CUSTOMER GUIDE

Thinking Fish Assist

Remote support from Thinking Fish, step by step. Download it at **thinking.fish/assist**.

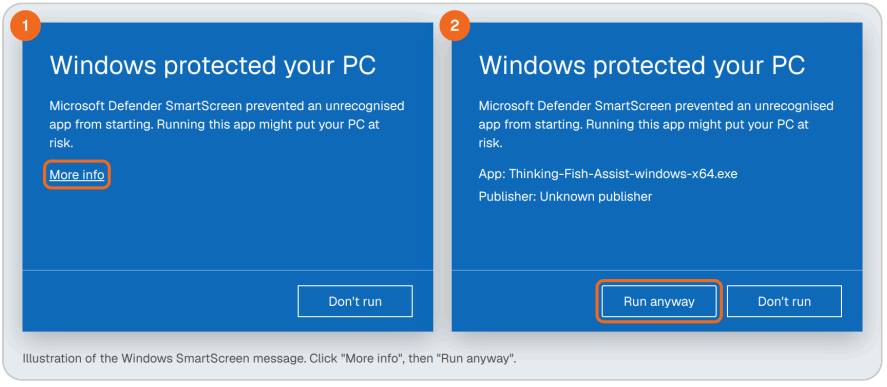
What it is

Thinking Fish Assist lets a Thinking Fish engineer see and, with your permission, use your computer or phone so we can fix things quickly. It replaces AnyDesk for our customers.

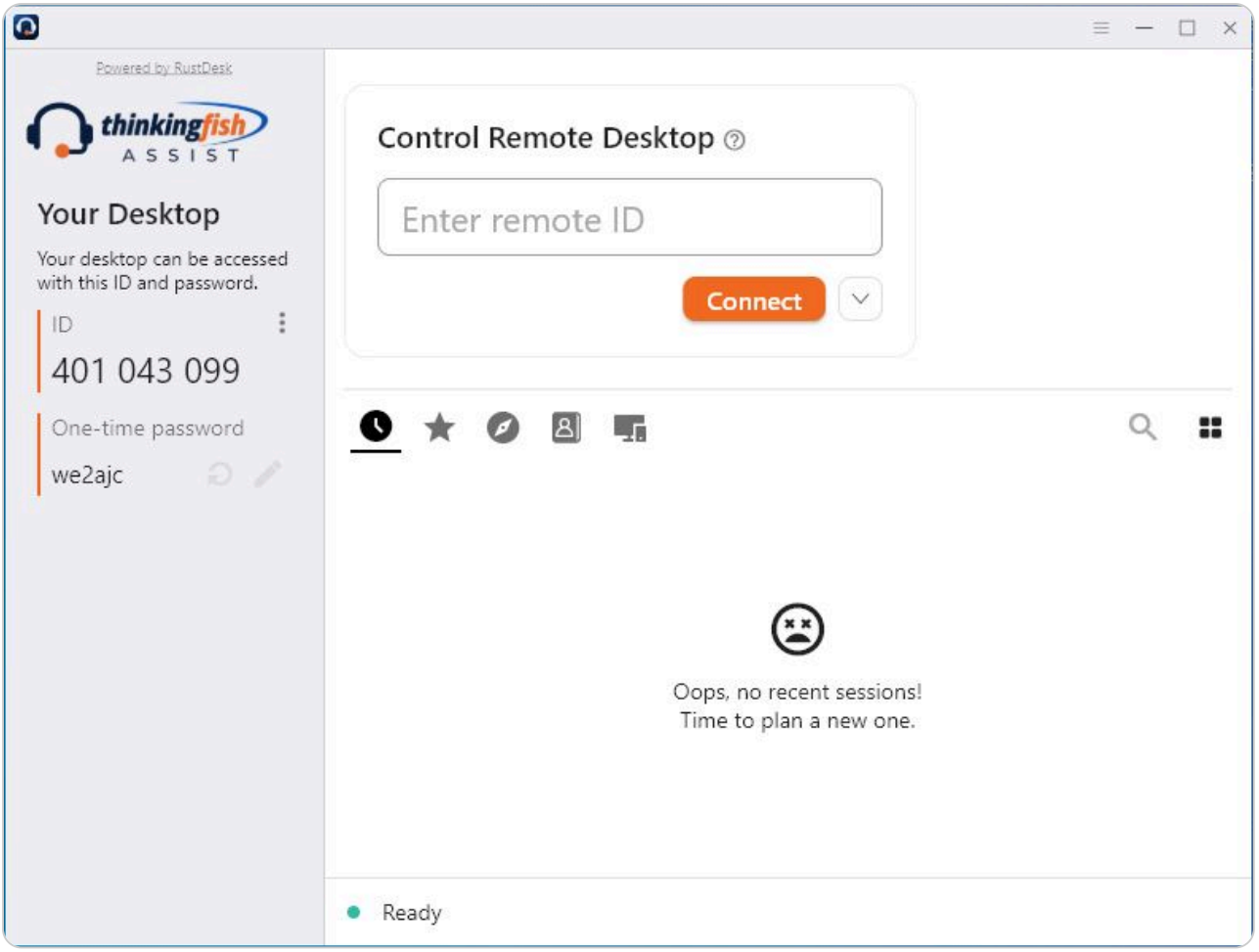
- Nobody can connect unless you give them your **ID** and click **Accept**(or you have agreed to unattended access for a computer we manage, see below).
- You see everything we do, and you can end the session at any moment.
- Connections are end-to-end encrypted and go through our own server in London.

