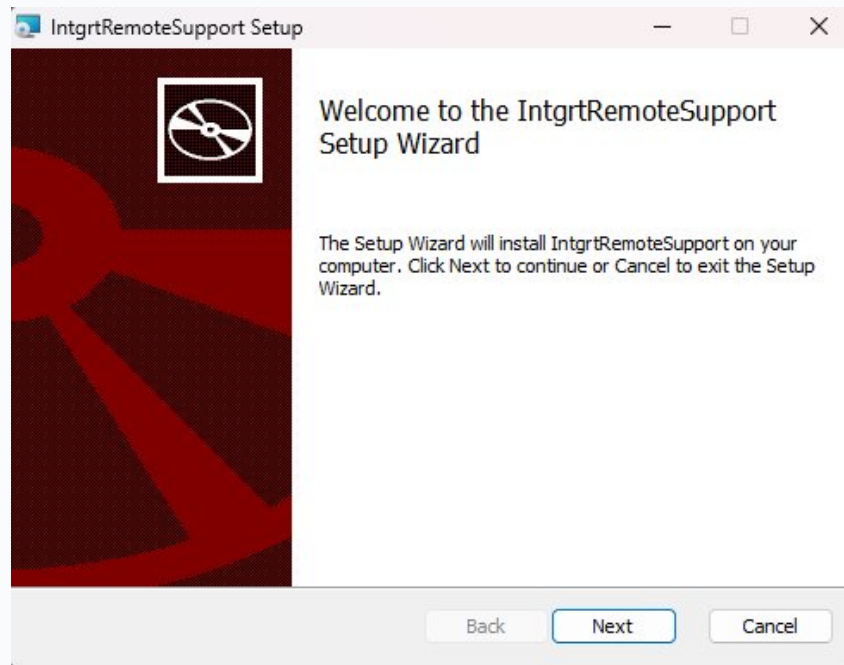
Visit your company support page and click **Download for Windows**. Chrome or Edge may block the file. Click the **arrow** ■ next to the warning and select **Keep**.



If no warning appears, the file downloaded normally — proceed to Step 2.

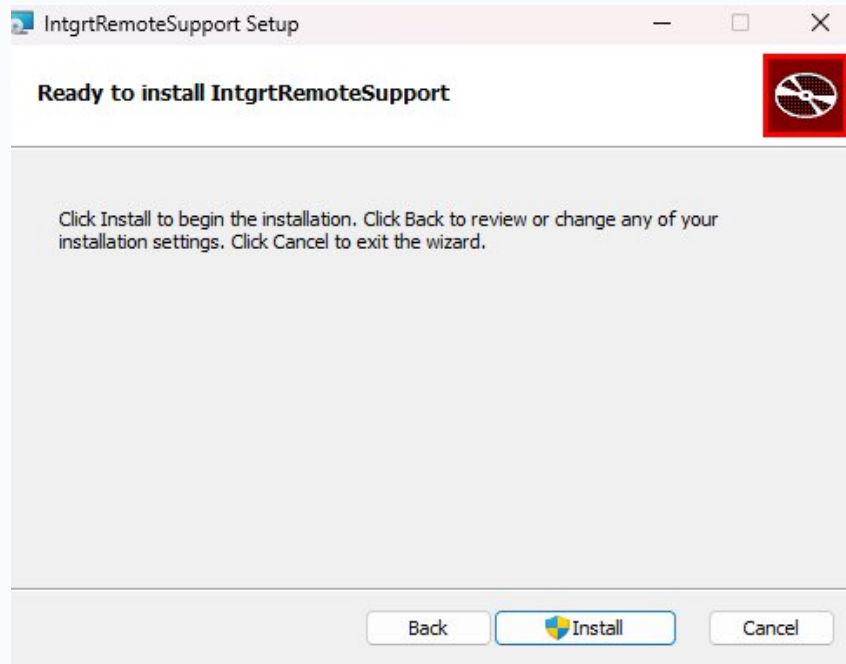
2 Run the Installer — Welcome Screen

Open your **Downloads** folder and double-click **intgrtremotesupport.msi**. If Windows asks "Do you want to allow this app to make changes?" click **Yes**. The Setup Wizard will open. Click **Next** to continue.



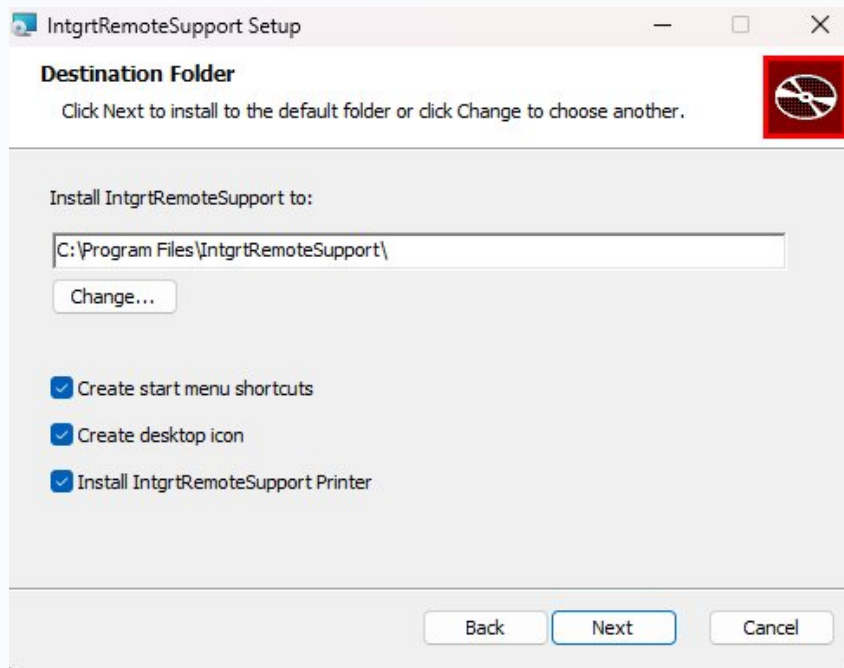
3 Accept the License Agreement

Check the box next to "I accept the terms in the License Agreement" then click **Next**.



