

You can install the remote client from the following link:

<http://rmm.m3computers.com/Labtech/Deployment.aspx?probe=1>

If this does not work go to [www.m3helpdesk.com](http://www.m3helpdesk.com) and click on the link named "M3 Helpdesk Full Agent". It should look like the following picture



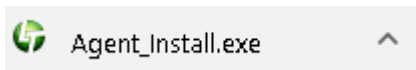
[M3 Help Desk](#)

[M3 Help Desk QC](#)

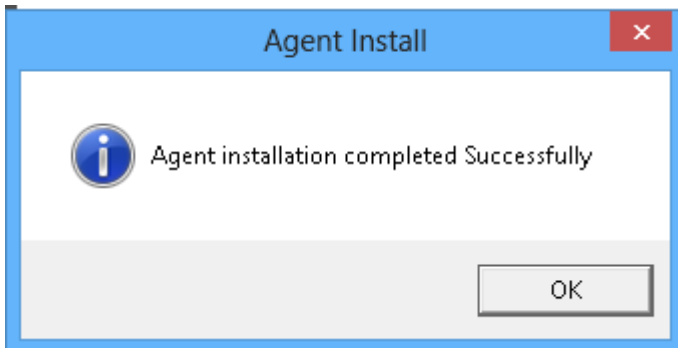
[M3 Help Desk Full Agent](#)

[M3 Help Desk Full Agent Uninstaller](#)

Allow the program to run (may be called "Agent\_Install.exe") and look similar to this



After that you should get a prompt stating "Agent Installed Successfully"

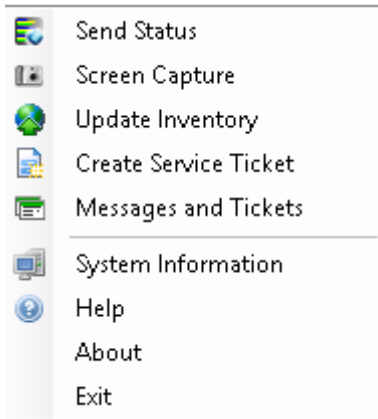


Do note that some antivirus programs may try to flag this as being malicious. If that happens, extra steps may be needed to get the software installed. In such an event, our techs will need to walk you through the process.

Once installed, you should see an icon in the system tray in the bottom right hand corner of you screen that is white and has a M3 in it. If you do not see this icon, you may have to click the hat or arrow shown in the picture to find it.



If you click on the icon you will get this menu.



From there you can click on "System Information". This will show two key pieces of information we will need to connect to you. The ID and Computer Name.