Set up DWService on Windows

15 screenshots. One step at a time.

Install DWAgent on the computer that needs help, then connect it to Postiqo Support. Follow the screenshot numbers in order.

Understand the access before you begin

This installs ongoing remote support access. While DWAgent is enabled and online, Postiqo Support can view and control this computer and access files. With **Unattended access = Yes**, connections do not need a new approval. Closing the installer or browser does not remove access. Continue only if you are authorised to approve this access and agree to it. Access controls are on page 17.

01-04
Download

05-09
Install

10-13
Connect

14-15
Check Online

Use your own name and company for the agent name. The support account details are shown in screenshot 11 (page 12). Have an internet connection and permission to install software.

1 Click or type

1 Check the highlighted item

1 Wait - no click needed

Official installation help

01 Choose the Windows download

Open the official download page on the computer that needs support.

dwservice.net/en/download.html

1 Select Agent

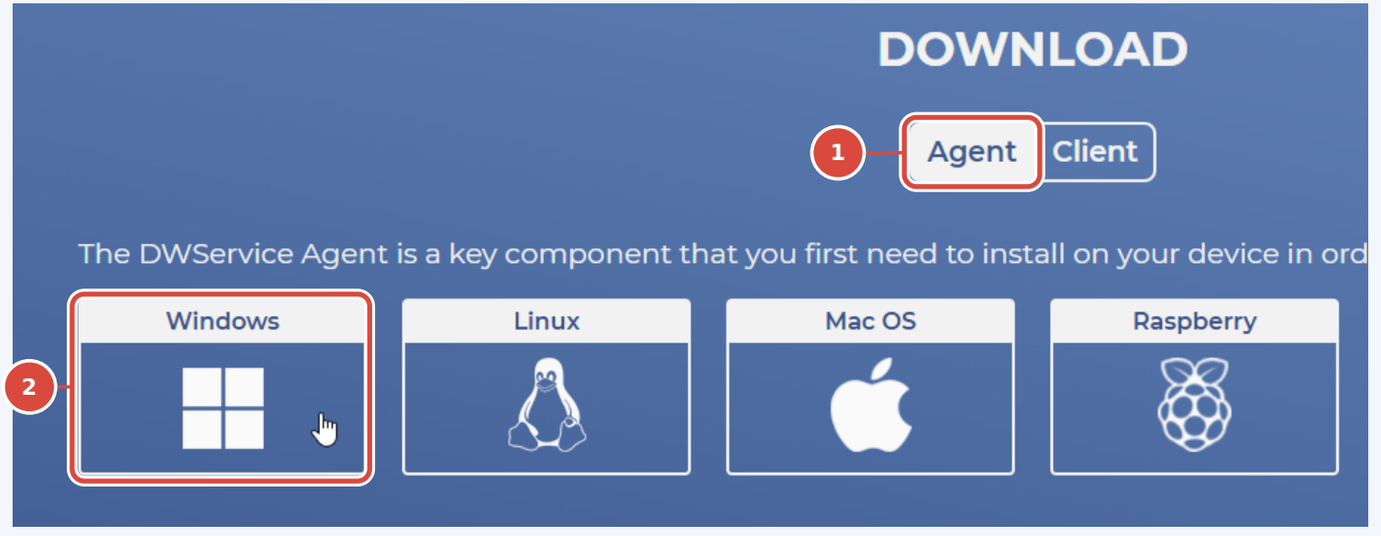
Use the **Agent** tab shown in the screenshot.

2 Click Windows

Click the tile with the Windows logo.

Before you start

You do not need to create a personal DWService account for this Postiqo setup.



Numbers match the actions on the left.

NEXT A Windows download notice opens. Continue to screenshot 02.

02 Read the notice and download

Review the security notice, Privacy Policy and terms before continuing.

1 Tick the Privacy Policy box

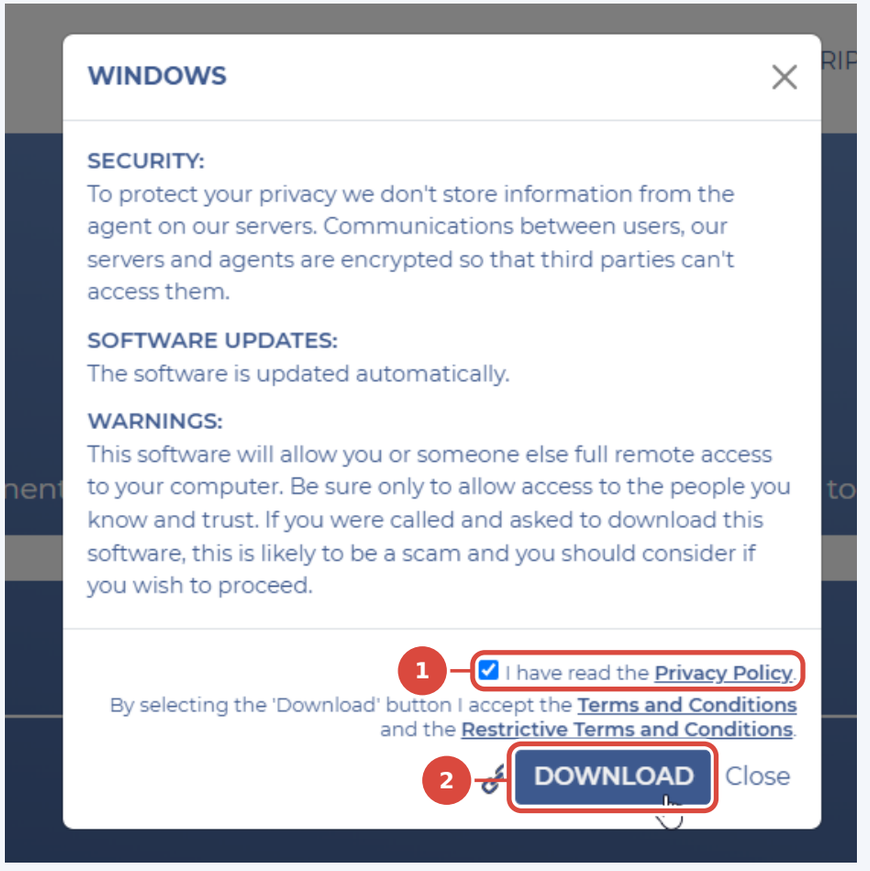
Read the linked Privacy Policy. Tick the box if you agree.

2 Click DOWNLOAD

Review the linked terms. Click **DOWNLOAD** if you accept them.

Wait for the file

The installer is called **dwagent.exe**. Let the download finish before opening it.



Numbers match the actions on the left.

NEXT The file appears in your browser's downloads. Continue to screenshot 03.

03 Show the downloaded file

This screenshot uses Chrome. Other browsers may look slightly different.

