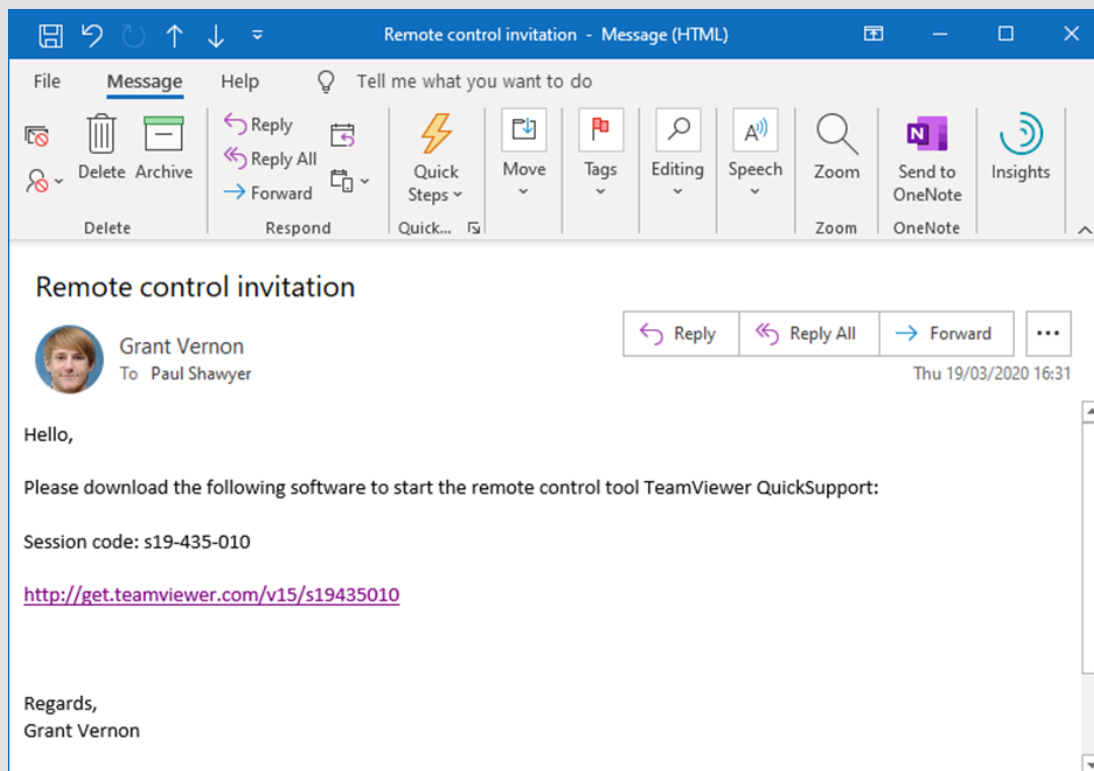


Accepting remote control support in TeamViewer

After being contacted by IT services by phone, the agent may offer to remotely access your computer using a program called TeamViewer.

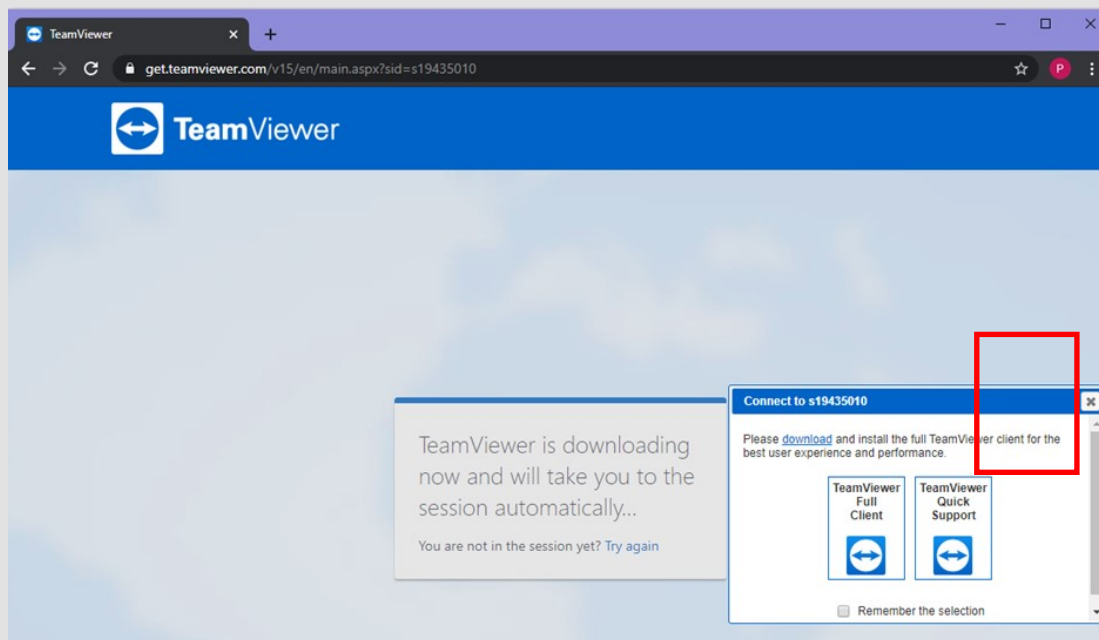
TeamViewer is an app that will let the agent see and access your screen as if they were at your desk, to assist you with your problem, but first, you will need to accept the agent's invitation, so they can begin to address your issue.

