

Remote Support Setup

Step 1:

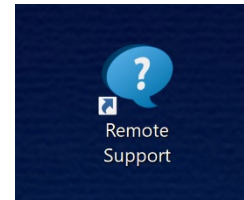
***** Most important step*****

Call the office to speak to Lori. She will help you setup your TeamViewer account.



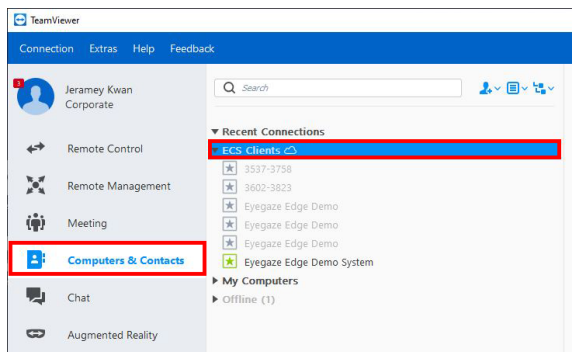
Step 2:

Open your team viewer and ask your client to close all programs and open the "Remote Support" desktop app located in the top left of their screen.



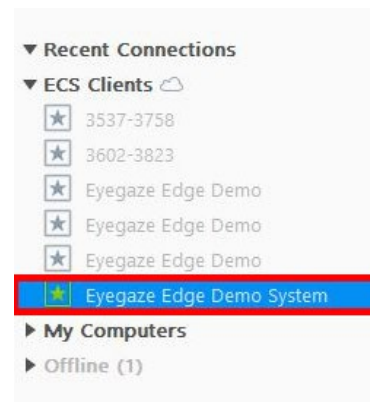
Step 3:

On your device, select "Computer & Contacts" and then select the "ECS Clients" drop down arrow.



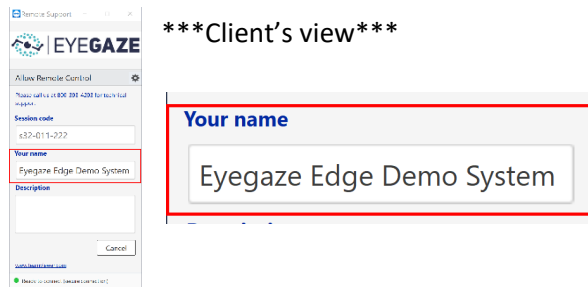
Step 4:

Look for the icon with a green star.



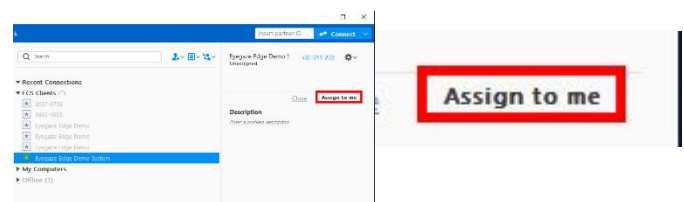
Step 5:

Confirm the name of the system you see listed (step 4) with your client.



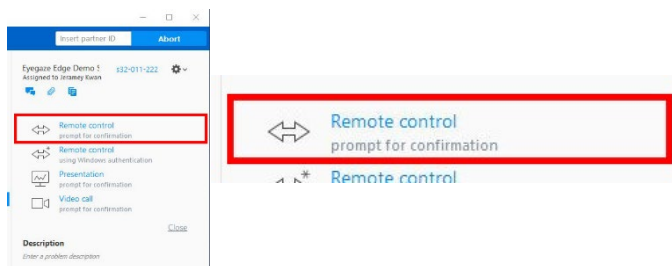
Step 6:

Once you confirm the name of the system, select "assign to me".



Step 7:

Double click "Remote Control Prompt for Confirmation" from the list.



Step 8:

Client will get a message asking for permission, have them select "Allow Access". You can now control and view the user's screen.

*****Client's View*****

