Team Viewer Remote Support

Instructions

Team Viewer Remote Support:

Team Viewer remote support is a support tool that easily allows 3RDCC help desk and IT staff to assist off-site users with computer issues.

Team Viewer remote support is easy to use. While working with IT support staff, you will be accessing the Staff Resources section of the www.3rdcc.org web site.

To start remote support, follow the steps below.

First, before you can start a remote support session, you must be in contact with 3RDCC help desk or IT staff.

Once on a call with ITSB, you will go to the www.3rdcc.org web site and click the Staff Resources link. Then, you will click the Pre-approved remote support link to begin the support session.

Since you will be in contact with someone from ITSB, they will be able to guide you through the process.

However, these are the steps you will use.

First go to the www.3rdcc.org website.

Then, click the Staff Resources link.

Next, click the Pre-approved remote support link.

Clicking the Pre-approved remote support link will launch the download and startup of the Team Viewer Remote Support software. The software will be downloaded and started but **NOT** installed on your computer.
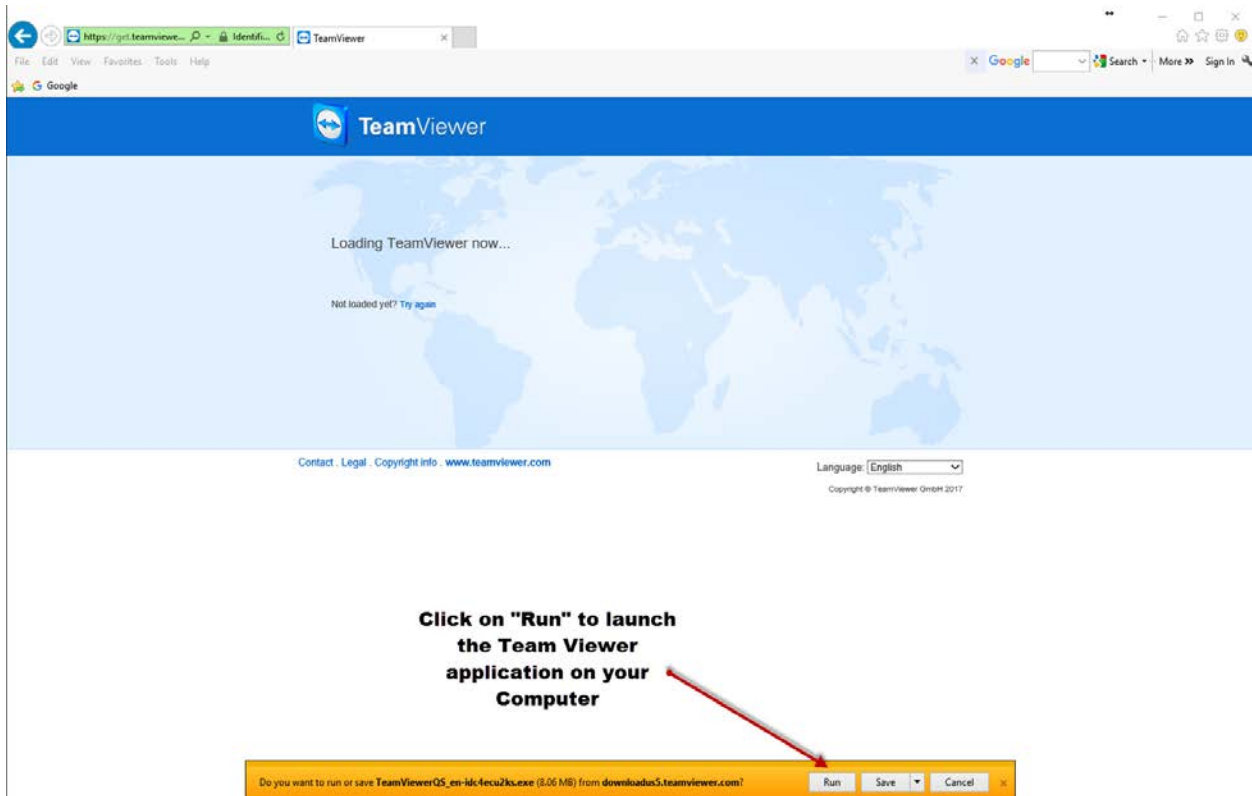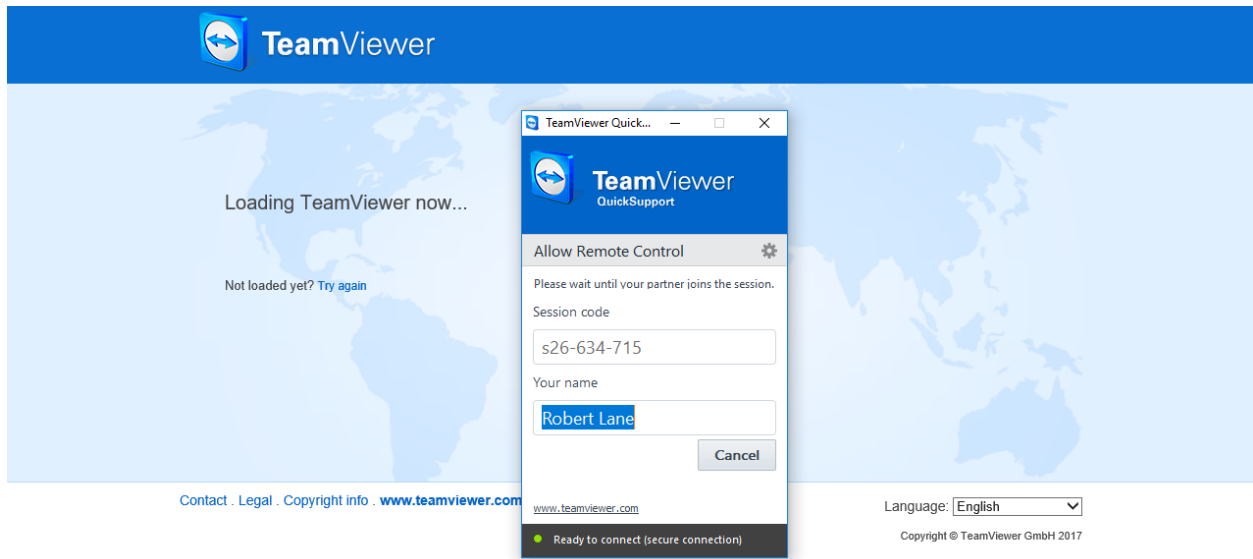

