ConnectWise Agent Install Guide

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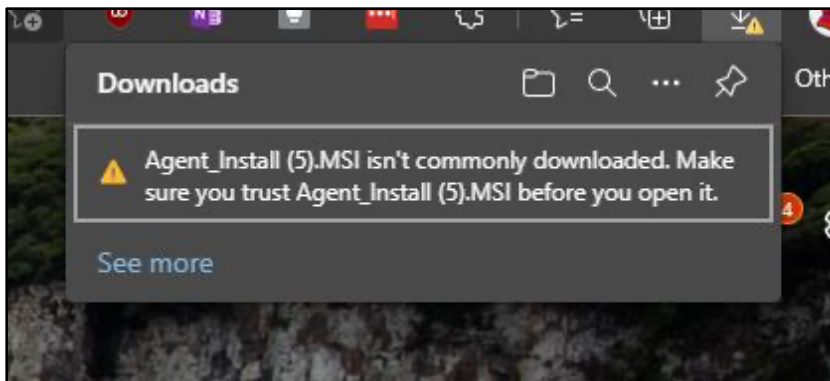
All staff are required to install the ConnectWise Agent no later than December 10th, 2021.

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 click here for the installation link.

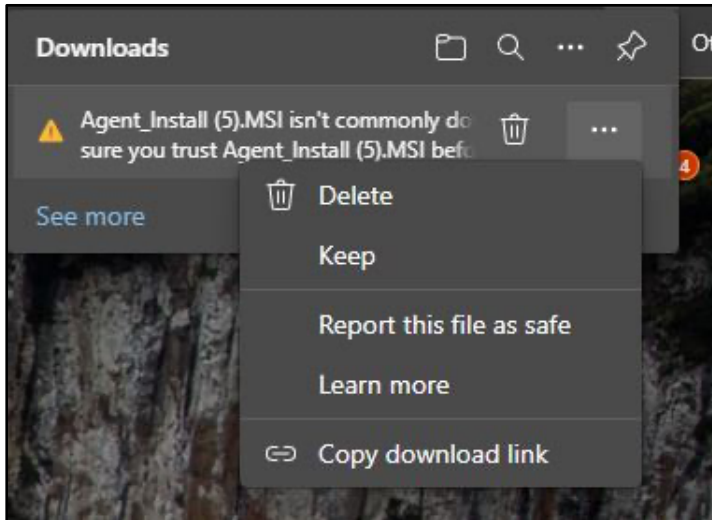**Download ConnectWise Agent using Microsoft Edge browser:**

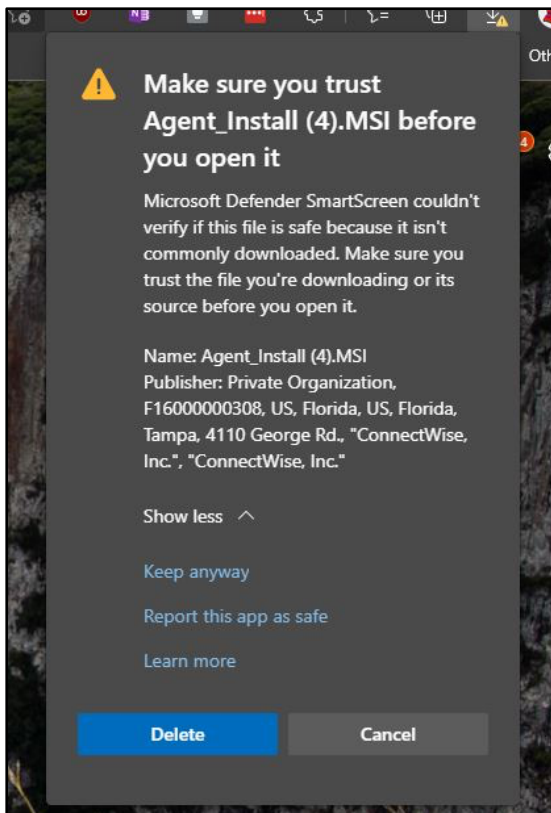4. You should see this message in your download files window in Microsoft Edge.

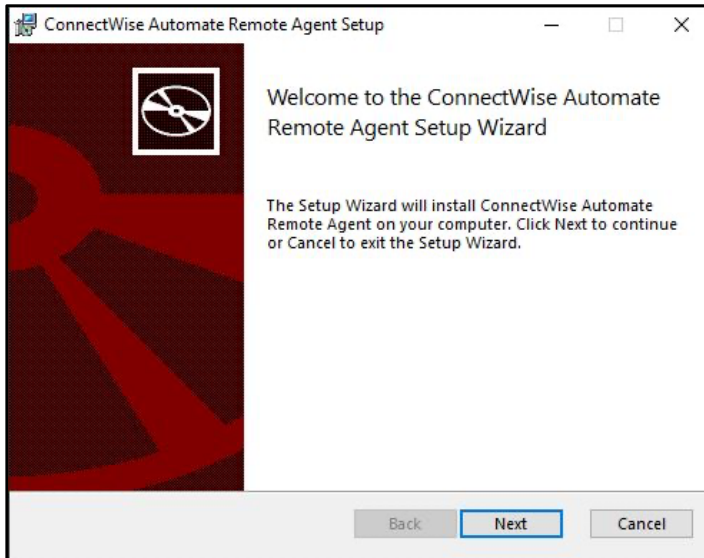5. Hover over the ellipse (…) symbol, click it, and select **Keep** in the drop-down menu.

