



DoorTek ACS LLC Remote Support System

To allow DoorTek to perform Remote Support on your system the following steps must be taken:

1. Download and unzip the DoorTek Remote Support .exe onto your desktop.
2. Call DoorTek Support at 337-855-3913 to coordinate Remote Support.
3. You will then be instructed to double click the Remote Support icon.
4. Please complete the introductory form.
5. The Remote Support Technician will then take control of your desktop.
6. You may at any time stop the Remote Support program by clicking the red light in the top center of your desktop.

Any questions about the use of this product should be directed to Support@DoorTek.com . You may call the above number to speak to a technician.

Thank You
DoorTek ACS LLC
Support Team