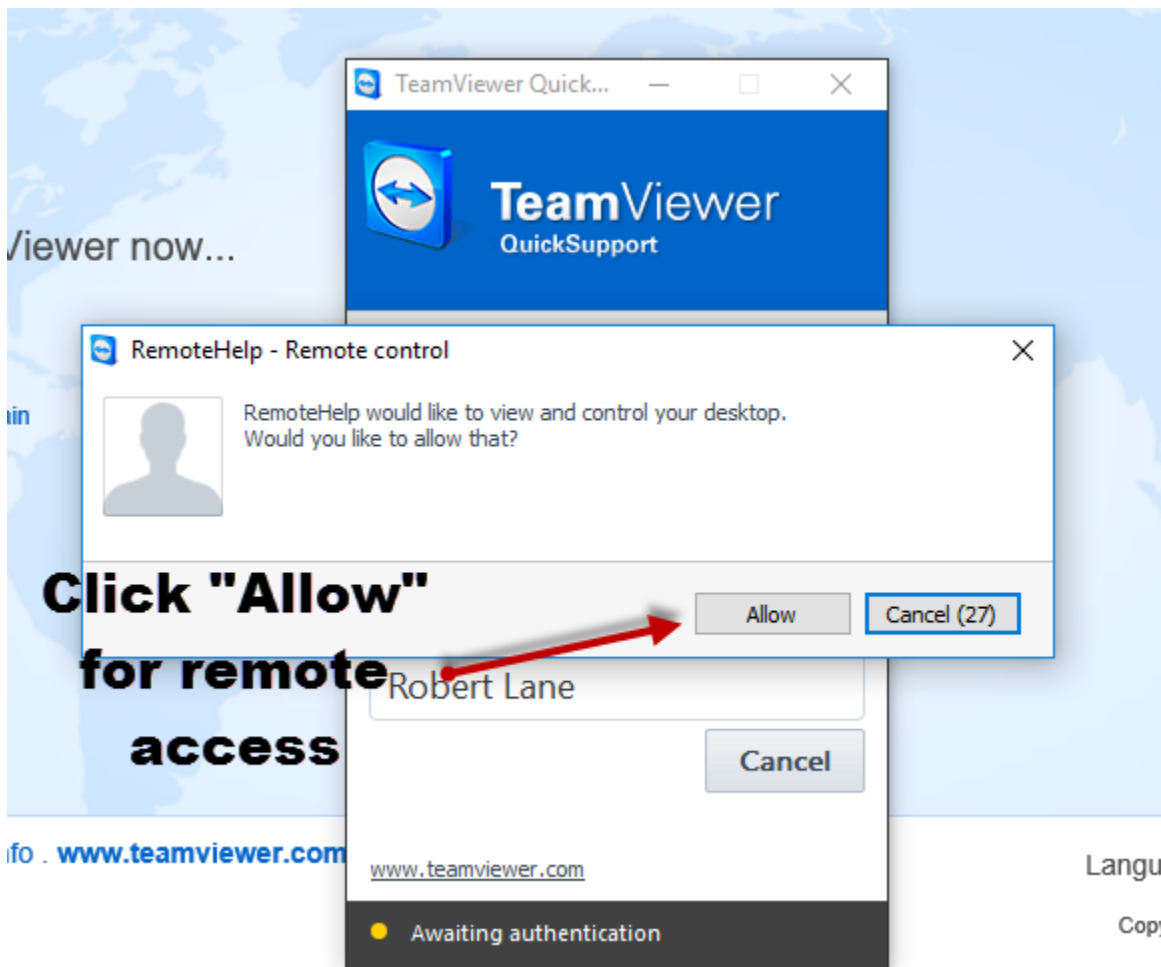Once the software downloads, it will run and load Team Viewer.

