



# Installing Team Viewer for Remote Connection



This application allows Tech Support to take control of your computer so we can drive the support ourselves.

## To Install:

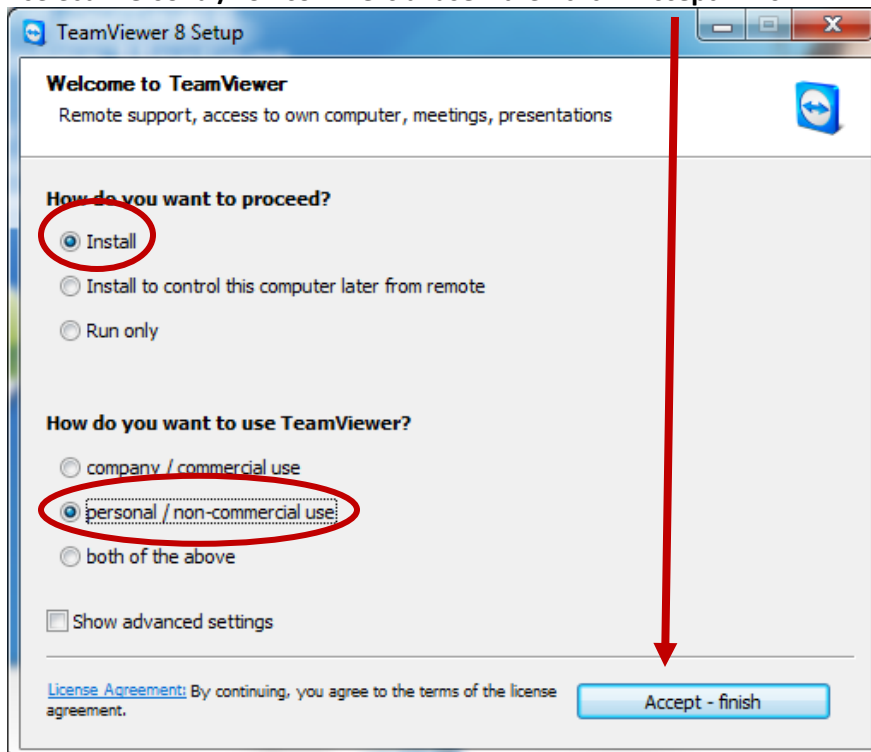
1. Go to [www.teamviewer.com](http://www.teamviewer.com)
2. Then click on the green download icon



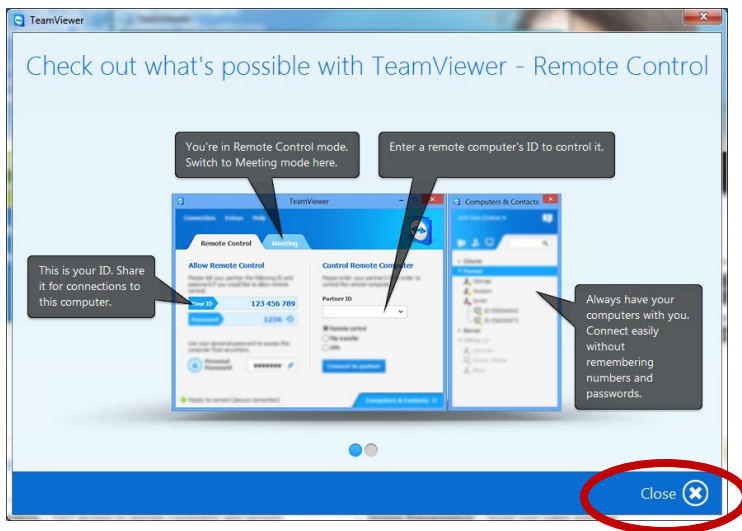
3. Click **“Run”** to start the installation (*If applicable*)



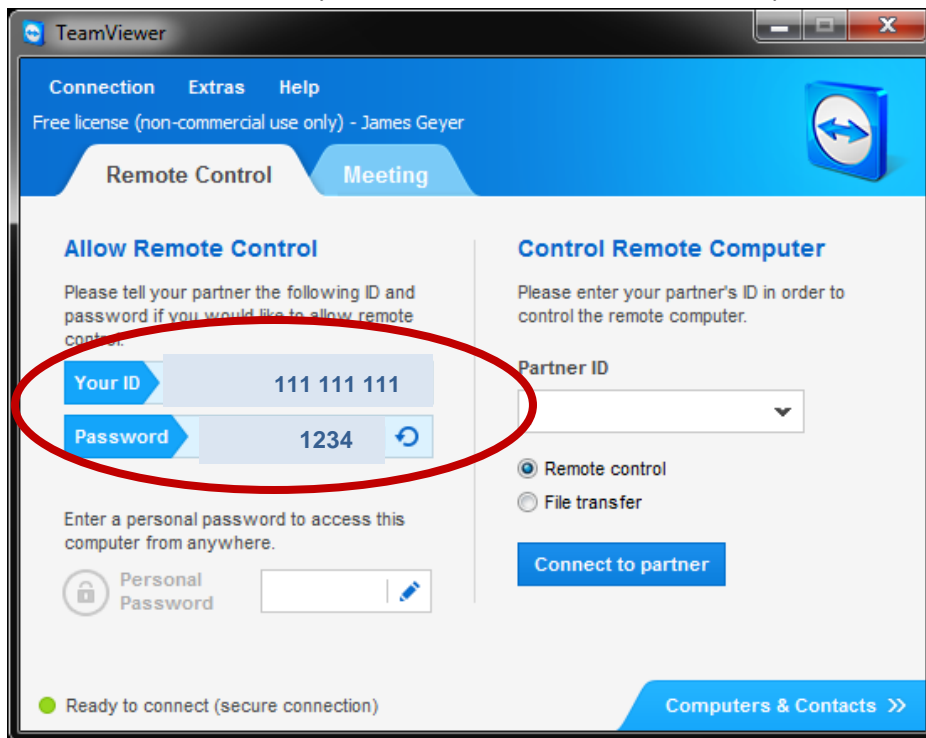
4. This box should pop up asking what you want to do, Ensure that **“Install”** is selected and also select **“Personal/non commercial use”** then click **“Accept-Finish”**



5. After clicking Accept-Finish, the installation does not take very long, then a box will pop up indicating what the screen will look like and what different things do. Click **“Close”** after you have reviewed it.



6. You're almost done. After you clicked close... a new box comes up:



7. The above screen has the information that we will need to connect to your computer.
  - a. When we ask, provide **“Your ID”**
  - b. When we ask, provide **“Password”**
8. We will take that information and plug it into our system and we should be able to connect. Your background will change to all black and at that point we can take control. We will also be able to send files, chat, etc... If necessary.

**Note:** When you close the Team Viewer application, close anything else that may come up by clicking the **“X”** on the top right hand corner.