1 Open Downloads in Chrome

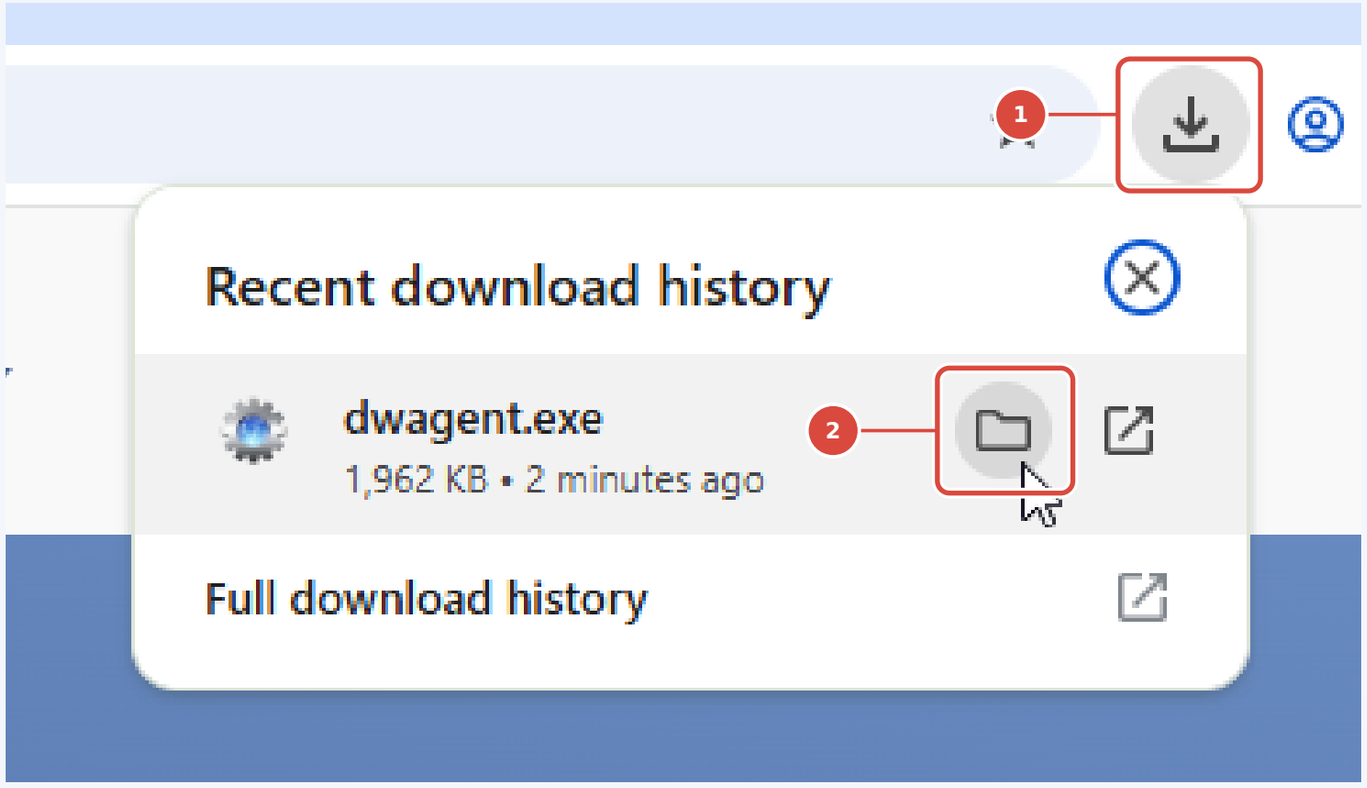
Click the download arrow near the top-right corner of the browser.

2 Click the folder icon

Beside **dwagent.exe**, click **Show in folder**. Move the pointer over the row if the icon is hidden.

If the panel is missing

Press **Ctrl + J**, find **dwagent.exe**, then choose **Show in folder**.



Numbers match the actions on the left.

NEXT File Explorer opens with dwagent.exe selected. Continue to screenshot 04.

04 Open dwagent.exe

You are now in the folder where the installer was saved.

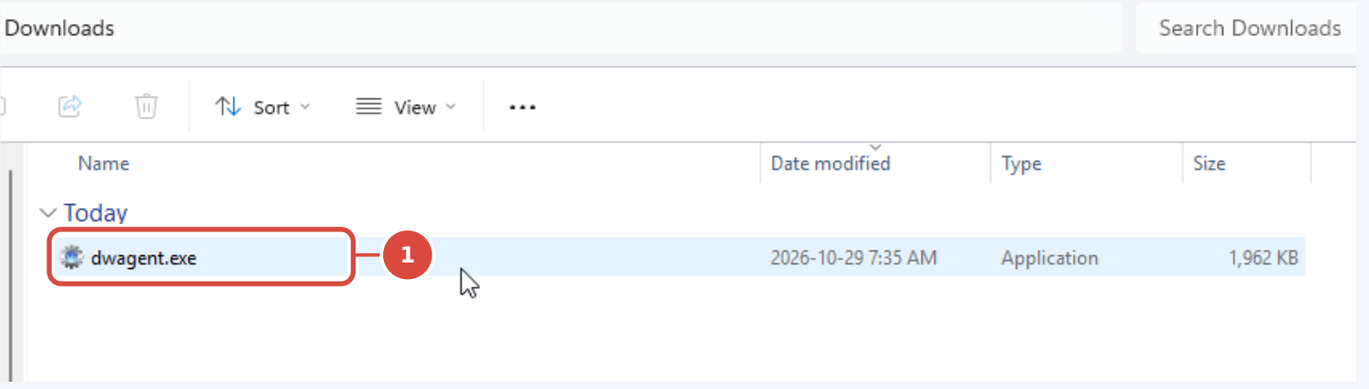
1 Double-click dwagent.exe

Double-click the file name. This starts the DWAgent installer.

If you cannot see .exe

Windows may show the name as **dwagent**. Its type is **Application**. Open the file you just downloaded.

If you saved to another folder, use that folder instead of Downloads.



Numbers match the actions on the left.

NEXT The DWAgent installer opens. Continue to screenshot 05.

05 Choose Install

Read the licence, terms and privacy information in the installer.

1 Select Install

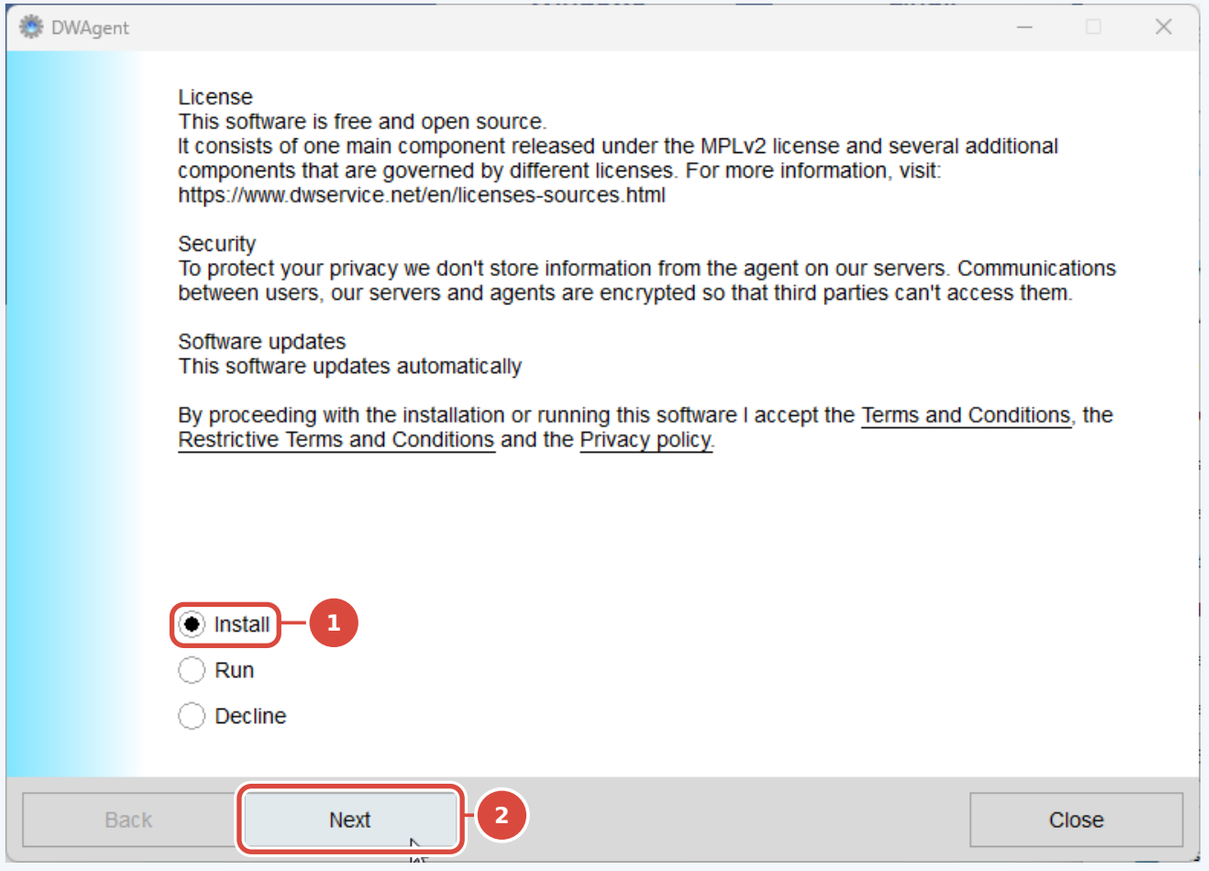
If you agree to the terms and the access explained on page 1, select **Install**.

