

Step 1

Using Internet Explorer – browse to www.teamviewer.com

Step 2

Select “*Join a Session*” from the left of the screen.

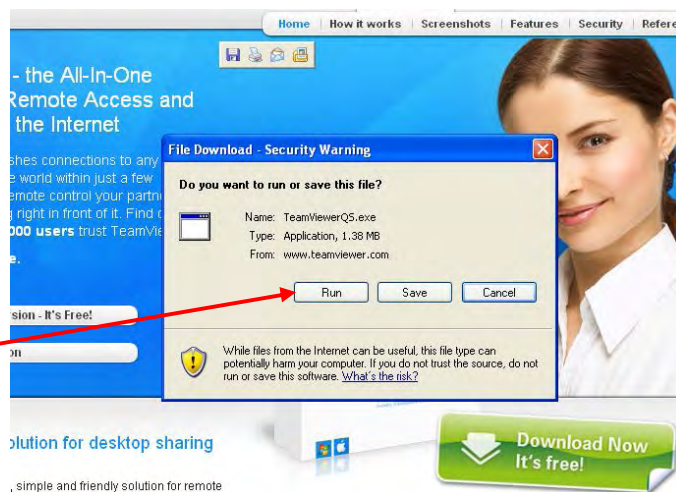
Step 2



Step 3

Choose to run the teamviewer software (not install) and follow the next prompts. Read the terms and conditions and tick the I agree box, which will take you to step 4.

Step 3



Step 4

E-mail the ID and Password displayed on your screen to the support engineer.

Step 4



The above steps will allow the support engineer to see your screen, and to control your PC from their own keyboard and mouse.