

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 25-AUG-2026 8:02PM

