

This guide will show you how to setup your computer so we can provide remote support to you.

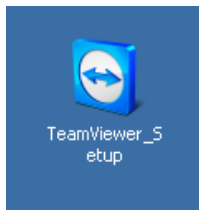
## Step 1

Download the remote support software called TeamViewer at the below link

[http://www.teamviewer.com/download/TeamViewer\\_Setup.exe](http://www.teamviewer.com/download/TeamViewer_Setup.exe)

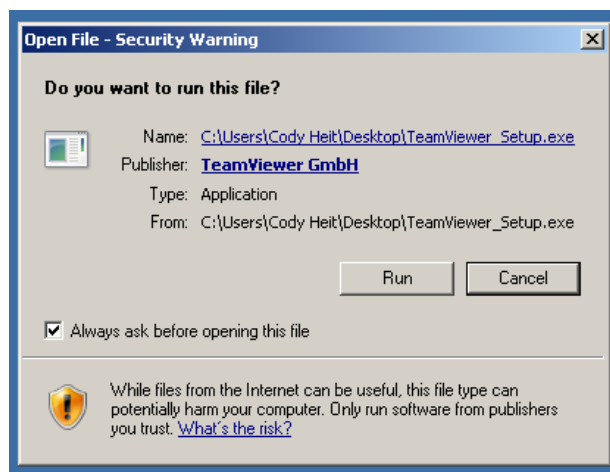
## Step 2.

Once the download has finished double left click on the following icon



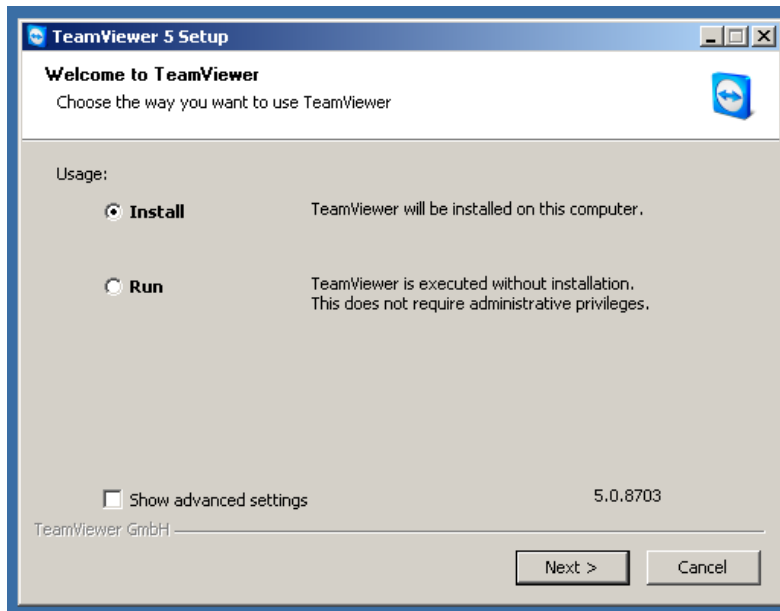
## Step 3.

You will then see a box like below. All you need to do is left click the Run button.



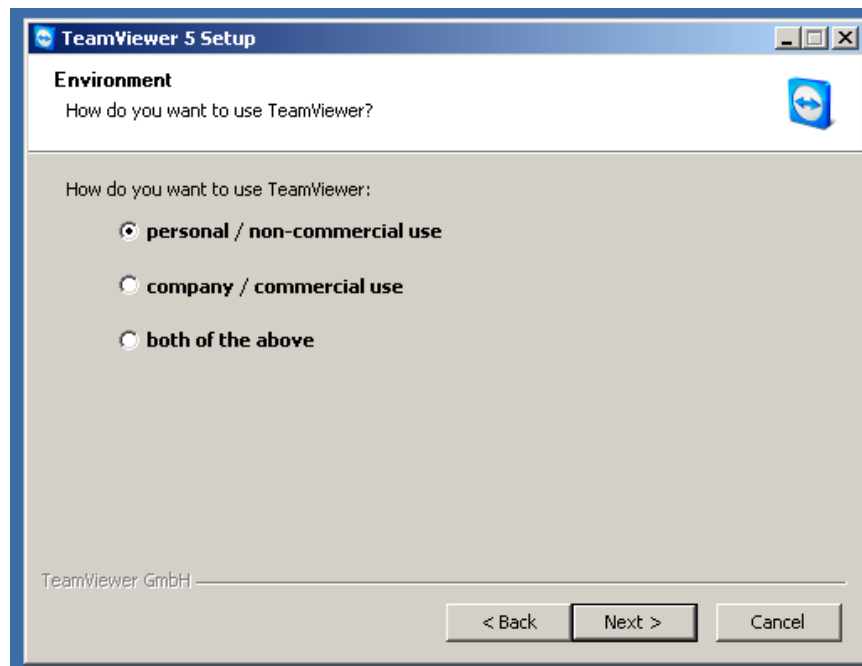
#### Step 4.

