

RHA must comply with cybersecurity guidelines to protect our devices, company data, and systems. All staff are required to install the ConnectWise Agent no later than December 10<sup>th</sup>, 2021.

## Getting Started:

- 1. Logout of Citrix. You must be on your local computer before beginning this install.
- 2. Close all your applications. At the end of the install, you will be required to reboot your computer.
- 3. Click the **INSTALL NOW** button on the myRHA page or <u>click here for the installation link</u>.

## Download ConnectWise Agent using Microsoft Edge browser:

4. You should see this message in your download files window in Microsoft Edge.





5. Hover over the ellipse (...) symbol, click it, and select **Keep** in the drop-down menu.



6. Click **Keep Anyway** in the window that opens. The file will download, once it has, click on it to open it and begin the install.



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## Install ConnectWise Agent on your computer:

1. Once you see the ConnectWise Setup window, click **Next** to continue.

🔀 ConnectWise Automate Re	mote Agent Setup	_		×
- S	Welcome to the ConnectWise Automate Remote Agent Setup Wizard			
	The Setup Wizard will install Co Remote Agent on your comput or Cancel to exit the Setup Wiz	onnectWise A er. Click Next ard.	Automate t to contin	ue
	Back	Next	Cance	el

2. Click **Next** to continue on the following window.

ConnectWise Automate Remote Agent ConnectWise Automate Server Settings Please enter your server information:		×
Server Address:	https://rhanet.hostedrmm.com	
Server Password:	cq0gYJm3oj3FqtXWGnC/ftx/26l2FguB	
Location ID:	1	
-	Back Next	Cancel



3. Click Install to begin the installation.



4. If you see the following window, click **Yes** to allow the install. The installation process will then begin and should only take a few minutes.





5. Click **Finish** on the final window.



6. Installation is complete. Close all applications and reboot your PC.

If you encounter any problems, contact Solutions Center at <a href="mailto:solutions@rhanet.org">solutions@rhanet.org</a>.

Thank you.