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.
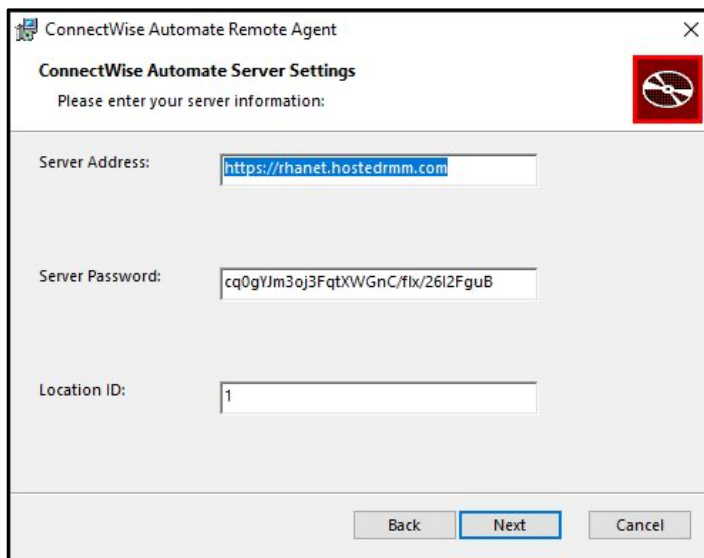
Install ConnectWise Agent on your computer:

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

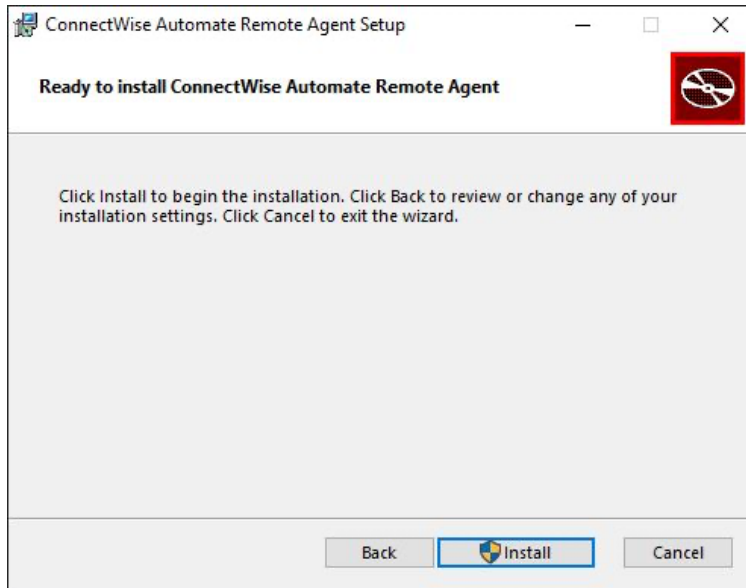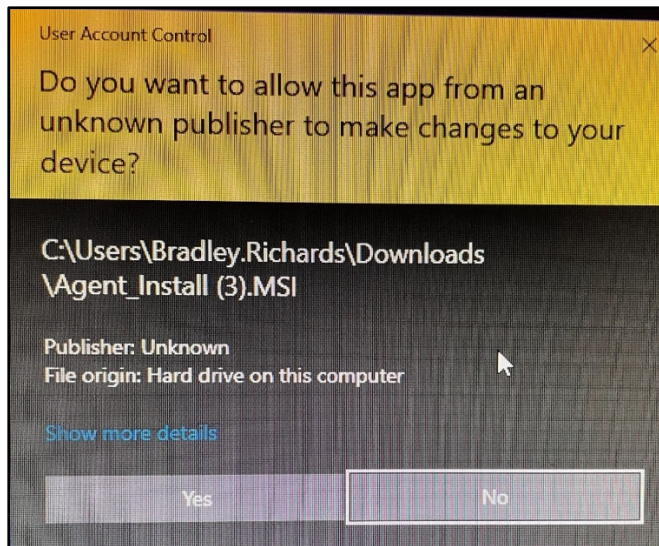2. Click **Next** to continue on the following window.

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3. Click **Install** to begin the installation.

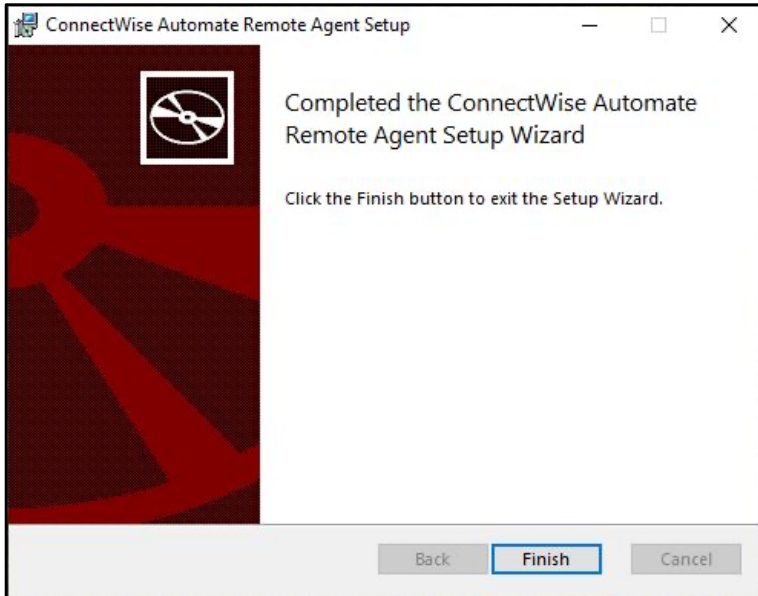4. If you see the following window, click **Yes** to allow the install. The installation process will then begin and should only take a few minutes.

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 solutions@rhanet.org.

Thank you.