On the window below make sure Install is selected and then simply left click on the next button at the bottom.



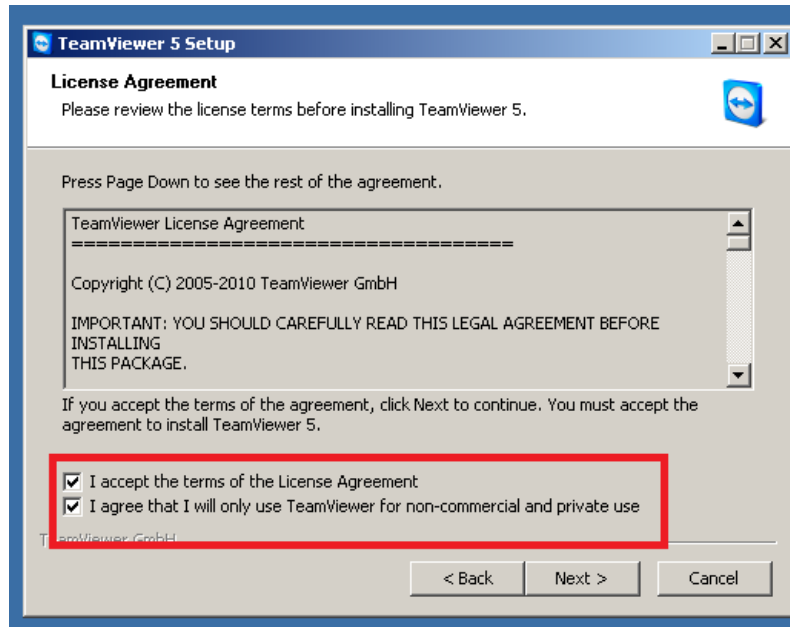
#### Step 5.

On the window below make sure personal/non-commercial use is selected and then simply left click on the next button at the bottom.



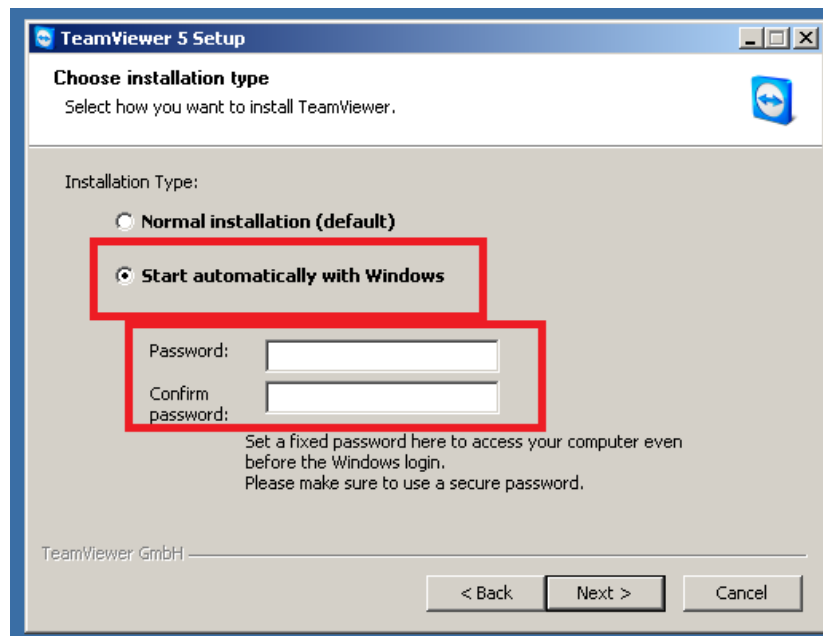
## Step 6.

On the window below make sure both boxes below are ticked and then simply left click on the next button at the bottom.



