

Remote help. Step by step.

From installation to everyday use: learn how to use Control and Share on Windows and Mac. The screenshots show the app in English, with invented names and folders. Both apps start in English. Window controls and some wording may vary by system or version.

CONTROL

On the computer you use to help.

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SHARE

On the computer you want to control.

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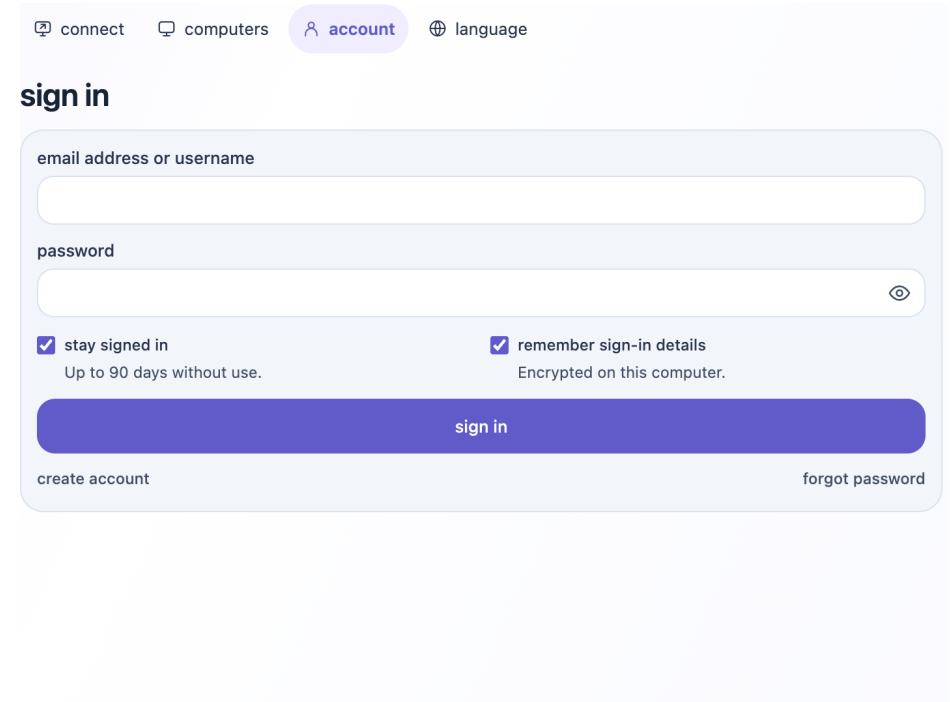
Online version: iqanywhere.com/en/guide/

Updated: 31 October 2026. Control 1.1.39 and Share 1.1.40.

Install the right app

Use Control on the computer you help from. Use Share on the computer you want to control. You can install both apps on the same computer.

1. Go to the downloads on iqanywhere.com and choose Control or Share for your computer.
2. **Windows:** open the installer and follow the steps. Share may ask for permission to install its background components.
3. **Mac:** open the DMG and drag the app to Applications. Start Share and follow the instructions for screen recording and accessibility. These permissions allow it to share the screen and accept input.
4. In Control, open **account**. Select **create account**, confirm your email address using the email you receive, and sign in. Start the trial if that button appears. You do not need an account just to receive help with Share.



The screenshot shows the 'account' tab selected in the top navigation bar, which also includes 'connect', 'computers', and 'language'. The main heading is 'sign in'. Below this are two input fields: 'email address or username' and 'password'. The password field has an eye icon for toggling visibility. There are two checkboxes: 'stay signed in' (checked) with the subtext 'Up to 90 days without use.', and 'remember sign-in details' (checked) with the subtext 'Encrypted on this computer.'. A large blue 'sign in' button is centered below these options. At the bottom, there are links for 'create account' and 'forgot password'.

Control: create an account or sign in. The fields are deliberately empty.