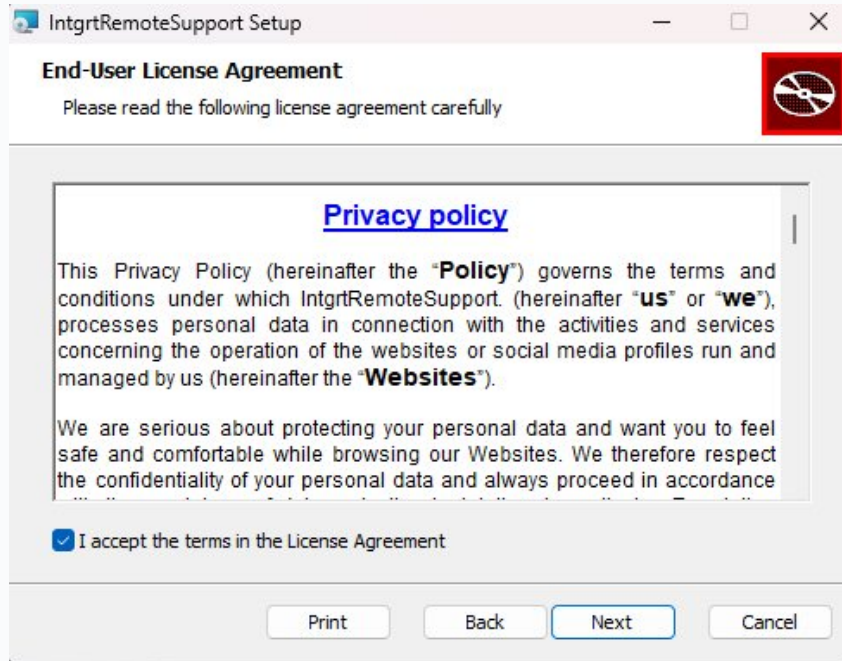
4 Destination Folder — Click Next

Do not change any settings on this screen. Leave all checkboxes as-is and click **Next**.



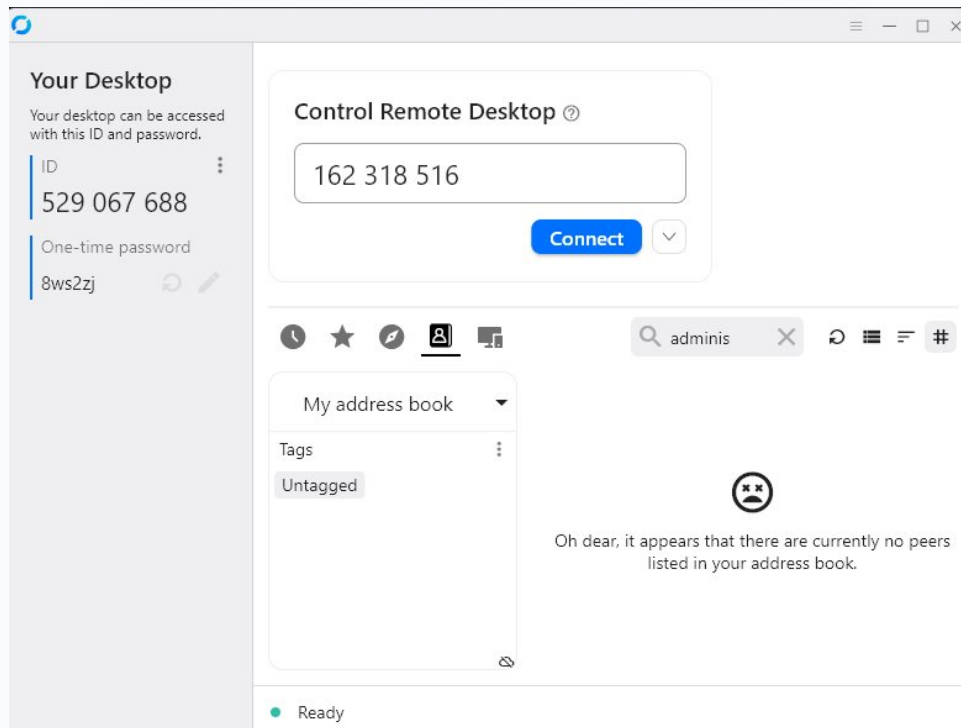
5 Click Install

Click the **Install** button to begin. Installation takes about 30 seconds. A brief black window may flash — this is normal. Click **Finish** when complete.



6 Open RustDesk from Your Desktop — Give ID & Password to Our Tech

Double-click the **RustDesk shortcut** on your Desktop. The app will open showing your **ID** number and **One-time password** on the left side. Call us at **(949) 600-4099** and read both to the support engineer — they will connect from their end.



■ Tell the tech your ID number AND your one-time password — both are required to connect.

✓ End-to-end encrypted

✓ You approve every connection

✓ Session ends when you close the app

Need help? Call us before, during, or after installation.

(949) 600-4099

support@intgrt.com
Emergency line: 24/7