How to Use TeamViewer 13

This document contains procedures which will assist you with installing and using **TeamViewer 13**. It was written when **TeamViewer 13.1.3629** was released. These instructions should work with nearly all supported versions of Windows.

TeamViewer is an application used by a remote support technician to gain access to a client's computer to provide remote assistance services. It needs to only be installed once and is very simple use. Once installed, **TeamViewer**, connecting is nearly instantaneous on subsequent support calls.

Note: *The <u>client gives permission</u> for the technician to log in, but the client's machine can also be setup for unattended access while the client isn't present. This is usually requested, when slow procedures need to be performed, such as overnight scans, large updates, etc.*

Note: *Websites and installation processes are changed by* TeamViewer *all the time, so these download/install instructions may differ from the latest release. Please notify your technician about discrepancies before downloading/installing, to avoid errors and speed up the installation process.*

Note: *You will need to either be an administrator account, or have access to the administrator password to install this software. Please enter this password when prompted by* User Account Control (UAC)*.*

Note: *Depending on your Firewall/Antivirus software or Windows security settings, you may get warnings for the installation of miniport drivers, please continue with the installation accepting these warnings.*

Installation

You can download the latest copy of **TeamViewer** from the following location:

> http://www.teamviewer.com/download/index.aspx

1. Click on the appropriate button (you may need to scroll down) to download the latest version of the software.

2. Save the file **TeamViewer_Setup.exe** (or equivalent) in a location on your hard drive (e.g., the **Downloads** folder).
    Note: The **TeamViewer** *installation filename seems to change between versions!*

3. Depending on your browser, locate and **Run** the installation program when prompted, or open the folder to launch it, either using double-click on **TeamViewer_Setup.exe** , or right-clicking on it and selecting **Run as administrator** from the menu.

4. Depending on your Windows settings, you may get a security warning to **run this file**. Please click **Run**. The **Welcome to TeamViewer** window will appear (LEFT screenshot on next page).

5. Select the options as shown:
       Installation to access this computer remotely (unattended)
       Personal / Non-commercial use
       Show advanced settings