2 Click Next

Click **Next** once to continue.

Ongoing support

Install keeps DWAgent on this computer. Closing the installer later does not remove remote access.



Numbers match the actions on the left.

NEXT Windows may ask for permission. If it does, follow screenshot 06.

06 Allow the installation

Windows may show this User Account Control prompt.

1 Check the app

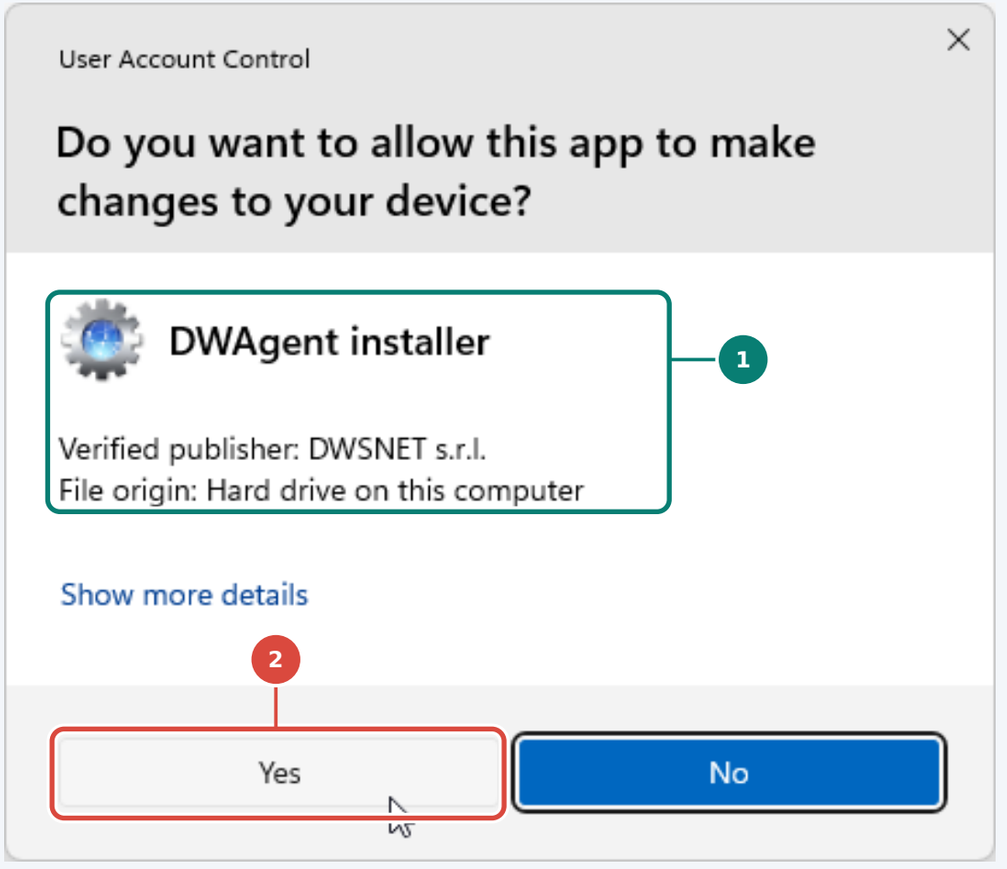
For the installer downloaded from the official site, the prompt shown here is **DWAgent installer**, by **DWSNET s.r.l.**

2 Click Yes

Click **Yes** to let the installer make changes.

Administrator access

If Windows asks for an administrator's password, ask your administrator for help. If this prompt does not appear, continue.



Numbers match the actions on the left.

NEXT Return to the DWAgent installer and check the folder in screenshot 07.

07 Keep the default folder

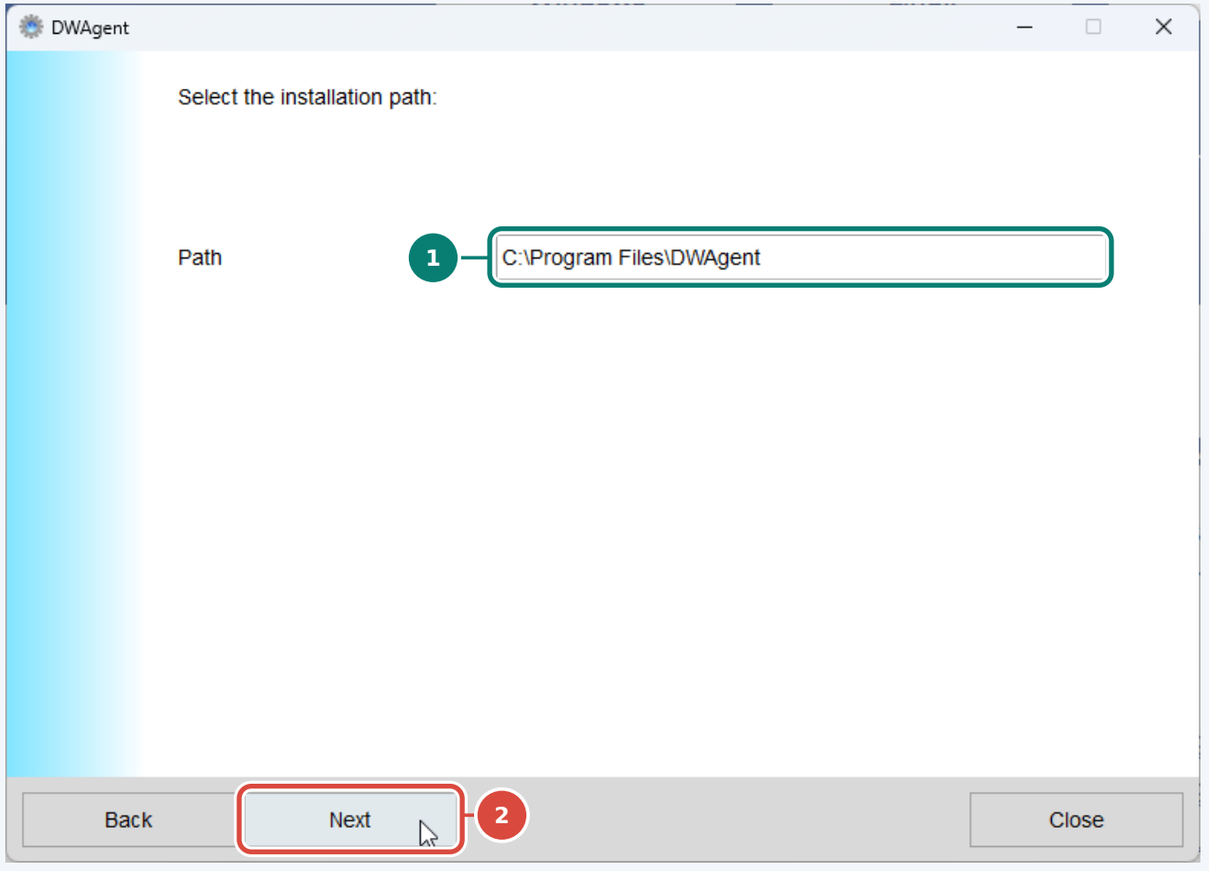
This is where DWAgent will be installed on your computer.