Firstly, you will receive an email that looks similar to this one (below) it will include a session code, and a link to the TeamViewer website, to allow the agent access, you must click the provided link.

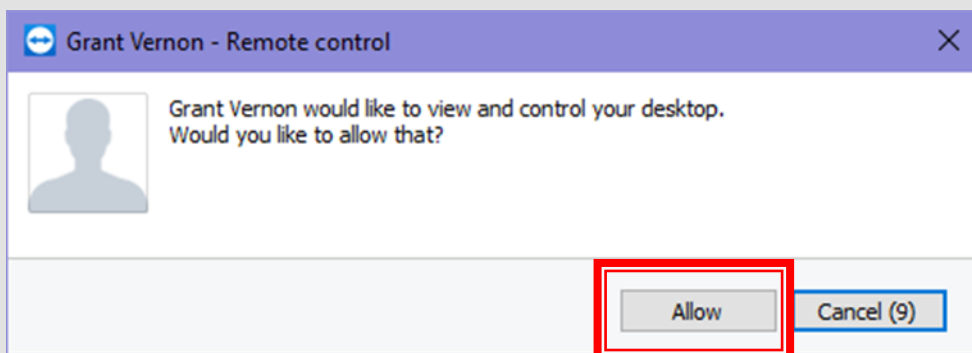


The window that opens will look something like this (below)

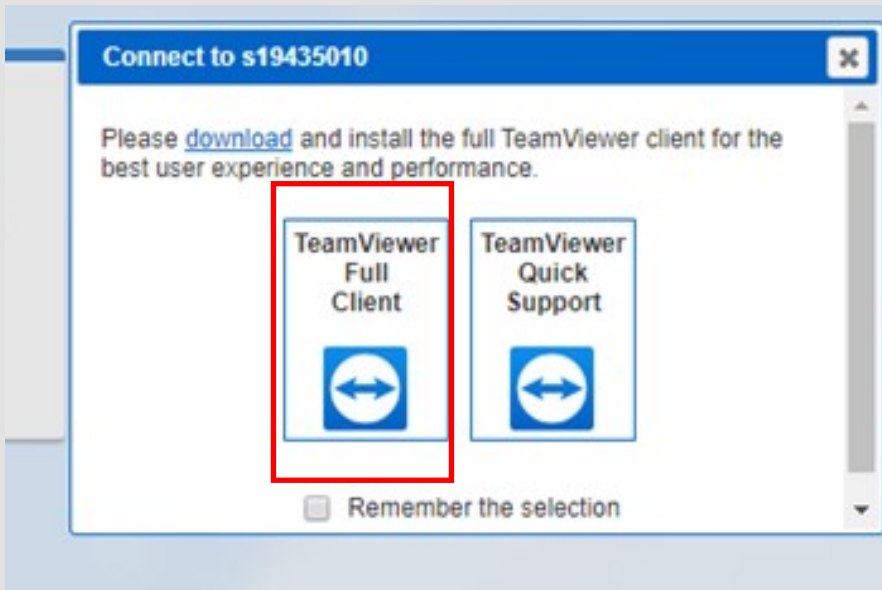
Please select the QUICK SUPPORT option, highlighted in the box below



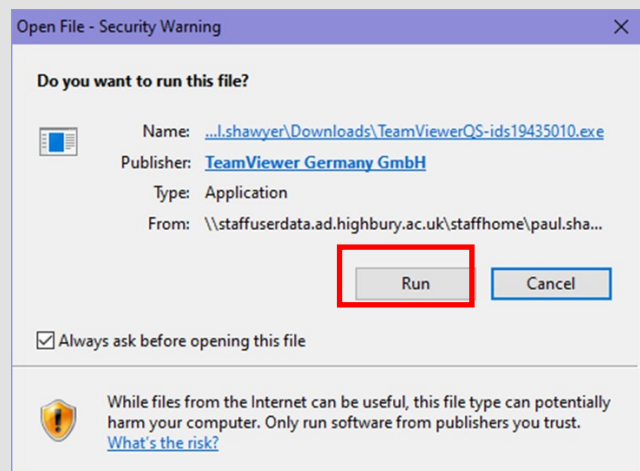
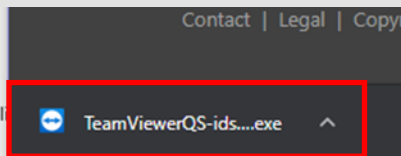
You should then receive a box like this on screen, where you can **allow** the agent to remotely access your system.



Alternatively users can also download TeamViewer to their desktop by selecting the other option labelled **TeamViewer Full Client** We DO NOT recommend using this version using a call with an agent, as it is a longer process to download, install and access this version. So during immediate support, please continue using the **Quick support** option.



You will see a download begin in the bottom right of your screen, once this has completed, you can click this file to begin the installation, this window (left) will open, you will need to select **Run**. Some college computers may also not have the ability to run a downloaded file, which is another reason to use the **Quick Support** option



This window will then open, allowing your agent to connect to your computer using the session code generated by the email you were sent.

You may also have to accept the agents help like the previous steps.

Once this has changed to **Green**, the agent will be able to request control and assist you.