6. Click **Accept – next** to continue. If **User Account Control (UAC)** is enabled, you may get a security warning requesting permission to change the computer's setting or an administrator password prompt. Click **Yes,** or enter the password to continue. The **Advance Settings** window will appear (LEFT screenshot on next page).
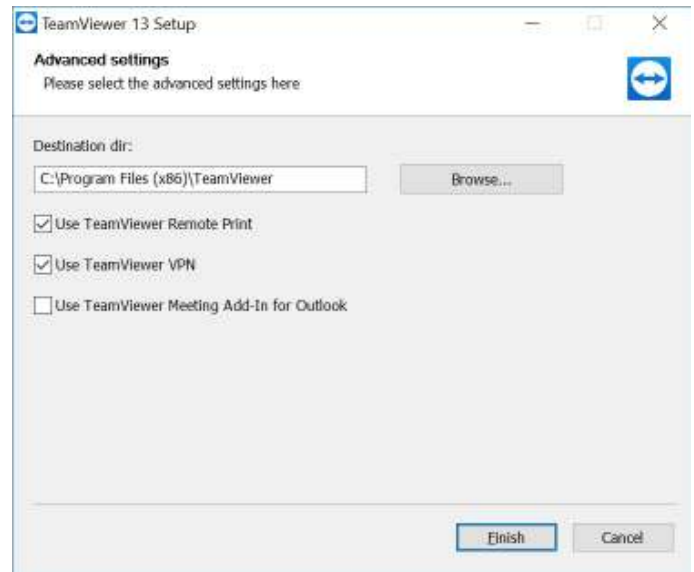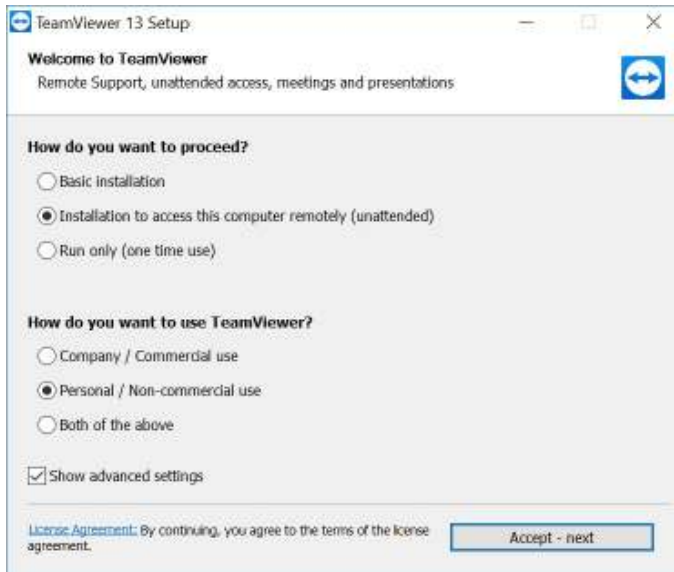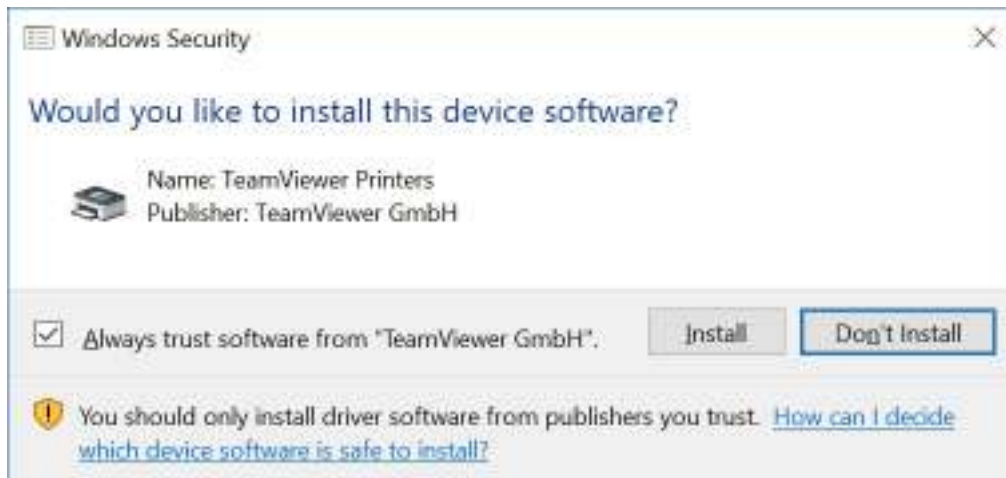
7. Select the options as shown:
    Default folder as selected
    Use TeamViewer Remote Print
    Use TeamViewer VPN

8. Click **Finish** to continue with the installation. Depending on how your computer is set up, you may get a **Windows Security** warning for device installation for **TeamViewer Printers**:

9. Please use the default of **Always Trust software from "TeamViewer GmbH"**, and click **Install** to continue.

10. When complete, it will request you to **Setup Unattended Access**. Click **Next**.

11. It will provide the name of your computer; leave as is. Enter a secure **Password** and **Verify** it. You will need to share this password with the technician during log in. Click **Next** to continue.

12. It will request an account for unattended access. Select **I don't want to create a TeamViewer Account now**. Click **Next** to continue.

13. You will be provided with a **TeamViewer ID**. Please note it down. You will need to share this ID with the technician during log in. Click **Finish** to continue. **TeamViewer** will automatically open.