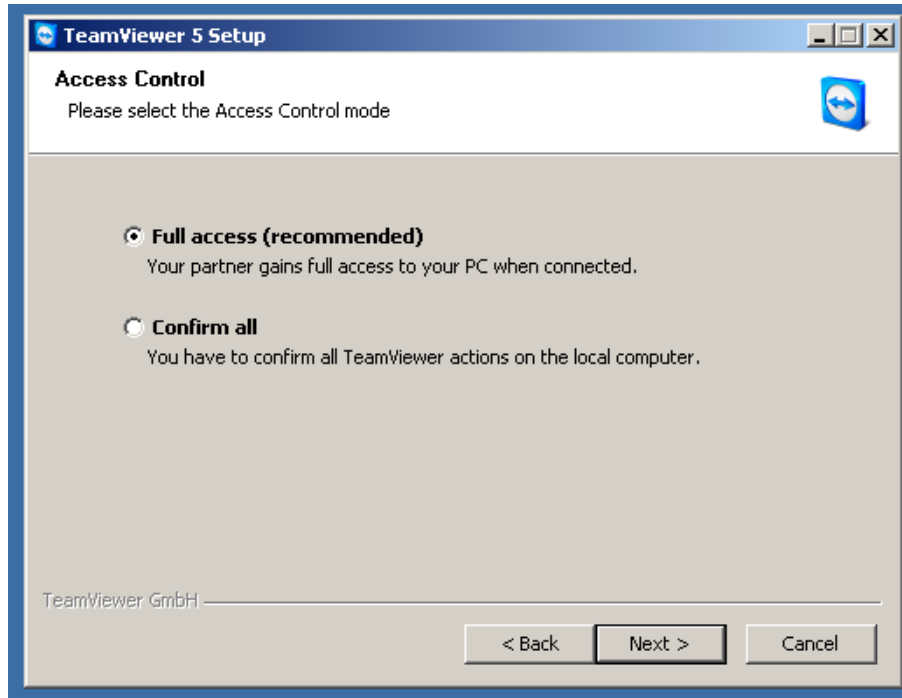
## Step 7.

Now you need to make sure start automatically with Windows is selected below and then set a password (If you use a password to login to your computer every time we recommend that you use the same password) which we can use to access your computer. This will stop an authorized person remotely connecting. Once this is done simply left click on the next button at the bottom.



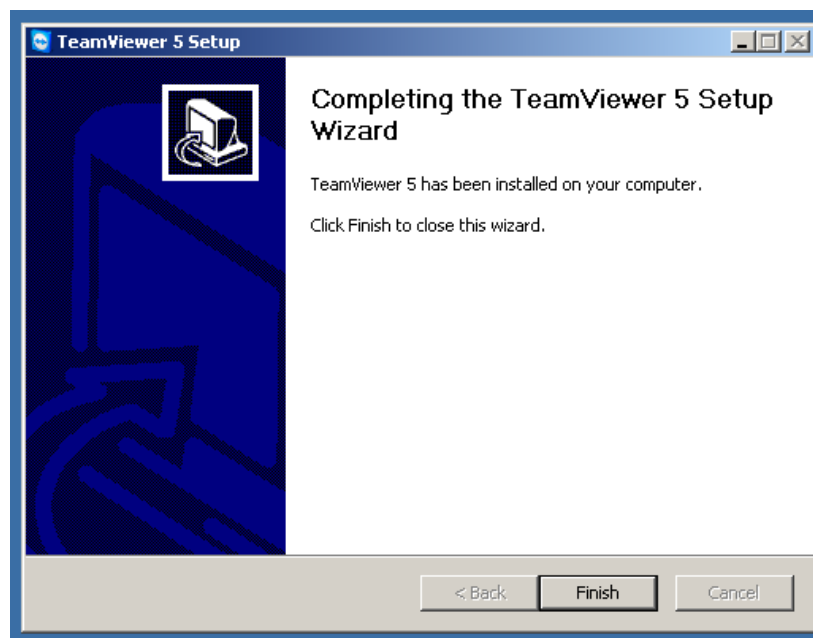
Step 8.

On the window below make sure the Full Access box is selected and then simply left click on the next button at the bottom.



Step 9.

It should then install itself and you will see a window like below where you simply need to left click on the finish button.



Step 10.

A window like below will then be displayed. All you now simply need to do is provide us with the ID number and the user defined password which you entered at step 7 and we can now provide you with remote support.