Windows

1. Go to **thinking.fish/assist** and click **Download for Windows**.
2. Open the downloaded file (`Thinking-Fish-Assist-windows-x64.exe`).
3. **Windows may warn you.** If you see a blue box saying *"Windows protected your PC"*, click **More info**, check the app is **Thinking-Fish-Assist-windows-x64.exe**, then click **Run anyway**. This happens because the app is new; it does not mean anything is wrong.
4. If Windows asks *"Do you want to allow this app to make changes to your device?"*, click **Yes**.
5. Thinking Fish Assist opens. Read us the 9-digit number under **ID**.



"Windows protected your PC": click More info, then Run anyway



The main window: your ID is on the left, under Your Desktop

> You do not need to install it. If we ask you to, click **Install** in the app and follow the prompts; it then starts with Windows so we can help you faster next time.

Mac

1. Go to **thinking.fish/assist** and download the Mac version. Most Macs from 2021 onwards have Apple silicon; to check, open the Apple menu, choose **About This Mac** and look at **Chip**.
2. Open the downloaded file and drag **Thinking Fish Assist** onto **Applications**.
3. Open it from your Applications folder. If macOS says it cannot check the app, open **System Settings**, **Privacy & Security**, scroll down and click **Open Anyway**.
4. The first time, the app asks for two permissions so we can see and use your screen. Click each button it shows, and in **System Settings, Privacy & Security** switch Thinking Fish Assist on under:
    - **Screen & System Audio Recording** (to see your screen)
    - **Accessibility** (to move the mouse and type)