How Its Used

Both the technician and the client need to run **TeamViewer** on their computers. The technician will ask the client for their **TeamViewer ID** and **Password**. Once this is obtained, the technician will connect and take control of the client's computer and perform the necessary maintenance. On a given computer, the **TeamViewer ID** usually remains the same, but the **Password** changes each time **TeamViewer** is run. If the client has consented and their system has been setup for unattended access, then a **Shared Password** is used. This **Password** does not change between sessions and the technician can log into the computer as long as **TeamViewer** is running.

Note: The technician will let you know if setting up unattended access is needed. This is usually necessary, if they determine that the system needs to be rebooted without your input to continue their work. In this case, TeamViewer will automatically start with Windows and allow the technician to reconnect.

1.   The technician will contact you by phone and ask you to run **TeamViewer**.

2.   The icon for **TeamViewer** is either on **Windows Desktop**, in the **Start** menu, in the **Programs** list, or if it is already running, as a small **TeamViewer** icon ![icon] on the **Taskbar** on the bottom right of the screen. Once you launch **TeamViewer**, one of the following windows appears depending on which version of the user interface you are using. *Figure 1: TeamViewer Main Window*.
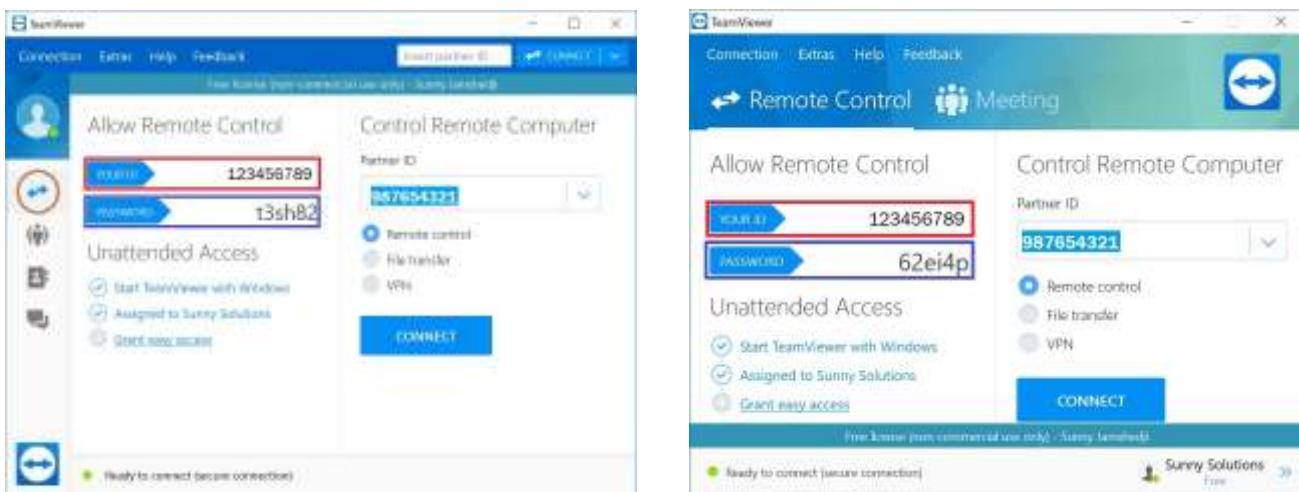

Figure 1: TeamViewer Main Window (NEW interface on LEFT, OLD interface on RIGHT)

3.   If it is the ***NEW interface on the LEFT***, ensure that the double-arrow **Remote Control** icon on the left (**BROWN**) is selected. Please provide the technician with **YOUR ID** (**RED**) and **Password** (**BLUE**).

4.   The technician will use these to connect to your computer, accessing the mouse and keyboard as if they were sitting right in front of it!

5.   The technician may need to reboot the computer, so you may need to restart **TeamViewer** once the computer is up and running. A new password may need to be exchanged.

6.   When the technician has completed their session they will disconnect the session by closing this window. Until then, please do not close it or use the keyboard and/or mouse.

Note: Do not close this window until the technician has logged out, otherwise the session will end and the technician will be disconnected!