

Support

Everything related to Support (e.g. Installing AnyDesk for screen sharing)

- [Installing AnyDesk](#)
- [Contact Support](#)

Installing AnyDesk

Install AnyDesk

Installing AnyDesk and setting a password to allow unattended access allows Simple RFID to help guide you through the printer set-up process as well as troubleshoot issues.

- Install the software.
 - <https://anydesk.com/en/downloads>

Contact Support

Creating a ticket is the preferred way to contact us

Create a Ticket

The quickest way to contact support is by [creating a ticket](#). You will put in your email and information, and you will receive an email from us within 2 hours. To create a ticket, you can click on the **Support** button in the top right of the [Simple RFID Web Portal](#)

  [Support](#)

It will bring you to this link

<https://support.simplerfid.com/support/tickets/new>

Email Support Directly

You can email support@simplerfid.com with any problems you have. The response could take a bit longer than creating a ticket.

Schedule a Meeting

If you need to schedule a meeting to share screens or a camera, you can do so using [this link](#). The availability is based on the entire support team's availability, and is at least 2 hours in advance.