Support · DanumHost Specific

Remote Support Sessions

Start a remote support session and download the DanumHost agent from /account/remote-support.

When enabled on your DanumHost account, **Remote support** lets you download a small agent so our team can assist on your computer safely.

Start a session

1. Open **Support → Remote support** at `/account/remote-support`.
2. Choose your operating system and briefly describe the issue.
3. Click **Start remote support session**.
4. Download and run the agent file from `/account/remote-support/{session}/download` on the computer that needs help.

Not available

If remote support is disabled for your plan, the page explains that you should open a **support ticket** instead. Sessions are rate-limited to prevent abuse.

Downloaded from https://danumhost.co.uk/knowledgebase/article/portal-remote-support-sessions on 30-OCT-2026 9:08AM

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