Remote Support — Using Team Viewer

Updated: 27 May 2009

Introduction

It is possible to establish a **remote connection** between two computers over the internet for a variety of purposes.

One key use for a remote connection is to enable computer support staff to provide assistance to someone remotely. This could be any of the following:

- Demonstrate how to use some software by *taking control* of the remote PC (of course, with the appropriate permissions and security).

- Trouble-shooting — to identify software problems.

- To install new software.

Robert Brain (Brainy) now provides such support to people over the internet — by establishing a secure connection to the remote PC, and then moving the mouse, etc. to control software on the remote PC.

This document explains how the Team Viewer software and service would be used for a friend to provide support (on a non-commercial basis).

FAQs (Frequently Asked Questions)

1. Question: *Do I have to install more software for this?*
    Answer:- No. There is no need to install any more software to enable this.

2. Question: *Are there any security risks?*
    Answer:- Because of the way this works, any security risks are absolutely minimal.

3. Question: *Can anyone connect to my PC?*
    Answer:- No. For anyone to connect to your PC using these methods, you need to be at your PC.

4. Question: *Can the support person see any personal information on my computer?*
    Answer:- The support person can only see what ever is displayed on your screen. While you sit and watch the screen during the process, you will be able to see everything that the support person is doing, and everything that they see.

5. Question: *What if I want to end the remote connection session?*
    Answer:- You can end the session at any time you like, simply by clicking on the "end session" button.

Pre-requisites:

1. Firstly, contact your support friend to discuss whether a remote support session is needed to address your question or problem. If it is going to be useful, then pre-arrange a day and time to do a remote-support session. It might be possible to do it immediately. And the session might answer all your questions within the first few minutes.

2. This Remote Support connection method utilises the Team Viewer software.

Instructions for the "support friend"

Start the Team Viewer app on your PC.

Details (instructions for remote user)

1. Make sure the computer is running, and the internet access is available.

2. Go to this web site: www.teamviewer.com

3. On the web page, click on the link "Join a Session".
   This will enable you to join a Remote Session with your remote friend.

4. On the web page, click on the "Save File" link to save the executable file. You should save it to somewhere like the Windows "Desktop".

5. Now you need to run the downloaded file (navigate to it and double click on it).

6. You might get a security warning that advises that executable files may contain viruses. If you are concerned about this, you could right-click on the file first, and select "Virus scan" from the drop down menu. Otherwise, click on OK.

7. Click on the "Run" button.

8. The Team Viewer application will run, and display a window like that shown at right.

9. Now you need to talk with your remote friend, and tell them the ID number that is displayed, and the Password number.

10. Your remote friend will note your "ID" and Password, and will establish the connection.

11. Once the connection is established, your remote friend will be able to control your computer (move the mouse, and enter keyboard actions).

12. Notice in the bottom right-hand corner of your screen there is a minimised action box. If it is mostly hidden, you can click on the small tab to expand it. It will look something like in the figure at right. Notice there is a "cross" shown. This is a button for disconnection. At any time if you want to disconnect the session, you can take your mouse, and click on the cross to disconnect the session.

13. Once the session has ended, you will see a window advising this.