1 Check the Path

Leave **C:\Program Files\DWAgent** as it is unless your administrator tells you otherwise.

2 Click Next

There is no need to type a new folder.



Numbers match the actions on the left.

NEXT The installer asks you to confirm this folder. Continue to screenshot 08.

08 Confirm the installation folder

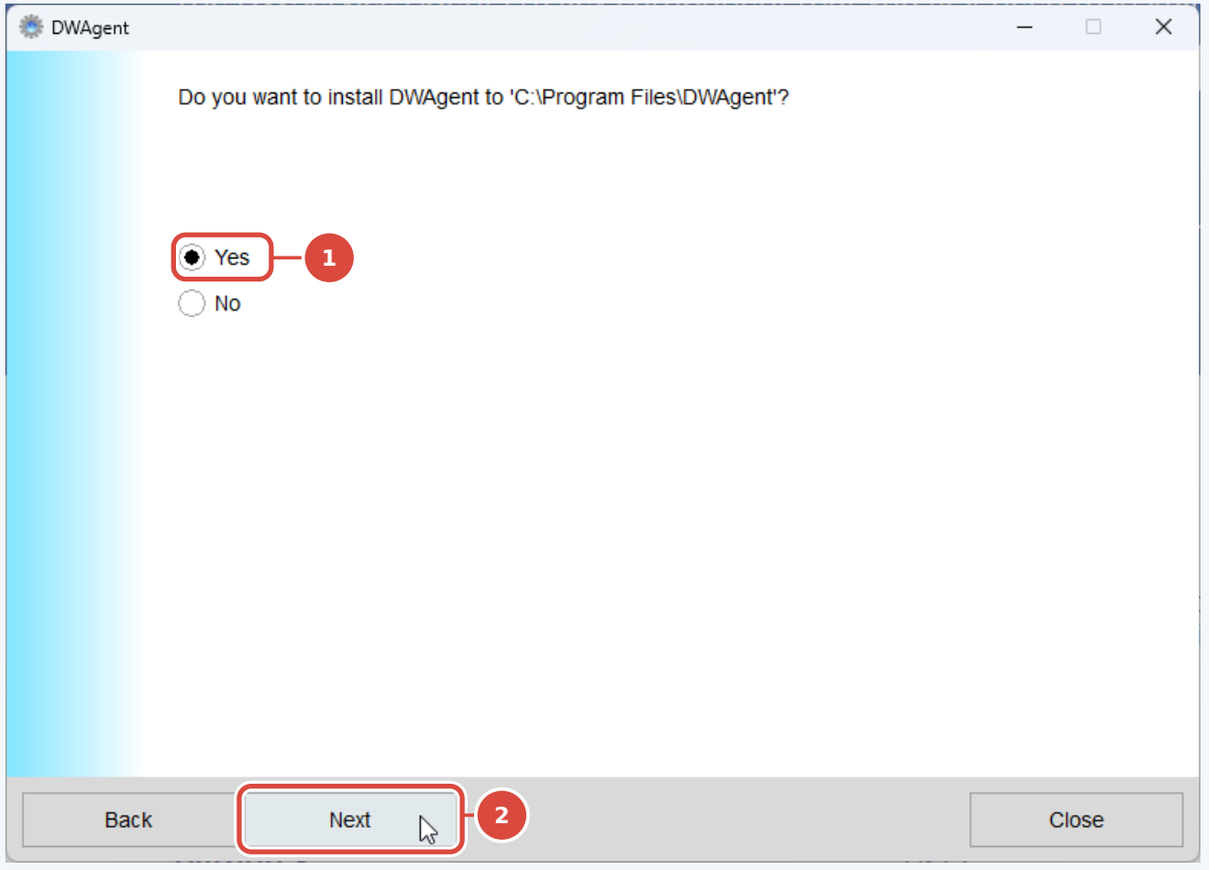
The folder in this question should match the one on the previous screen.

1 Select Yes

Choose **Yes** to confirm the folder.

2 Click Next

The installer starts downloading and installing its files.



Numbers match the actions on the left.

NEXT A progress screen appears. This is expected. Continue to screenshot 09.

09 Wait while the files install

This is a progress screen. You do not need to click anything here.