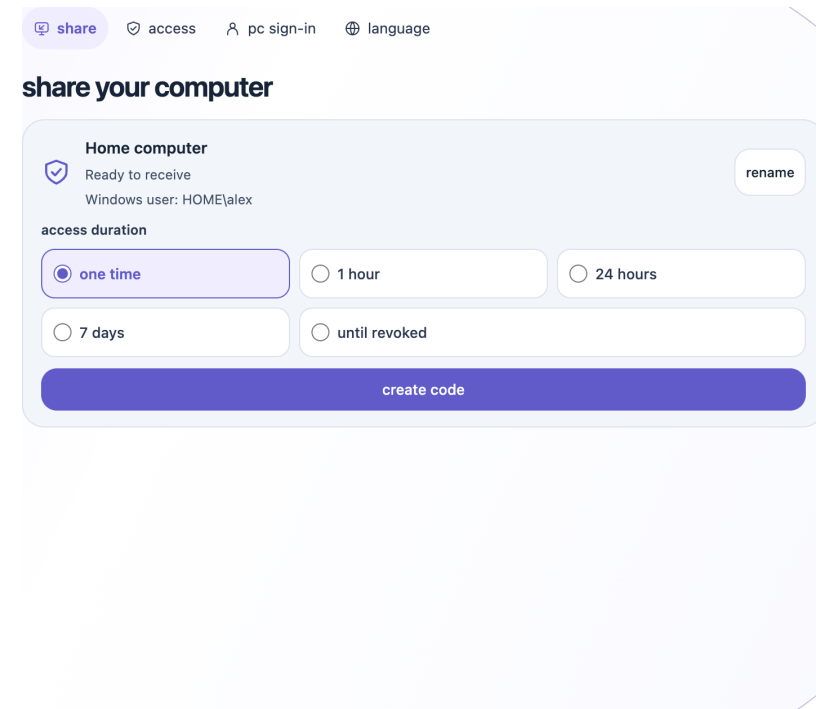
Good to know

Both apps always start in English. You can choose another language in the language tab while using the app.

Share your computer

Follow these steps on the computer you want to make available. In the example it is called Home computer.

1. Open Share and check that **Ready to receive** is shown. If a setup button appears, finish setting up Share first.
2. Choose the access duration: **one time**, **1 hour**, **24 hours**, **7 days** or **until revoked**.
3. Click **create code**. Then use **copy code** or **copy link** and give the code or link to the person who may help.
4. If Share asks for permission when the helper connects, allow the connection only if you expect it.



Share: choose how long access lasts before creating a code.

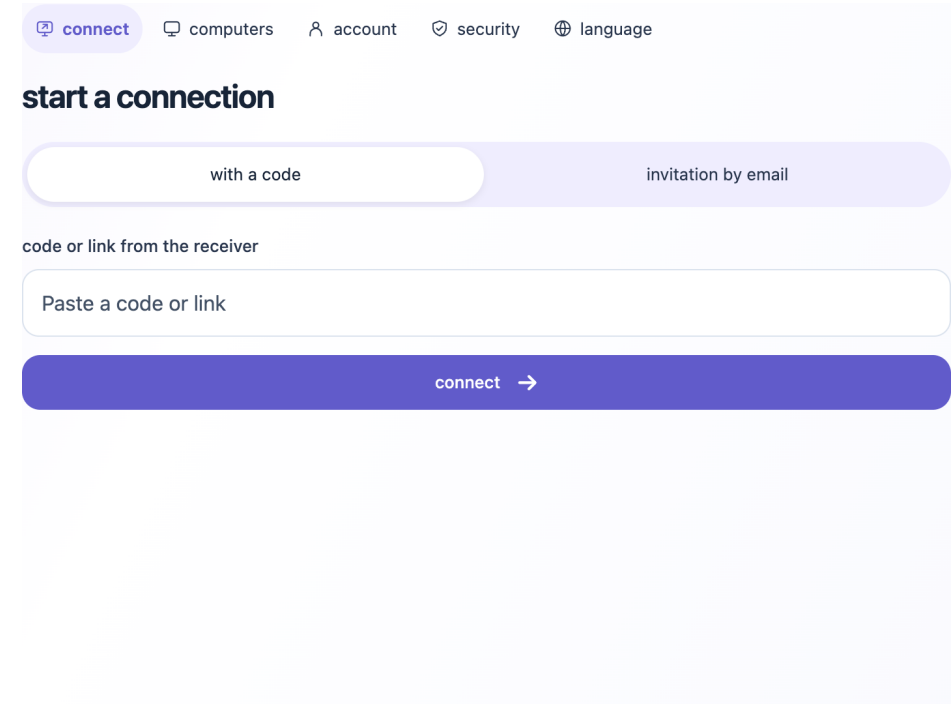
Good to know

An access code or invitation link grants access to your computer. Share it only with the intended helper. This guide contains no real access codes.

