JORDAN ROWE — REMOTE SUPPORT

Client QuickSupport & Installation Guide (Windows & macOS)

https://rowe.support

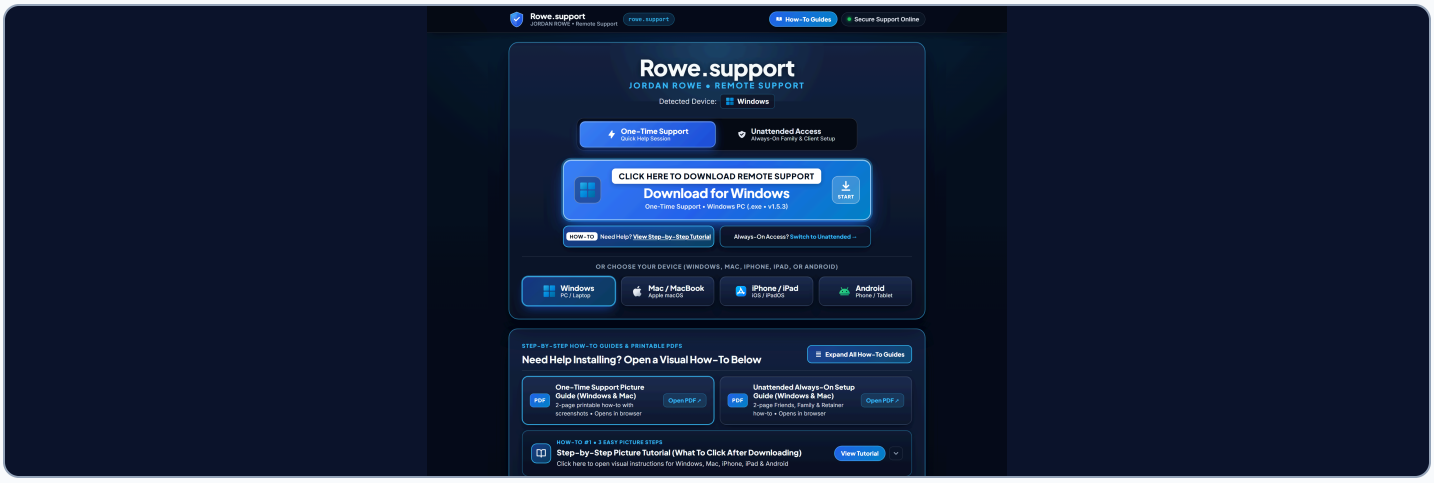
Part 1: Windows 10 & 11 — QuickSupport Guide

WINDOWS PC

1 Go to rowe.support and Click "Download for Windows"

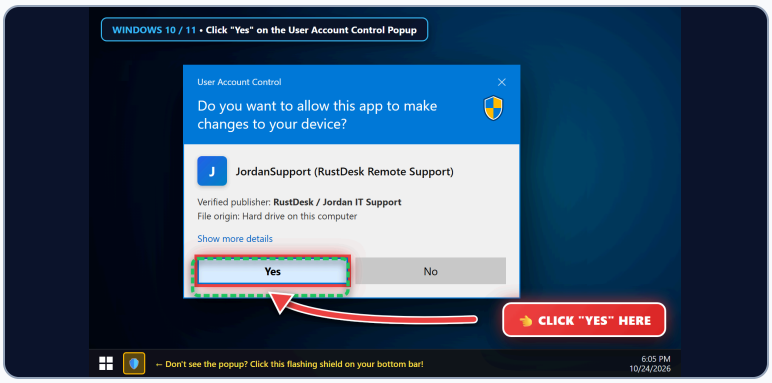
Open your web browser (Chrome, Edge, or Firefox) and visit **https://rowe.support**. Click the big blue **Download for Windows** button, then click the downloaded file in your browser's top-right downloads list to open it:

`rustdesk-qs-host=rowe.support,key=Z9w5HmxR9FsimQSOWSz2N01uDRR9fc6B780VVdNGfBA=,.exe`



2 Click "Yes" on Windows Permission

When Windows displays the **User Account Control** security prompt, click **"Yes"**. *(If you don't see the popup, click the flashing blue/gold shield icon on your bottom taskbar.)*



3 Read Your 9-Digit ID to Jordan

The Remote Support window will open immediately and automatically connect to **rowe.support**.



What to tell Jordan on the phone:

1. Read the **9-Digit ID** shown under "Your Desktop".
2. Click **Accept** when Jordan connects (or read the One-Time Password).