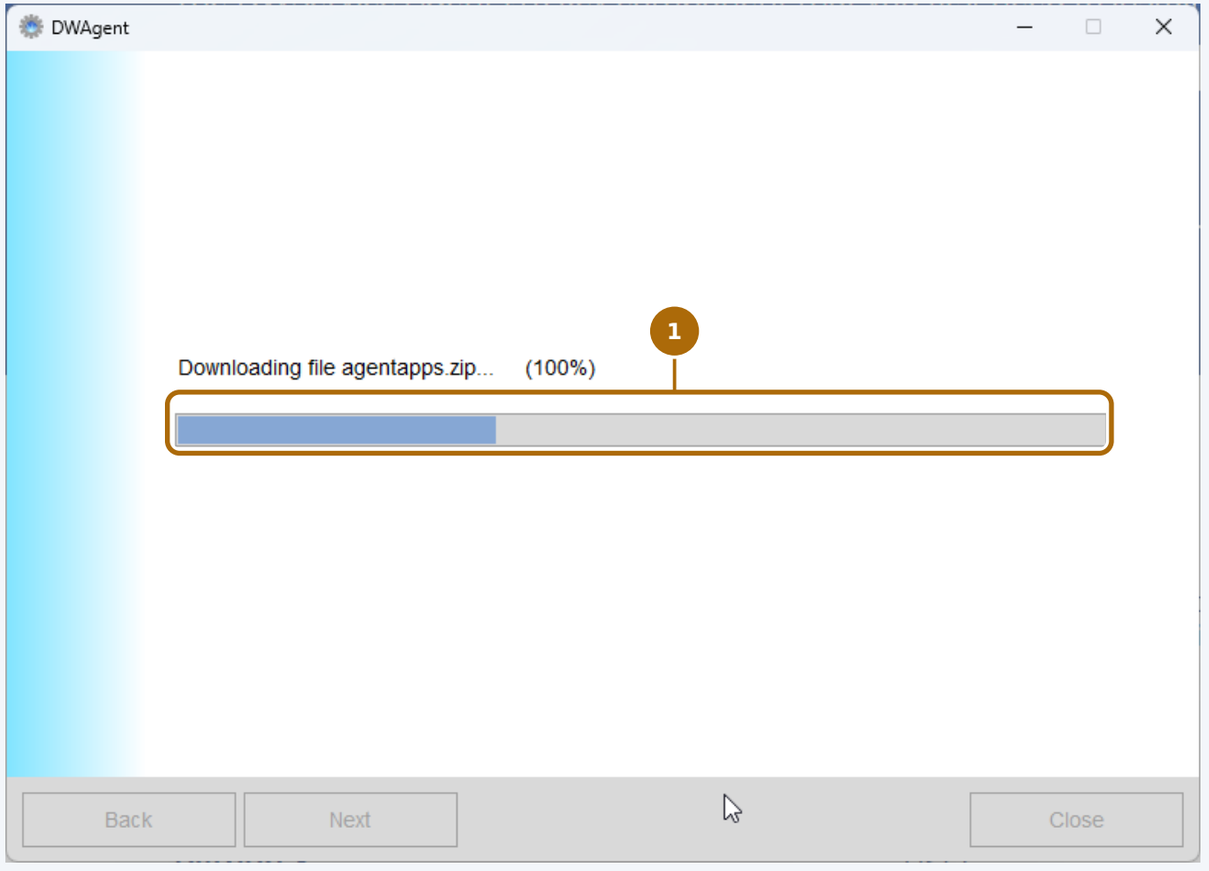
1 Let the installer continue

Keep the internet connection on and leave this window open. The file name and percentage can change.

Even if it says 100%

Wait until the next screen opens automatically. The **Next** button is greyed out on this screen.

If an error appears or progress does not continue, contact Postiqo Support and send the error message.



Highlighted area: progress to watch, not a button to click.

NEXT Wait for the configuration choices shown in screenshot 10.

10 Choose Creating a new agent

This Postiqo setup uses the support account details on the next screen.

1 Select Creating a new agent

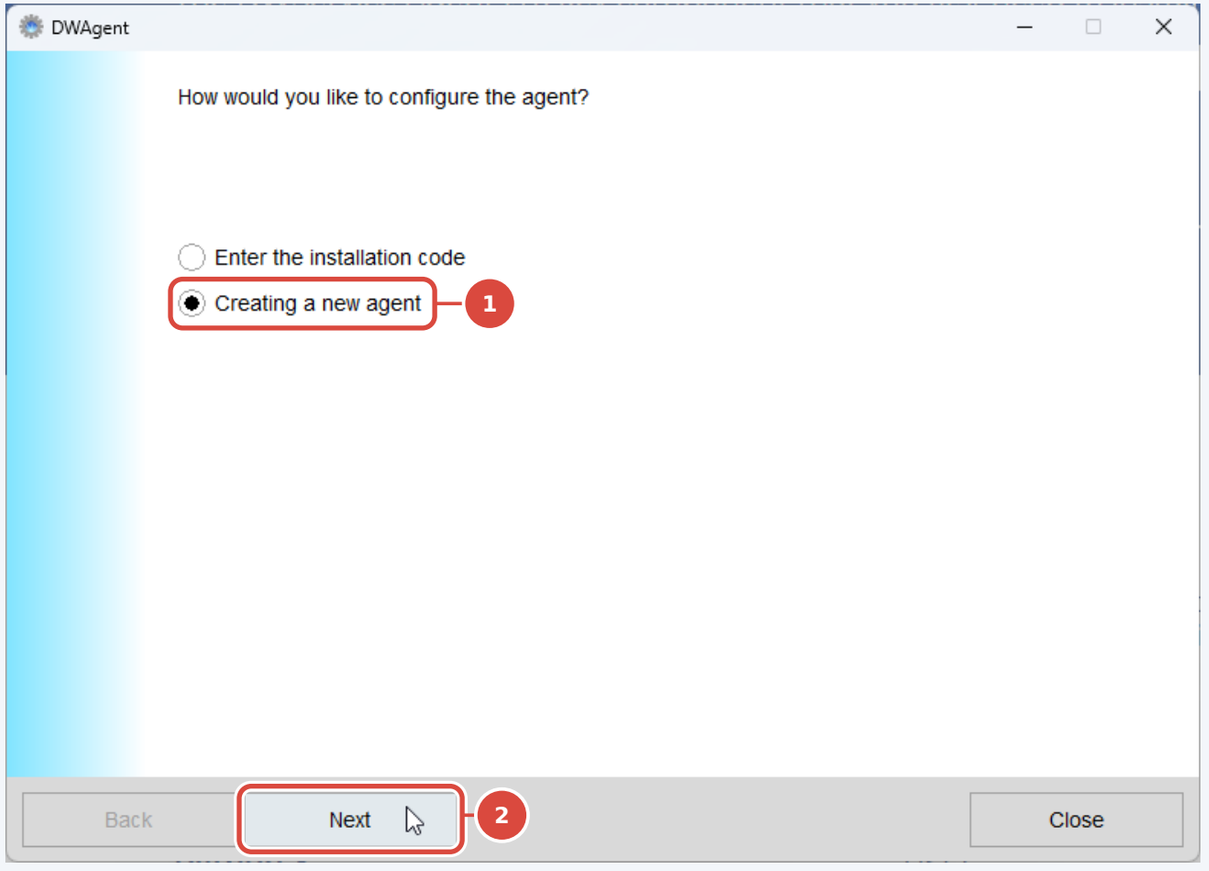
Choose the second option: **Creating a new agent**.

2 Click Next

You will enter the support details on the next screen.

No installation code needed

Leave **Enter the installation code** unselected for this setup.



Numbers match the actions on the left.

NEXT Enter all three fields shown in screenshot 11.

11 Enter the support details

Use these exact support details. Give the agent your own name and company.