Connect with Control

The helper follows these steps in Control. Share must be ready on the other computer.

1. Open **connect** and choose **with a code**.
2. Paste the received code or link into **code or link from the receiver**.
3. Click **connect**. If necessary, wait for the receiver to allow the connection. The remote desktop will then open.
4. If you have an annual licence and want to invite someone, select **invitation by email**, enter the email address and send the invitation. The receiver follows the instructions in that email.



The screenshot shows the 'start a connection' screen in the Control application. At the top, there is a navigation bar with links: 'connect' (highlighted with a computer icon), 'computers', 'account', 'security', and 'language'. Below the navigation bar, the title 'start a connection' is displayed. There are two tabs: 'with a code' (selected) and 'invitation by email'. Under the 'with a code' tab, there is a text input field labeled 'code or link from the receiver' with the placeholder text 'Paste a code or link'. At the bottom, there is a large blue button labeled 'connect' with a right-pointing arrow.

Control: paste the receiver's code or link. This field is not for a Windows password.

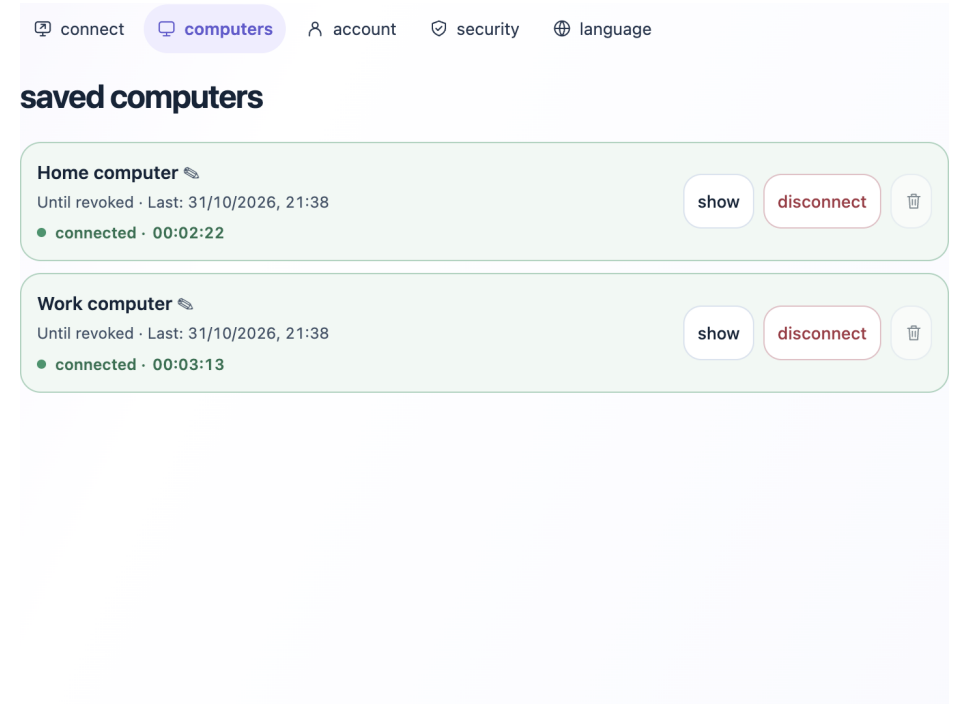
Good to know

Connecting to the same computer that is running Control is blocked. Open Control on another computer to control it remotely.

Saved and multiple computers

Open computers in Control to find your saved computers. This list belongs to your Control account.

1. Click **connect** next to the computer. For access that remains saved, the receiver chooses **until revoked** in Share before creating the code.
2. Open a second computer from the same list. Each connection has its own window, so you can use both side by side.
3. Use **show** for a computer that is already open to bring its existing window to the front.
4. **disconnect** closes only that connection. Click a computer's name to rename it in your list. The bin removes a computer from your account list after confirmation.



Two separate connections, each with its own controls.