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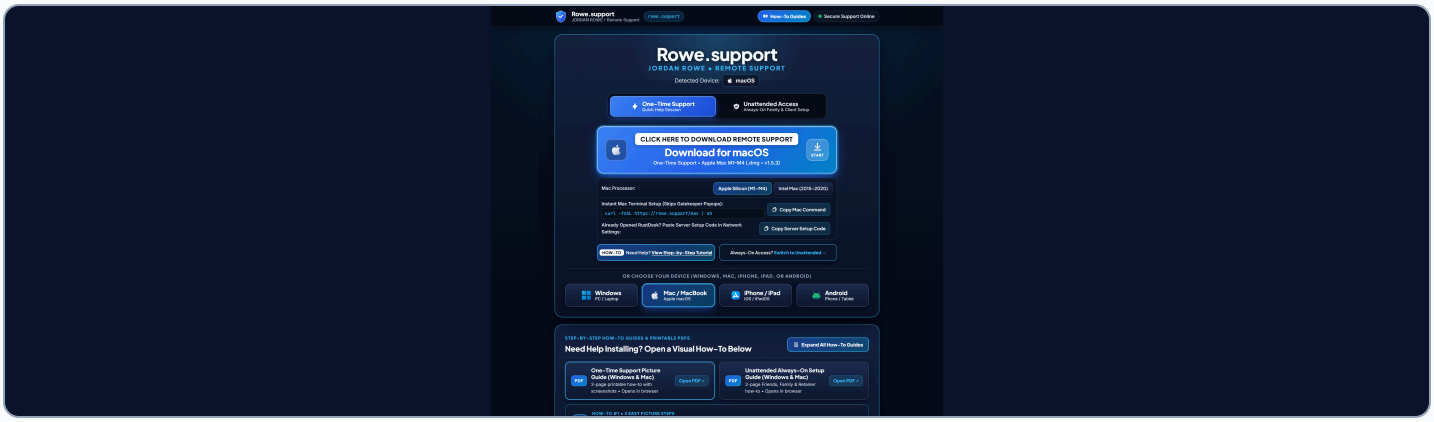
Part 2: Mac (macOS) — Installation & Permissions Guide

APPLE MAC (MACOS)

1 Go to rowe.support, Pick Your Mac Chip (M1–M4 or Intel), and Download

Open Safari or Chrome on your Mac and visit **https://rowe.support/?os=macos**. Select **Apple Silicon (M1–M4)** or **Intel Mac (2015–2020)** and click **Download for macOS** (RustDesk v1.5.3):

```
rustdesk-host=rowe.support,key=Z9w5HmxR9FsimQSOWSz2N01uDRR9fc6B780VVdNGfBA=.dmg
```



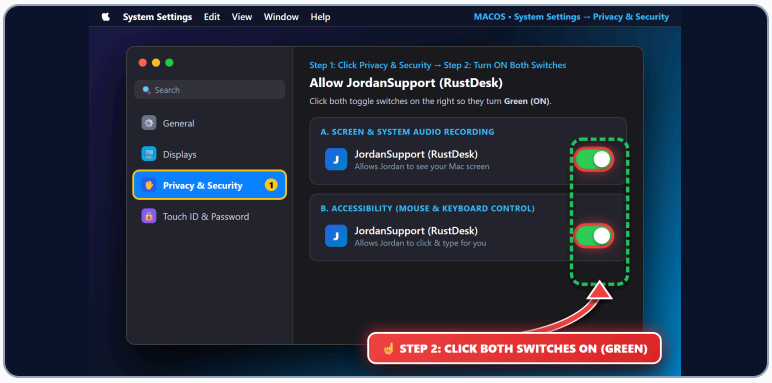
2 Open the .dmg & Run "Start Jordan Support" (or Drag RustDesk + Paste Code)

Double-click the **.dmg** in **Downloads** and double-click **Start Jordan Support.command**. *(If macOS Sequoia/Tahoe blocks scripts: either click **Copy Mac Command** on rowe.support and paste into Terminal, OR drag **RustDesk** to **Applications**, open it, and click **Paste** in Settings → Network → ID/Relay Server using **Copy Server Setup Code**.)*

1. Open downloaded `.dmg` → 2. Run **Start Jordan Support** (or Terminal 1-liner) → 3. RustDesk opens pre-linked to **rowe.support**

3 Turn ON Screen Recording & Accessibility

Open **System Settings → Privacy & Security** and toggle **ON (Green)** both **Screen Recording** and **Accessibility** for **RustDesk**:



4 Portal Reference & Read Your 9-Digit ID

You can also expand **Permission Help** at the bottom of **rowe.support** at any time:



Read Your 9-Digit ID: Once both switches are green, read the **9-Digit ID** on the RustDesk window to Jordan over the phone.