

## Downloading TeamViewer

### Remote Support using TeamViewer

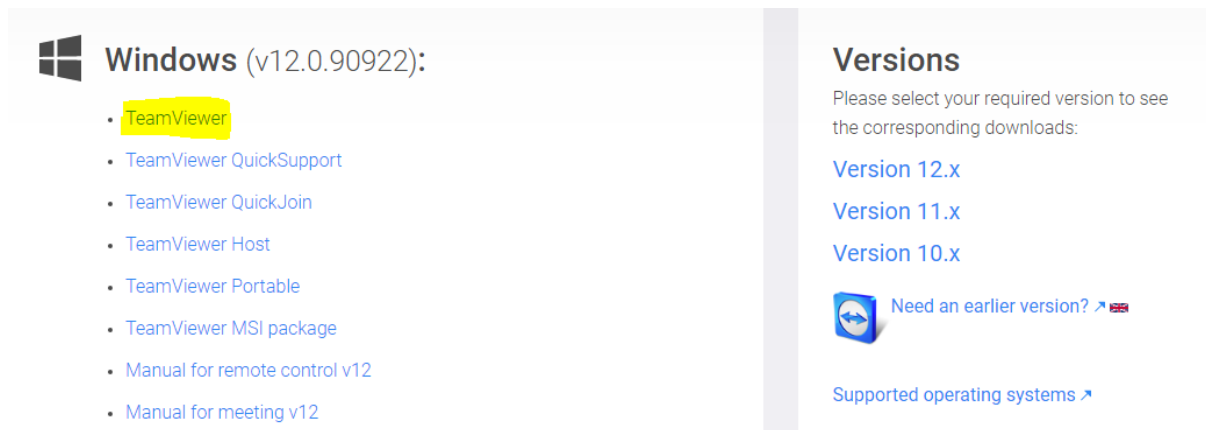
We use a licensed version of TeamViewer 12 to contact your computer using the internet. You are not required to purchase TeamViewer; there is a free licence available for basic use.

**We will only be able to connect with you if you are using Version 12 or earlier.**

If you don't already have it, you can download from the TeamViewer website at:

<https://www.teamviewer.com/en/download/previous-versions/>

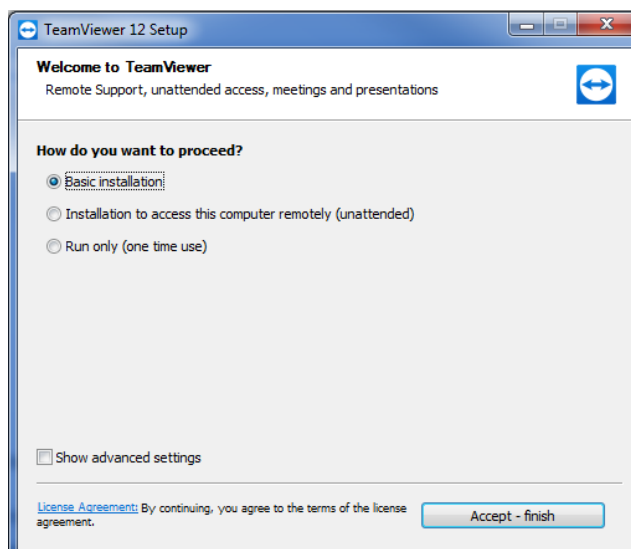
Choose "TeamViewer" listed under Windows (v12) as shown below:



This will start a download to your computer.

Depending on the browser you use (Chrome, Internet Explorer, Firefox etc), you may be prompted to Run or Save the download, if you choose "Save", it should be saved in your downloads folder.

You will need to run the downloaded file, named "TeamViewer\_Setup.exe" from your downloads folder or from the TeamViewer screen if it's still there.

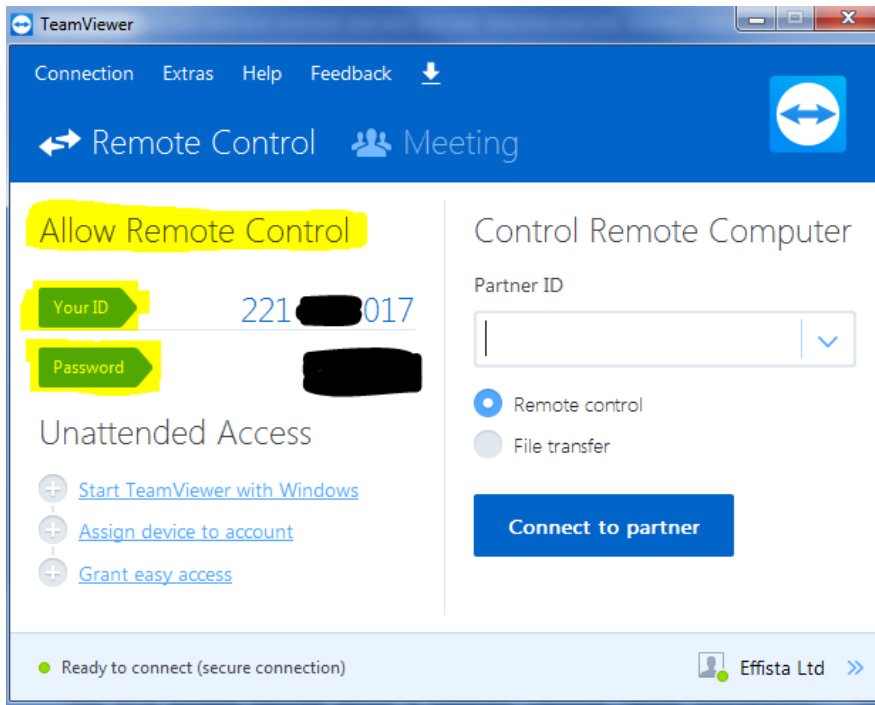


The first screen should show 3 options, choose "Basic Installation". The Licence Agreement is an agreement between you and TeamViewer. Choose Accept-Finish to start the installation.

Allow the setup to run, clicking Next/OK if prompted.

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Once setup is complete, you should see a screen like this:



### **Your ID:**

A 9-digit code that generally won't change. It is your unique code.

### **Password:**

This password generally changes daily.

We would need you to provide both of these codes in order for us to see what you see.

If at any stage you want or need to halt our access you can click on the "X" red Button in the top right of this window. TeamViewer will close, and we will not be able to see your screen until you permit access again.