

# How to Allow MSPbots to Access Your Environment

MSPbots sometimes need to access the client's environment and perform log checks to understand complex issues and provide appropriate resolutions. When situations like this arise, you have the option to grant our team access to control and troubleshoot your computer or desktop remotely. To do this, you need to utilize a secure third-party application, like AnyDesk, that will help us diagnose your issue remotely.

To grant MSPbots permission to access your computer remotely, you can do any of the following:

- A. [Download and install](#) the AnyDesk application on the machine that will be accessed.
- B. [Install the AnyDesk web browser application](#).

Let us know as soon as your installation is successful. Send email to [support@mspbots.ai](mailto:support@mspbots.ai).