1 User

support@postiqo.io

2 Installation password

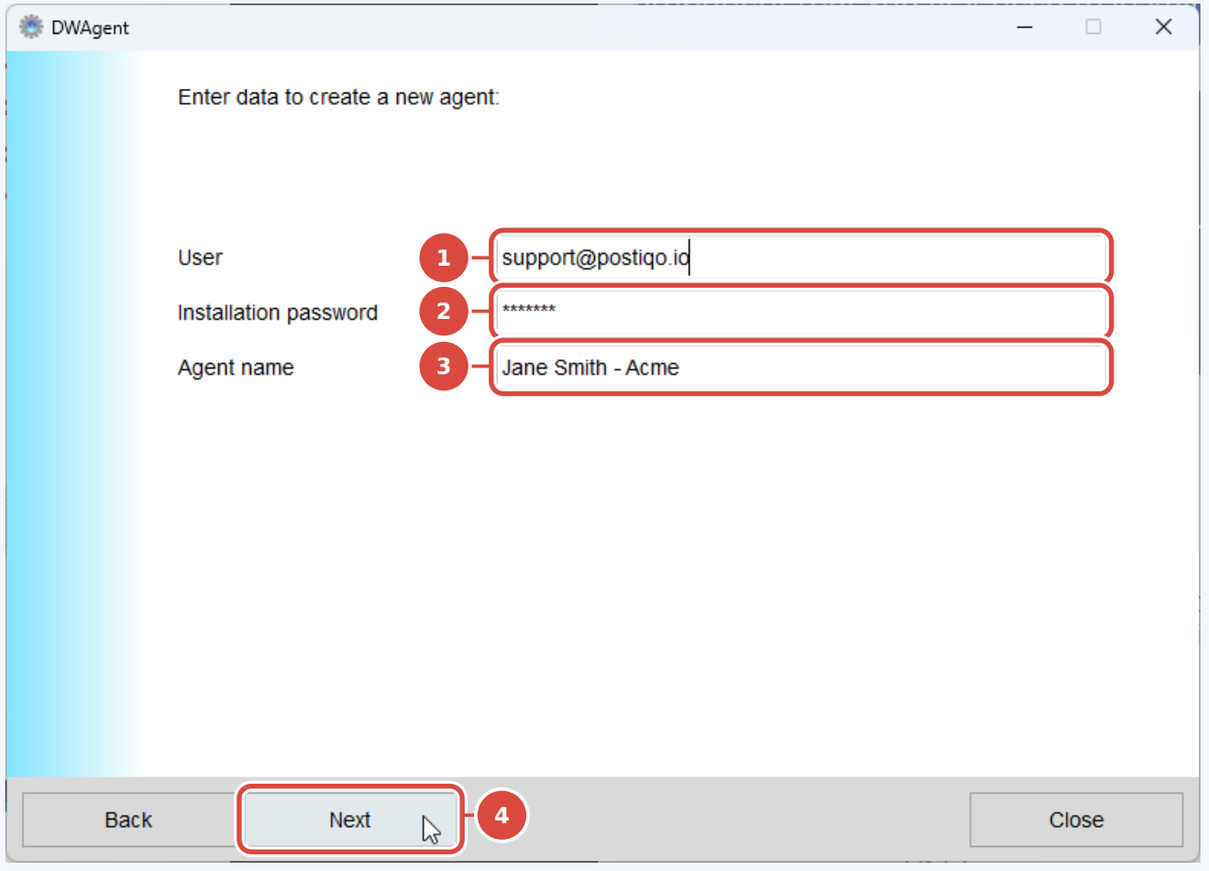
postiqo
All lowercase. The field hides the letters.

3 Agent name

Enter **your name - your company**. **Jane Smith - Acme** is an example; replace it with your details.

4 Check, then click Next

Check all three fields before continuing.



Numbers match the actions on the left.

NEXT The agent is created for the support account. Continue to screenshot 12.

12 Wait while the agent is created

This is another progress screen. No action is needed.

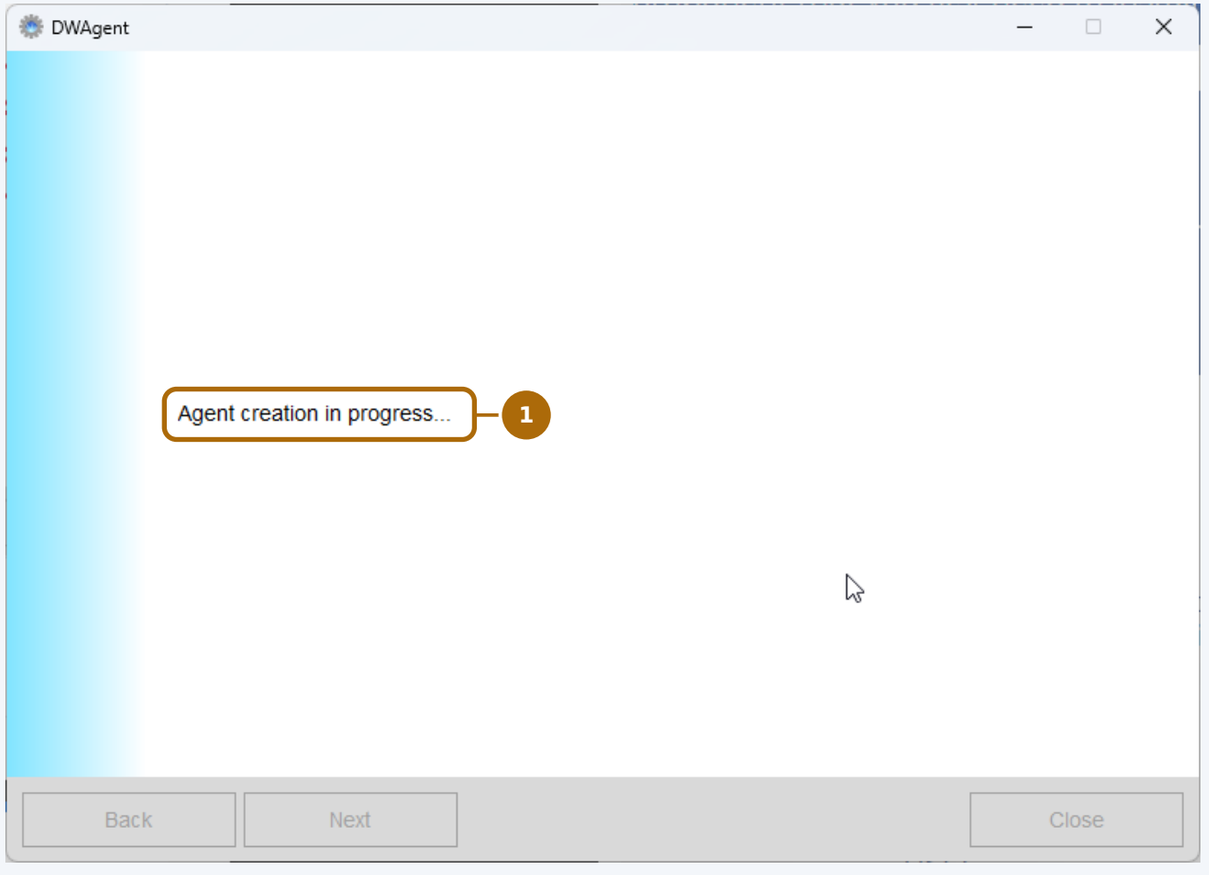
1 Wait for this message to change

Agent creation in progress... means the installer is connecting the computer to the support account.

Leave the window open

Keep the computer connected to the internet. The buttons are greyed out while this is happening.

If you receive an error, check the three fields from screenshot 11 or contact Postiqo Support.



Highlighted area: progress to watch, not a button to click.

NEXT Wait for Installation has been completed, shown in screenshot 13.

13 Finish the installation

Only close the installer after it confirms that installation is complete.