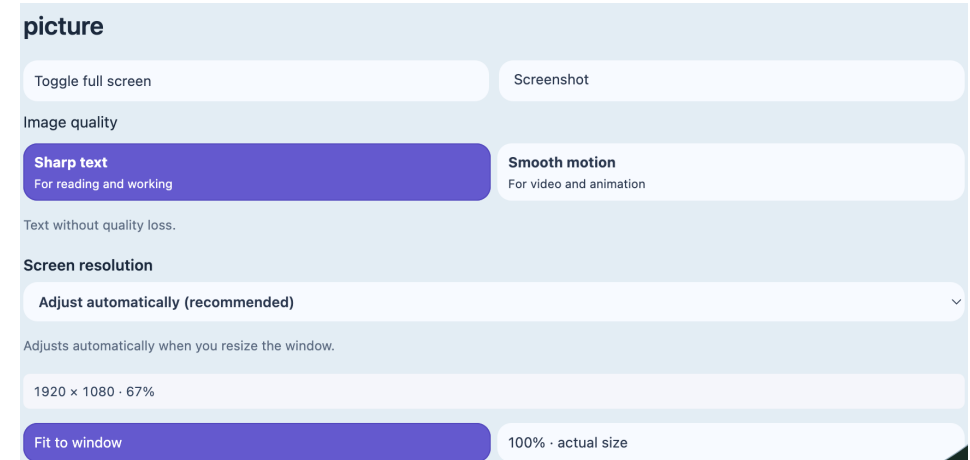
Good to know

Only one helper can connect to each receiving computer at a time. Removing a computer from your list and revoking access in Share are different actions.

Picture, full screen and resolution

Open Menu in a connection window and select picture. These settings are a good starting point for reading and everyday work.

1. Choose **Sharp text** for documents and text. Use **Smooth motion** when movement matters more, such as for video.
2. Leave **Screen resolution** on **Adjust automatically (recommended)**. You do not need to choose from the full list of resolutions.
3. Choose **Fit to window** to see the entire desktop in the window. **100% · actual size** shows its actual size; a large desktop may then extend beyond the window.
4. Use **Toggle full screen** to enter or leave full screen. For a fixed resolution, choose a ratio that fits your window: for example, 1920 × 1080 for 16:9 or 1920 × 1200 for 16:10.



Automatic resolution and Fit to window reduce manual adjustments.

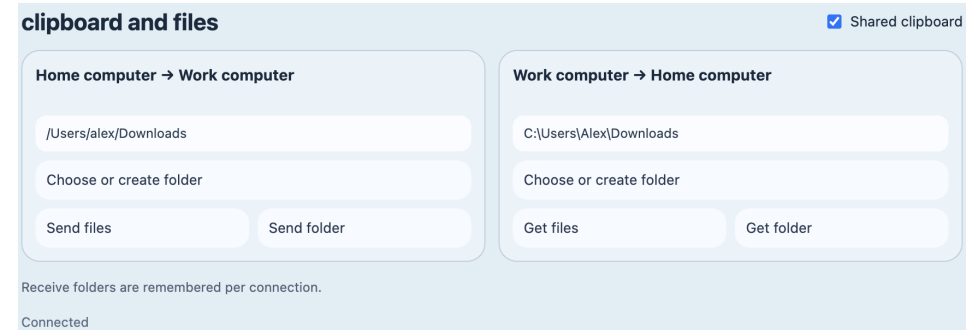
Good to know

The percentage beside the resolution is the display scale on your screen, not a quality score. Available resolutions vary by computer. Different aspect ratios can leave a small border. An existing Windows Remote Desktop session may determine the resolution.

Clipboard, files and folders

During a connection, open Menu → files. First check the computer names and arrow above each column: they show the transfer direction.

1. Check the receive folder in the appropriate column. Use **Choose or create folder** to choose another folder or create a new folder on the receiving computer.
2. Choose the files button for individual files, or the folder button for a whole folder. **Send files / Send folder** and **Get files / Get folder** belong to the direction shown above them.
3. Wait for confirmation that the transfer is complete. Files go directly into the receive folder shown. The folder choice is remembered for each connection.
4. Enable **Shared clipboard** to copy and paste text. Use the normal copy and paste shortcuts for the relevant computer. With multiple connections, the clipboard follows the Control window you are working in.



The arrow shows which computer sends and which computer receives.