Once the software runs, the **"Allow Remote Control"** box will pop up.
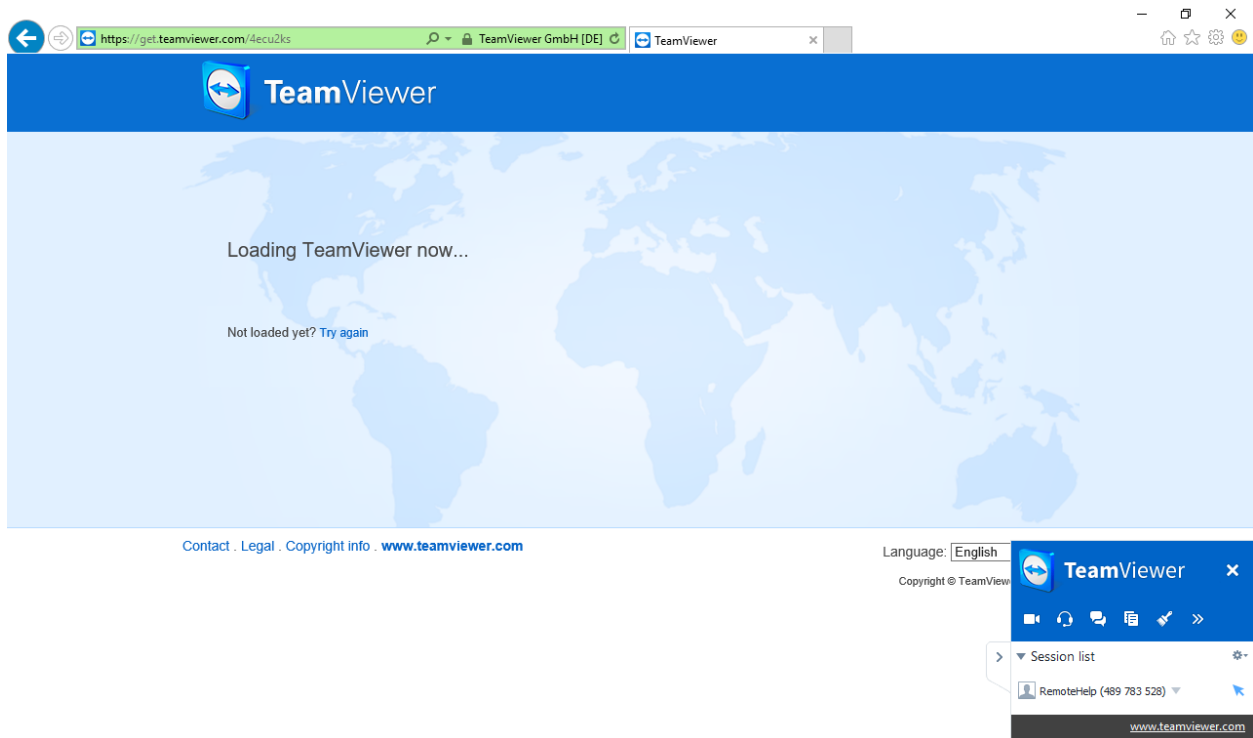