1 Check the completion message

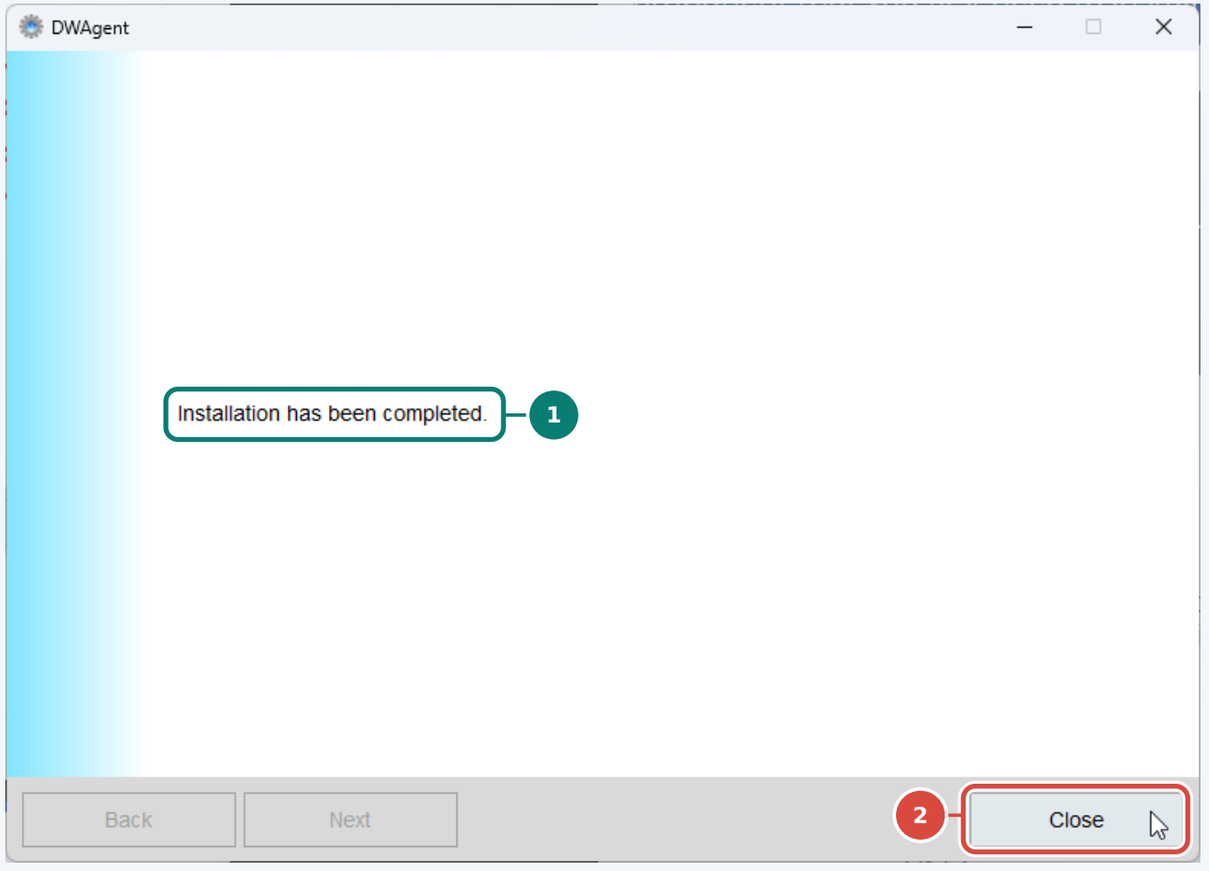
Look for **Installation has been completed.**

2 Click Close

Click the **Close** button at the bottom right.

One more check

Closing this window leaves DWAgent installed. Next, check that the agent is Online.



Numbers match the actions on the left.

NEXT Find the DWAgent tray icon using screenshot 14.

14 Open DWAgent from the taskbar

Look near the clock at the bottom-right of the Windows desktop.

1 Show hidden icons if needed

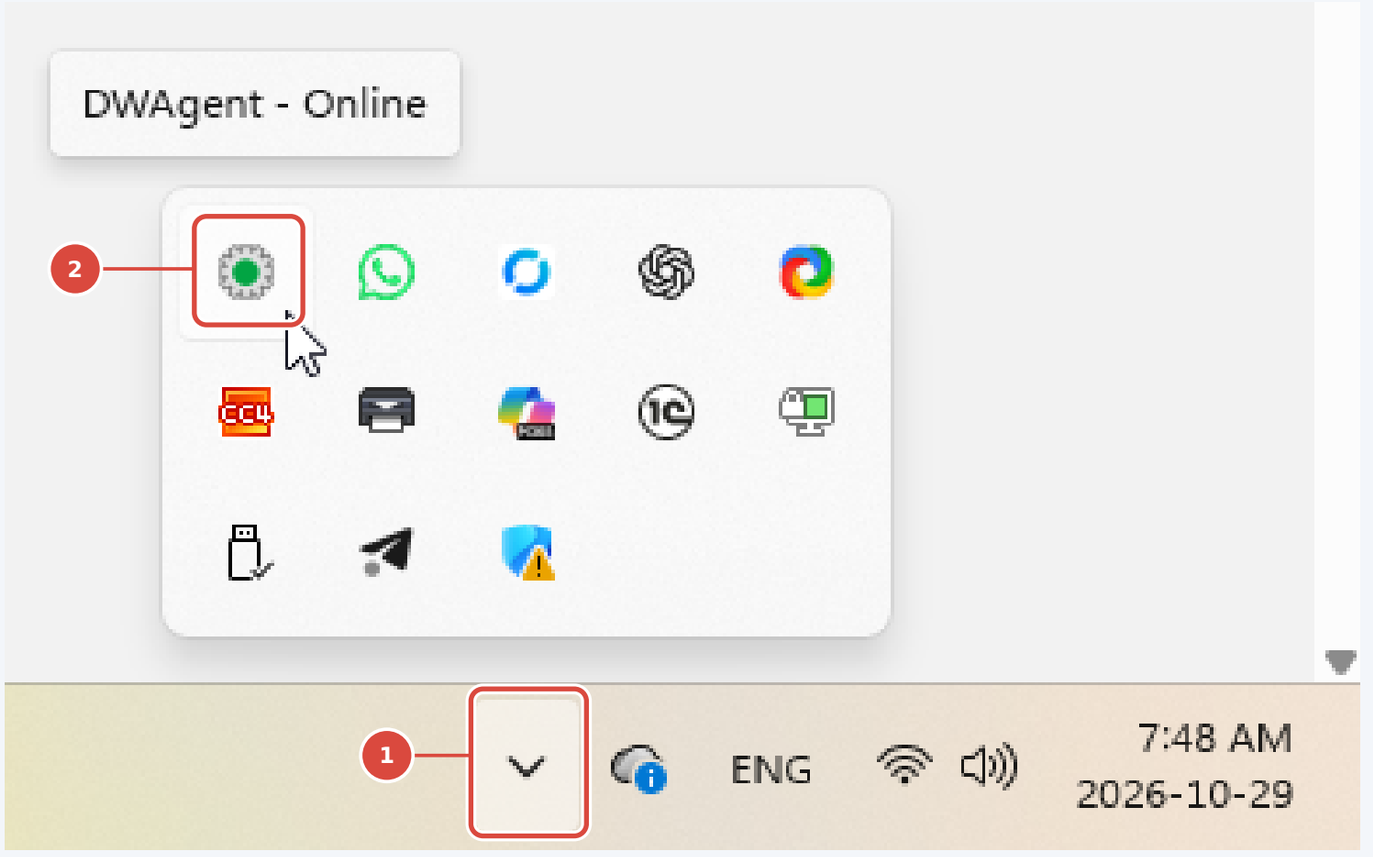
Click the small arrow beside the clock if the DWAgent icon is hidden. Skip this if its icon is already visible.

2 Click the DWAgent icon

Look for the gear-shaped icon. Hover over it to see the **DWAgent** tooltip, then click it.

Your taskbar may differ

The icon can be in a different position. Use its DWAgent tooltip to identify it.



Numbers match the actions on the left.

NEXT DWAgent - Monitor opens. Check the status in screenshot 15.

15 Check Online and tell Support

You are ready when the correct agent name and Online status are visible.

1 Check your agent name

It should show the name you entered. **Jane Smith - Acme** is the example used in these screenshots.

