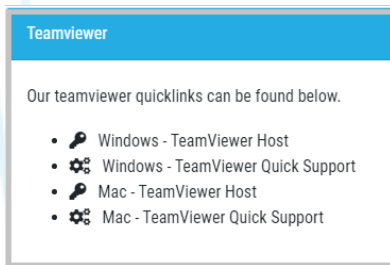


How to Install TeamViewer 13

1. Open a browser and go to www.conveneit.co.uk and click **Customer Portal** in the top right corner of the web page.
2. This will open the page and you will see the TeamViewer box.



TeamViewer Host - we can access the PC at all times.

TeamViewer Quick Support - we can only connect when this version is running. *Please note, this only gives us limited access rights.*

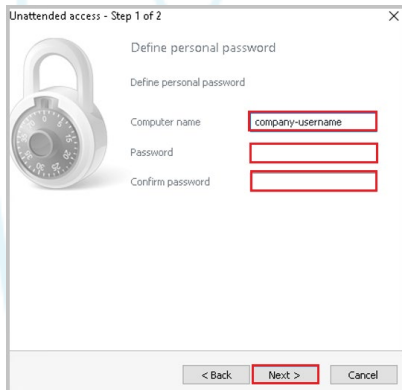
The engineer will advise which one to install. The rest of this guide will focus on the Host variant.

3. Once you have clicked on the relevant link, this will open a new page starting the download. Click **Run** once this completes.
If TeamViewer does not open automatically, click on the TeamViewer Host box at the bottom left of the screen.

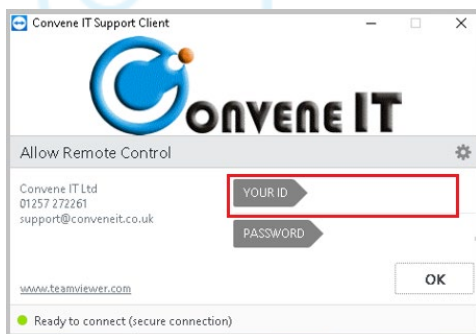


4. Once launched, a message box will appear "Do you want to allow this app to make changes to your device?" Click **Yes**
5. A **Welcome to TeamViewer 13 Host** window will appear. Click **Next**.
6. On the **Environment** window select **Both of the above** and click **Next**.
7. On the **License Agreement** window check the **I accept** box and click **Next**.

8. On the **Unattended access** screen click **Next** then, Set up with the following details:
Computer Name: **[Company Name]-[Assigned User]**
Password: **Please confirm this password with Convene**
Click **Next**.



9. Please provide Convene IT with the ID Number that TeamViewer generates and the **password you entered in step 8** allowing the engineer to remotely access your machine.



Any issues please contact support@convene.it