How to Access TDO Remote Support

Follow the steps below to connect with a TDO Software support technician using the TDO Remote Support portal.

Step 1 - Open the Remote Support Website

Open your web browser and navigate to the following website:

https://support.tdo4endo.com

Step 2 - Enter Your Session Key

Your TDO support technician will provide you with a unique session key.

- Enter the session key into the **Session Key** field.
- Click the **Start Session** button.

Step 3 - Run the Downloaded File

After clicking **Start Session**, a support application will automatically download.

- Open the downloaded file when prompted.
- If Windows asks for permission, click **Yes** or **Allow**.
- Your support technician will then be able to assist you remotely.

Additional Notes

- You must receive a valid session key from a TDO technician before starting a session.
- Some browsers or antivirus software may ask for confirmation before running the support tool.
- Administrator permissions may be required depending on your computer configuration.

Online URL: https://kb.naturalnetworks.com/article.php?id=1008