

USING TEAMVIEWER QUICKSUPPORT FOR REMOTE ASSISTANCE

FEBRUARY 2013

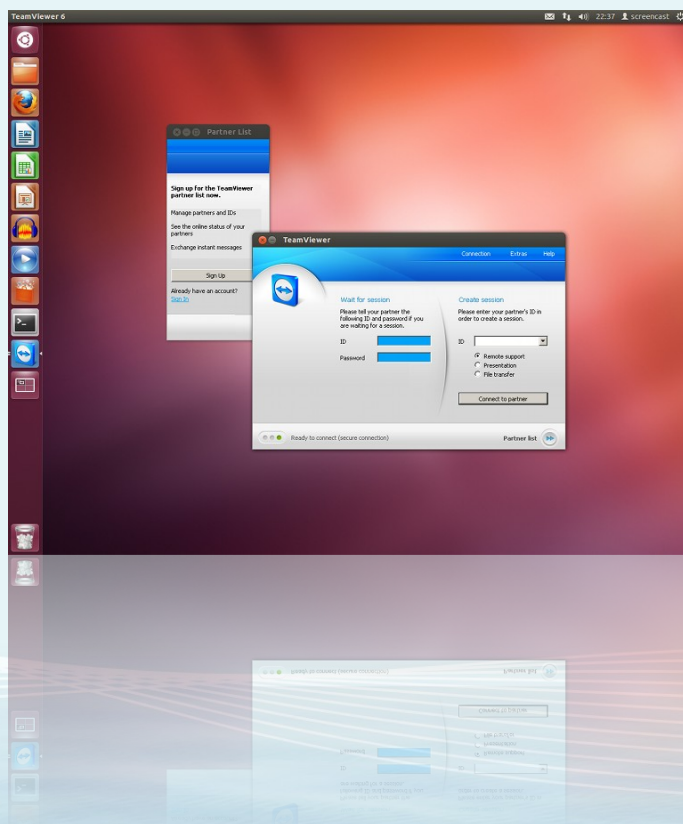


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Introduction

We offer a convenient remote support service which enables our support technicians to access your computer over the internet. The service is fully secure, and connections are only permitted with your express authorisation and by prior arrangement. This is a useful alternative to arranging an on-site visit by one of our staff.

This guide describes how to install the remote support software and start a remote support session.

Arrange a remote support session

The first thing you will need to do is contact us and arrange a time when you will be at your computer.

- » For security reasons, we will never contact you without prior arrangement. If you are ever contacted by another person or company offering you remote support services, you can be assured that it will not be us.

Download and run the TeamViewer QuickSupport application

The *TeamViewer QuickSupport* application is used to start a remote support session. You will need to download and run this application on the computer that will receive remote support.

There are two different versions of the software available for download and the one you choose depends on which operating system your computer is using. Choose the Microsoft Windows version of TeamViewer QuickSupport if you are running Windows or the Apple Mac OS X version if you are running Mac OS X.

- » The software may be downloaded from the following link:

<http://www.apertura.co.nz/teamviewer>



Home / Support / TeamViewer QuickSupport

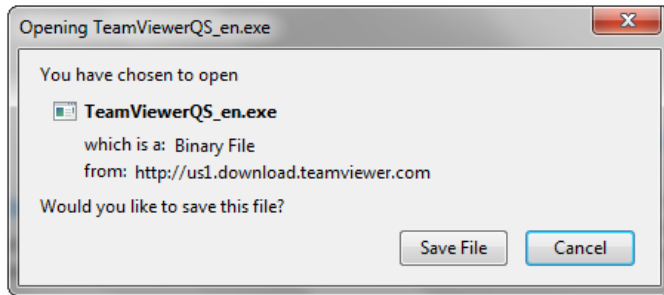
TeamViewer QuickSupport

Existing customers can download the TeamViewer QuickSupport application for Apple Mac OS X or Microsoft Windows below:

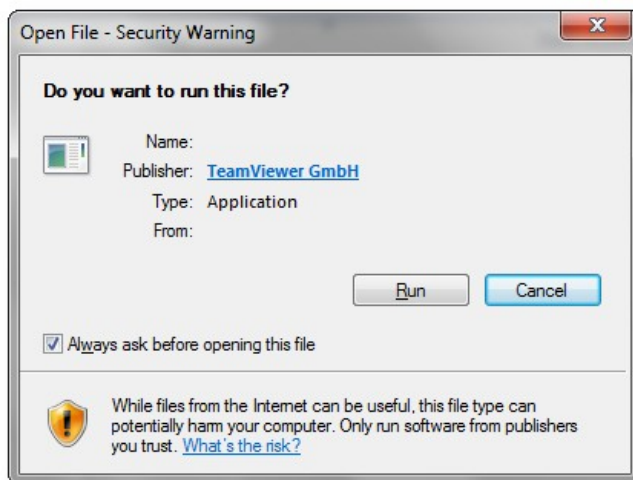
- [TeamViewer QuickSupport for Apple Mac OS X](#)
- [TeamViewer QuickSupport for Microsoft Windows](#)

Depending on the operating system and web browser combination you use, you may be prompted to either run the file or save it. In this particular example we are using Windows. The following description may be slightly different if you are using Mac OS X, but the basic procedure is the same.

Using the Firefox web browser we are prompted to save the file. To make it easy to find you can save it to your Desktop:

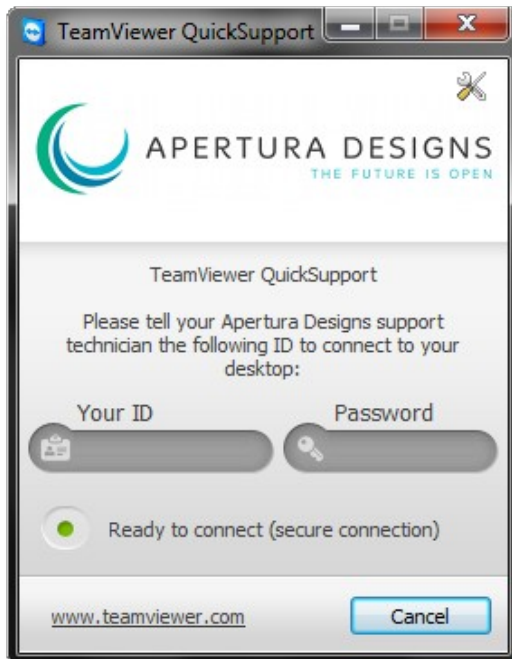


Next, go to your Desktop, find the file named "*TeamViewerQS_en.exe*" that was saved there and double-click on it to launch it. Accept the security warning that may appear:



Start a remote support session

The TeamViewer QuickSupport application window will now appear. You will note that towards the bottom of this window there is a green light with the text "*Ready to connect (secure connection)*" written beside it. This indicates that we are now ready to start a remote support session:



Make a note of your *ID* and *Password* because you will need to contact one of our support staff with this information.

» For security reasons it is best to do this over the telephone at a pre-arranged time rather than using email or instant messaging. And remember, we will never contact you for remote support unless you have arranged it with us first.

Once one of our support technicians has this information, they can take control of your computer. You will be able to see every action they perform, so please don't be alarmed to see the mouse cursor moving and windows opening and closing.

Once the remote support session is over, our support technician will return control of your computer back to you. They will not be able to re-establish a connection to your computer without you authorising it first.

Please be sure to close the TeamViewer QuickSupport application once the remote support session is over.

For more information

» Contact:

info@apertura.co.nz