
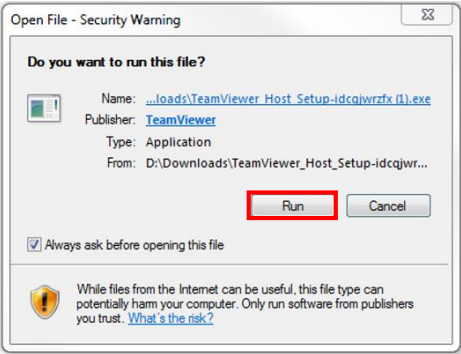
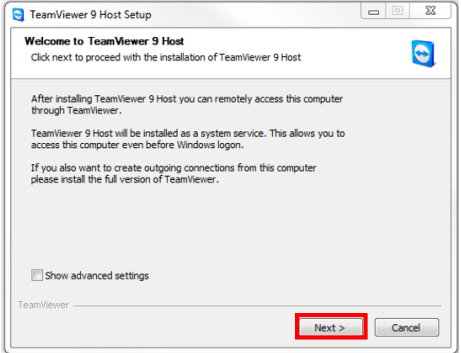
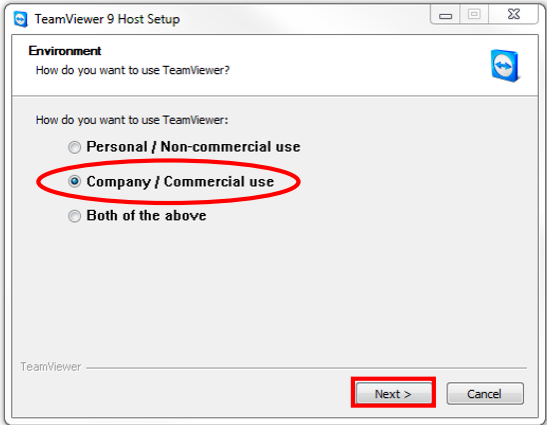
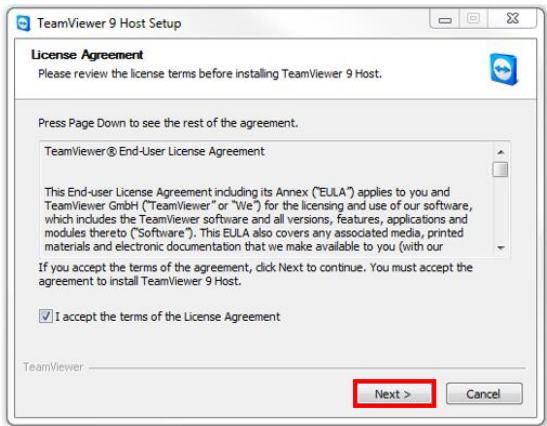
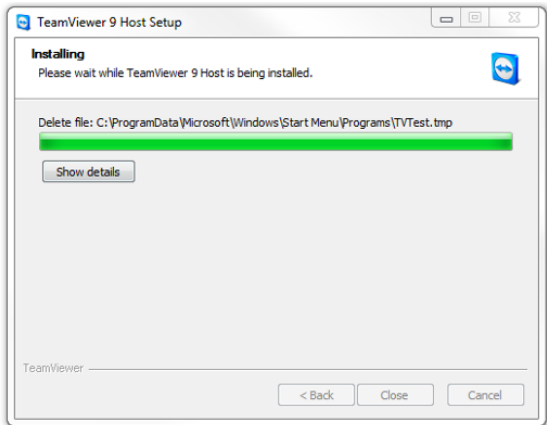