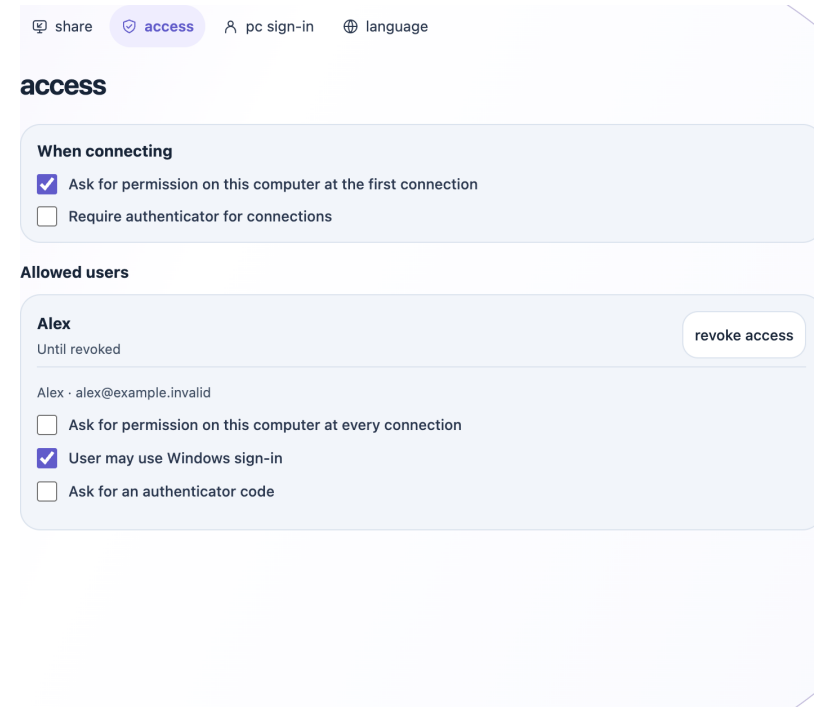
Good to know

File transfer and shared clipboard require Share to be running on the other computer. If the buttons are grey, check Share and update both apps.

Manage access and permission

The owner of the shared computer controls access in Share → access. Checkbox changes are saved immediately.

- 1. Ask for permission on this computer at the first connection:** ask for permission on this computer at the first connection. Under Allowed users you can also require permission at every connection for each user.
- 2. Require authenticator for connections:** require an authenticator for connections. This is a general connection rule, separate from each user's Windows sign-in choices.
- 3. Under Allowed users,** check who has access and for how long. Use **revoke access** to revoke that user's access.
- 4. To end an active connection,** use the stop control for the shared session. In Control, **Disconnect** closes that connection. The cross above the logo in the connection menu closes only the menu.



share access pc sign-in language

access

When connecting

- ☒ Ask for permission on this computer at the first connection
- ☐ Require authenticator for connections

Allowed users

Alex Until revoked [revoke access](#)

Alex · alex@example.invalid

- ☐ Ask for permission on this computer at every connection
- ☒ User may use Windows sign-in
- ☐ Ask for an authenticator code

General connection rules and individual user permissions are separate.

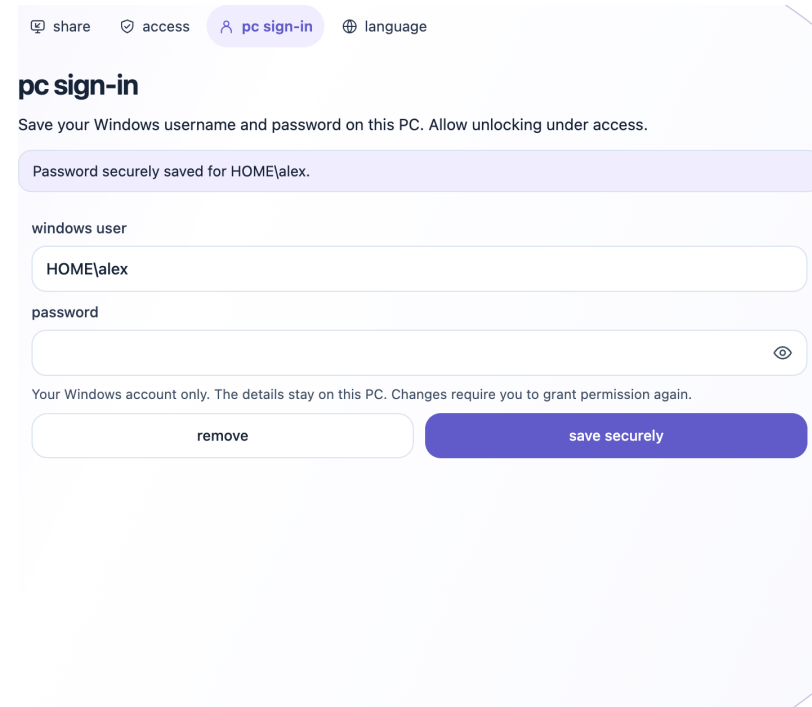
Good to know

Temporary access expires according to the chosen duration. Access until revoked remains valid until it is revoked. Grant this only to someone you trust with ongoing access.