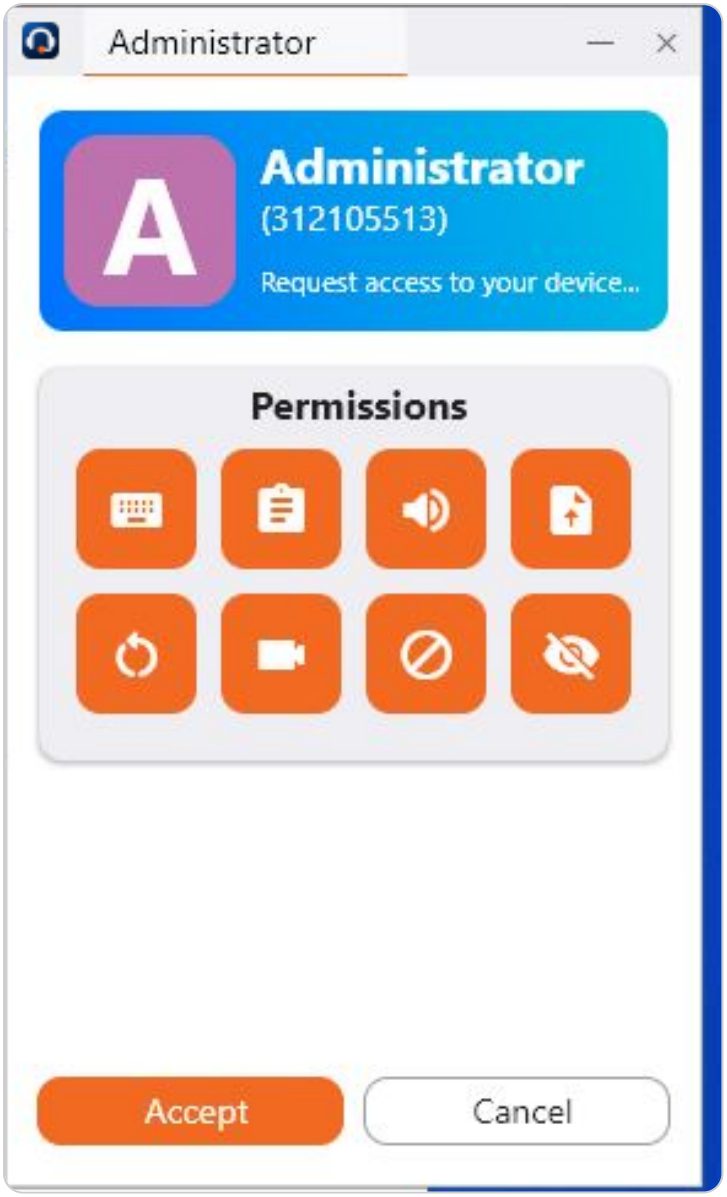
    macOS may ask you to quit and reopen the app afterwards.
5. Read us the 9-digit number under **ID**.

Android

1. On your phone or tablet, go to **thinking.fish/assist** and tap **Download for Android**.
2. Open the downloaded file. If asked, allow your browser to **install unknown apps**, then tap **Install**.
3. Open Thinking Fish Assist, go to the **Share screen** tab and tap **Start service**. Allow screen capture when asked.
4. So we can tap and type for you, turn on **Thinking Fish Assist Input** when the app takes you to Accessibility settings.
5. Read us your ID from the Share screen tab.

During a session

- When we connect, a small window shows who is connecting. Click **Accept**. If you were not expecting us, click **Cancel**.
- That window stays open while we are connected. It shows what we are doing (screen, file transfer) and has a **Disconnect** button. Closing it ends the session straight away.
- We may send you a chat message or ask to transfer a file; you will see it on screen.



The connection request: click Accept

Unattended access (computers we manage)

For computers we look after under a support agreement, we may ask to set up **unattended access** so we can fix things without disturbing you, for example out of hours. We only do this with your agreement.

- We install Thinking Fish Assist as a service and set a long, private password that only Thinking Fish engineers hold. It is never shared outside Thinking Fish.
- You can still see when we are connected: Thinking Fish Assist opens a session window (it may sit minimised in the taskbar) showing who is connected, with a **Disconnect** button.
- To stop unattended access at any time, tell us, or uninstall the app (see below).

Staying safe

- Thinking Fish will never cold-call you and ask for remote access. If someone calls claiming to be from us, your bank, Microsoft or your broadband provider and asks you to install a remote-control app, **hang up** and call us on **020 7100 2222**.
- Never read out the password shown in the app. We connect using your ID and you click Accept.
- Only download Thinking Fish Assist from **thinking.fish/assist**.

Removing it

- **Windows:** if you only ran it, just close it (and delete the download). If it was installed: Settings, Apps, **Thinking Fish Assist**, Uninstall.
- **Mac:** quit it, then drag it from Applications to the Bin.
- **Android:** press and hold the app icon and choose Uninstall.

Help: **020 7100 2222** · **hello@thinking.fish** · **thinking.fish/support**

Thinking Fish Assist is built on the open-source RustDesk project (AGPL-3.0); source code at github.com/thinking-fish/thinking-fish-assist. Thinking Fish Ltd, registered in England № 03637036.