The system will wait at this point until ITSB support staff request permission to remote to you and control your computer's desktop. Once the box below pops up, click **"Allow"**.
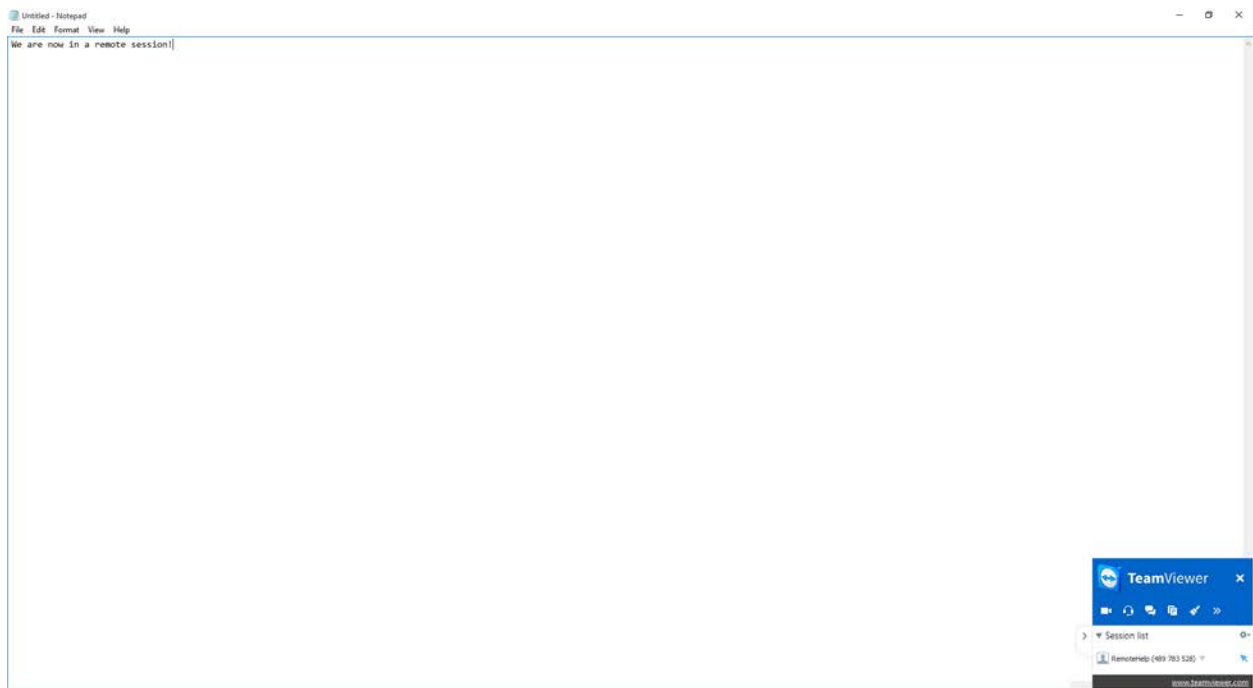
Now the remote connection is established. This is noted by the **"Blue"** Team Viewer box in the lower right corner.

You can see we are now in a remote session

To stop the remote session, you can simply click the **"X"** on the blue team viewer box. Or, you can have the staff connected remotely stop the session. Once the session is stopped, the remote person no longer has access to your computer.

To close the remote session simply click the "X" or have the remote user stop the session