Set up Windows sign-in

This is optional. Sharing a desktop that is already signed in also works without a saved Windows password.

1. On the Windows computer, open Share → **PC sign-in**. Enter the correct Windows username and password and save them. The eye button lets you check the entry temporarily.
2. Open **access**. Enable **User may use Windows sign-in** for the correct allowed user. If the user is missing or the options are grey, have the helper connect once through Control using the Share code.
3. **Ask for an authenticator code** determines whether a fresh code is requested when unlocking. Older versions also use the word **extra** in this label.
4. Automatic Windows sign-in also requires an active authenticator on the Control account. This still applies when the checkbox for asking for a new code is off. Set up the authenticator in Control → **security**.



The screenshot shows a 'pc sign-in' dialog box. At the top, there are tabs for 'share', 'access', 'pc sign-in' (which is selected and highlighted in purple), and 'language'. Below the tabs, the title 'pc sign-in' is displayed. A subtitle reads: 'Save your Windows username and password on this PC. Allow unlocking under access.' A status bar indicates 'Password securely saved for HOME\alex.' Below this, there are two input fields: 'windows user' containing 'HOME\alex' and 'password' which is empty. An eye icon is visible to the right of the password field. At the bottom, a note states: 'Your Windows account only. The details stay on this PC. Changes require you to grant permission again.' There are two buttons: 'remove' and 'save securely' (highlighted in purple).

The Windows password is saved on the receiving Windows computer. The screenshot uses only demonstration data.

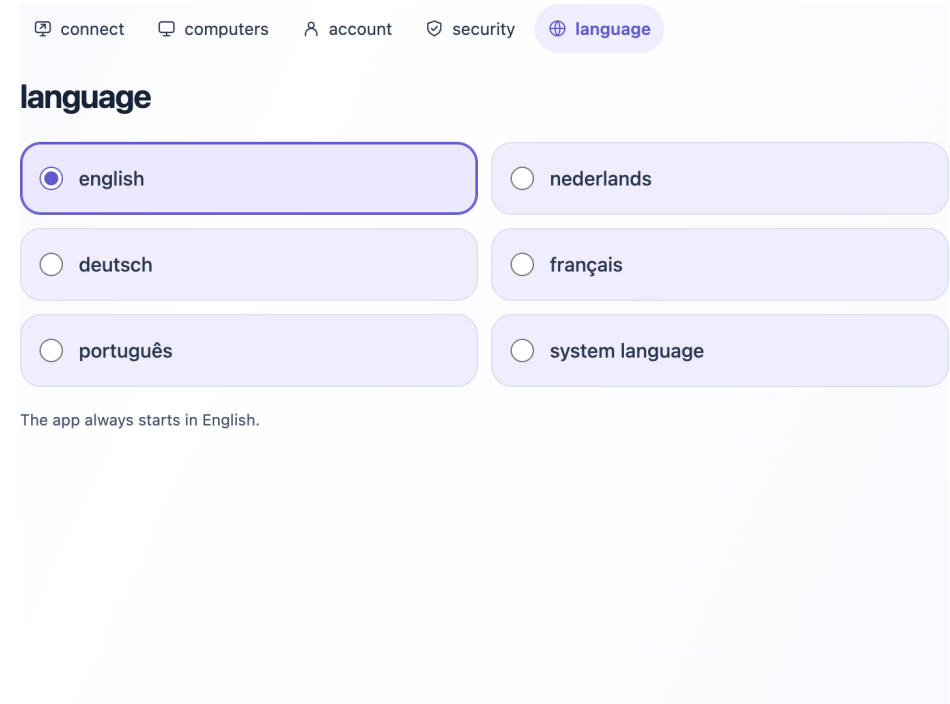
Good to know

Your Control account and Windows user are separate sign-ins. Do not enter a Windows PIN in the password field. Saved Windows sign-in is for Windows; this route does not unlock a Mac.

Choose a language and update

Control and Share have their own language tab with directly clickable language choices.

