

# Embedding Remote Support in your own Software

Embed Remote Support in your own software: with a few lines of code, add one-click remote assistance to your product and improve your customers' experience.

## Overview

Embedding TSplus Remote Support in your software only requires a few steps:

1. Generate a customized TSplus Remote Support client file
2. Distribute this file with your software
3. Execute this file when the user needs remote assistance

## Generate a customized TSplus Remote Support client file

We recommend beginning by [customizing TSplus Remote Support with your own company name and logo](#) and that you choose the "lite mode".

This ensures TSplus Remote Support is in its minimal state when launched, allowing only the sharing of your customer's screen, and the display of your name and corporate branding.

## Distribute the customized client file with your software

Once you have generated your customized executable file (example given: "custom-remote-support.exe"), you must distribute this executable file with your software.

Generally, this requires you to add it as a new file in your setup configuration, or to embed it as an external resource in your own program.

The result must be that after installing/updating your software, the Remote Support client executable file is available on your customer's disk.

## Execute the customized client when the user needs remote assistance

Finally, add a button, menu entry, or link in your User Interface which when clicked, will execute the file.

Executing the file should only require a couple of lines of code, depending on your development environment/technology. For instance in C#:

```
System.Diagnostics.Process.Start("custom-remote-support.exe", "", );
```

## Development support, tighter integration, new sessions alerts, additional features...

We are software developers ourselves. We know what it means and we are eager to help you succeed in embedding TSplus Remote Support in your own software.

Should you want to discuss feature requests, configure a webhook to be alerted whenever a customer starts a Remote Support session, or simply get support from our developers to embed TSplus Remote Support in your own software: please contact us at [support@tsplus.net](mailto:support@tsplus.net) and specify that you would like to reach our development team regarding TSplus Remote Support Integration..