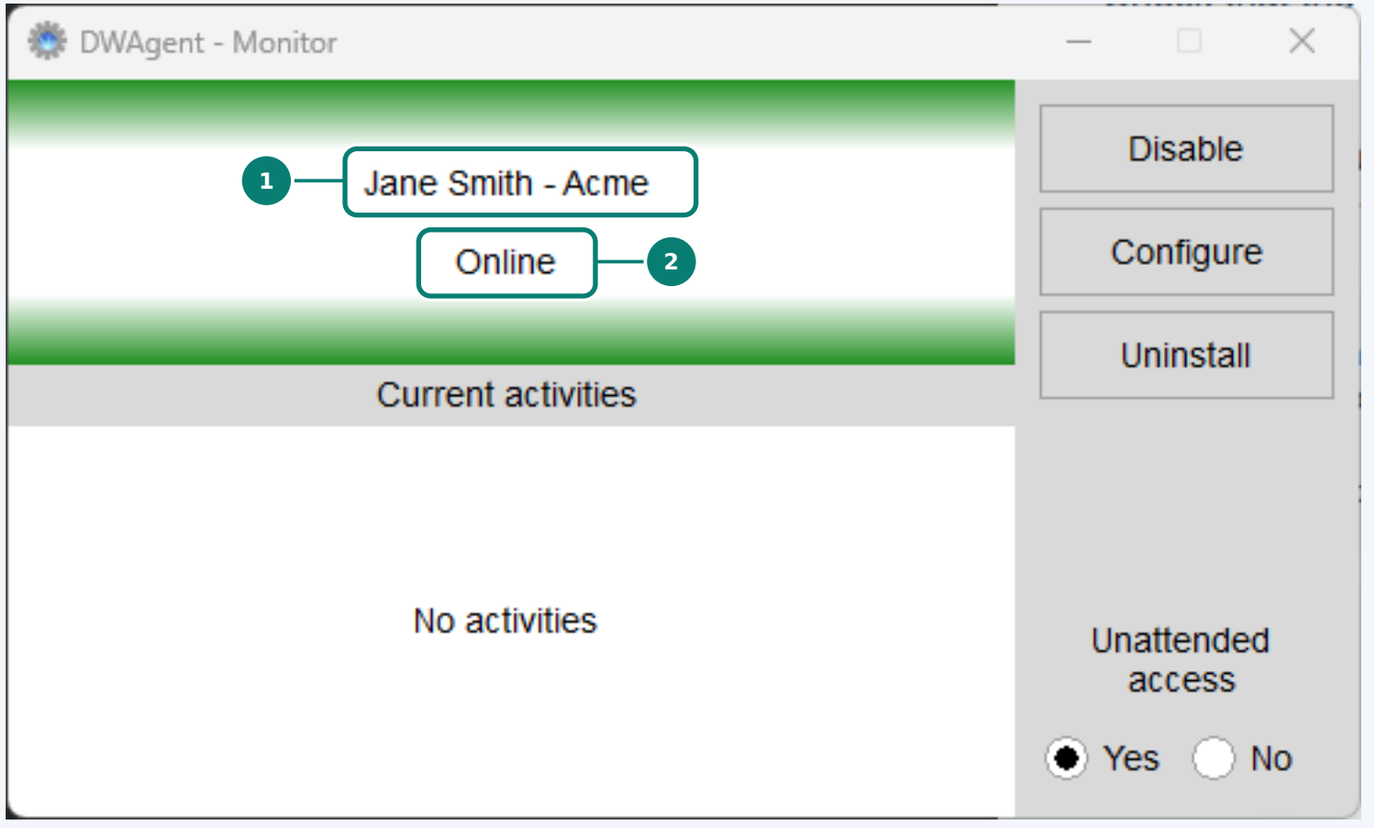
2 Check Online

Look for **Online** in the green status area.

Tell Postiqo Support

Send your **agent name** to **support@postiqo.io** and say that installation is complete.

If it says Offline, check the internet connection and contact Support if it stays offline. No activities is normal when nobody is connected.



Numbers match the actions on the left.

DONE Setup is complete. The next page explains how to control or remove access.

You control remote support access

Open DWAgent - Monitor using screenshot 14. Choose the option you need below.

A **Pause access**

Click **Disable**, confirm if asked, and check that access is disabled.

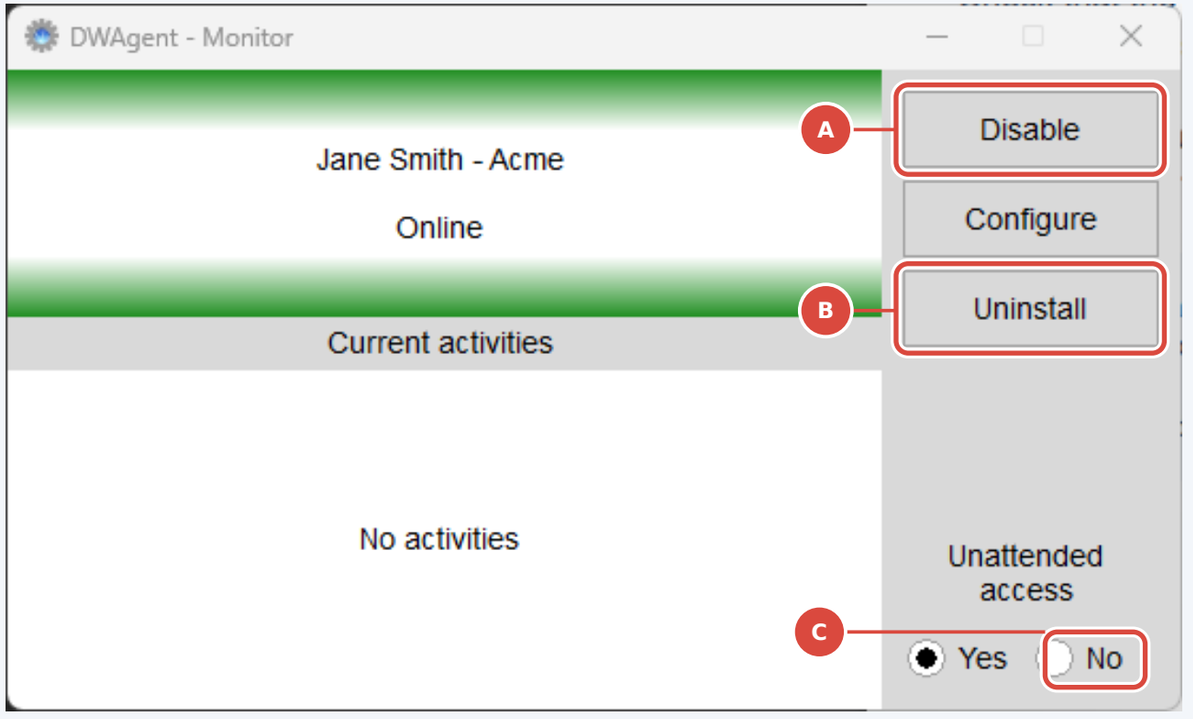
B **Remove access**

Click **Uninstall** and follow the prompts. Ask your administrator for help if needed.

C **Require approval**

Under **Unattended access**, select **No** to approve incoming connections. Follow any prompt.

These are separate choices. **Yes** allows connections without a new approval; **No** requires acceptance. This screenshot shows Yes.



Closing the monitor does not stop access. An internet disconnection interrupts access only temporarily; it can return when the computer reconnects.

Need help? support@postiqo.io

Disable help Uninstall help Unattended access help