1. Open **Language** and choose English, Nederlands, Deutsch, Français or Português. **System language** follows the system language during the current app session.
2. After a full restart, both apps begin in English again. Choose another language again in the language tab.
3. The version and update button are below the logo. When an update is available, click that button to install the new version and restart the app.
4. Update both Control and Share if a new feature is missing. Normal updates preserve your saved computers, account and access settings.

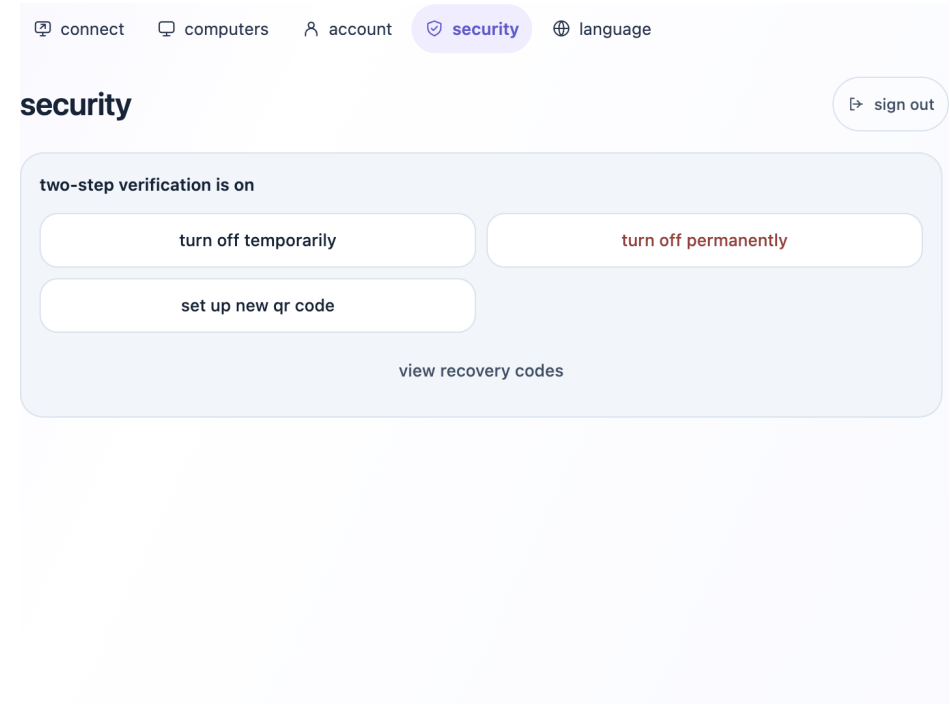


A separate language page with visible choices, without a dropdown.

Secure your Control account

When signed in, open security in Control. Your account authenticator is separate from permission checkboxes on the shared computer.

1. Choose **set up two-step verification** if the authenticator has not been set up. Scan the QR code with your authenticator app and confirm with the current code.
2. Keep recovery codes somewhere safe outside iqanywhere, such as in your password manager. Each recovery code works once.
3. **turn off temporarily** preserves the existing setup. **turn off permanently** removes the authenticator and recovery codes after confirmation. Both affect automatic Windows unlocking.
4. If a Windows sign-in message says two-step verification is missing, check this account setting even if Ask for an authenticator code in Share is off.



Control security: the separate protection for your account.

Good to know

The screenshot shows management options with demonstration data. You do not need to turn off security to control a normal computer that is already signed in.

If something goes wrong

Start with the message in the connection window. This helps you avoid changing an unrelated setting.

- 1. No connection:** check that the other computer is on, connected to the internet, and ready in Share. Check the code and access duration. Also check your Control sign-in and trial or licence.
- 2. Windows sign-in screen:** the connection works, but Windows is locked or not signed in. Use normal Windows sign-in or the saved sign-in route you set up earlier. A connected computer card alone does not prove Windows is unlocked.
- 3. Missing option or grey checkbox:** check you are in the right app. Windows sign-in permissions are in Share → access under the relevant user. If necessary, have that user connect once with Control first.
- 4. Picture too small or distorted:** start with Menu → picture → Adjust automatically (recommended) and Fit to window. For example, 1920 × 1440 has a different aspect ratio from 1920 × 1080.
- 5. Files or pasting do not work:** check Share is running, both apps are up to date, and Shared clipboard is enabled. Check the receive folder and wait for any current transfer to finish.
- 6. Need help:** email support@iqsoftware.nl with the Control and Share versions and the exact message. Send a screenshot without passwords, access codes, QR codes or recovery codes.