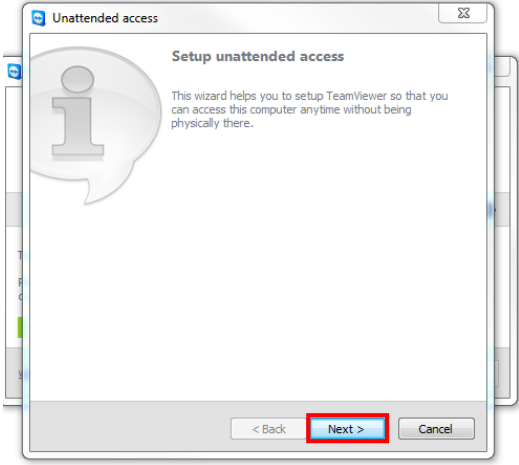
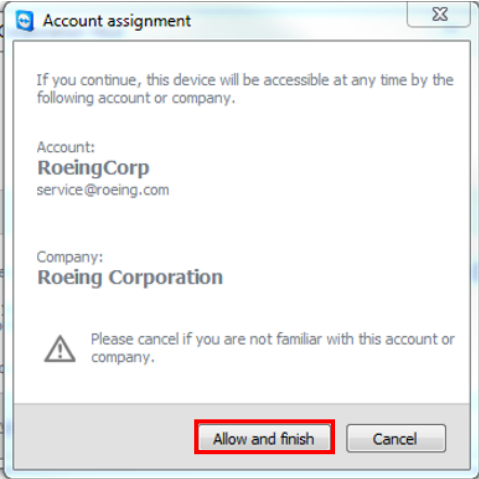
TeamViewer Unattended Access Install

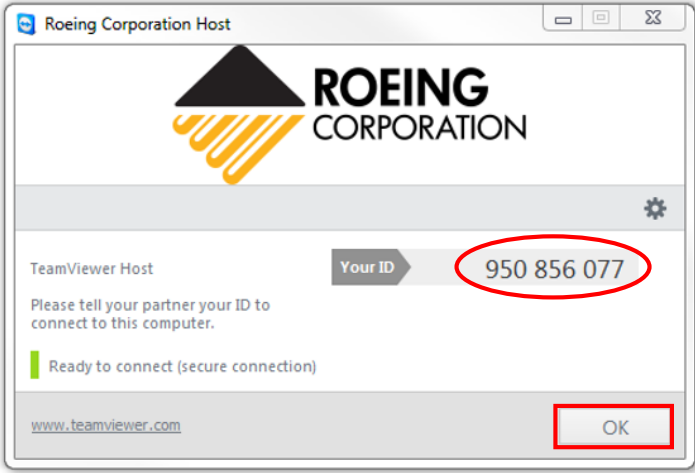
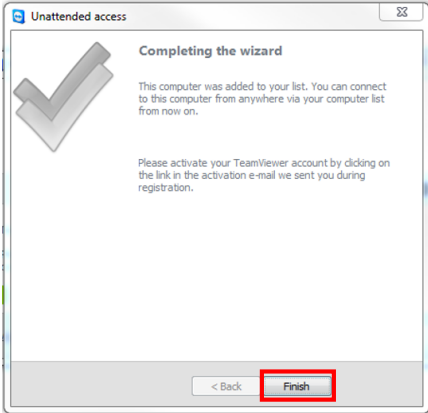
It may be necessary for a Help Desk Technician to connect to your computer in order to help you solve a problem. The Help Desk has provided a tool on the WIC Support Portal to facilitate this connection.

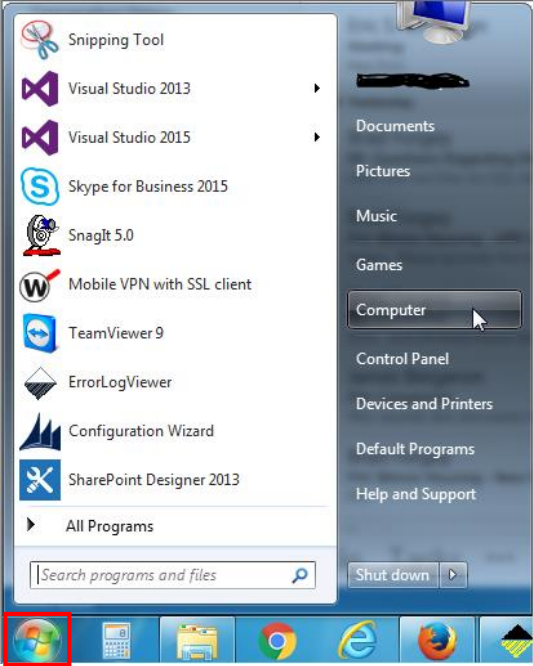
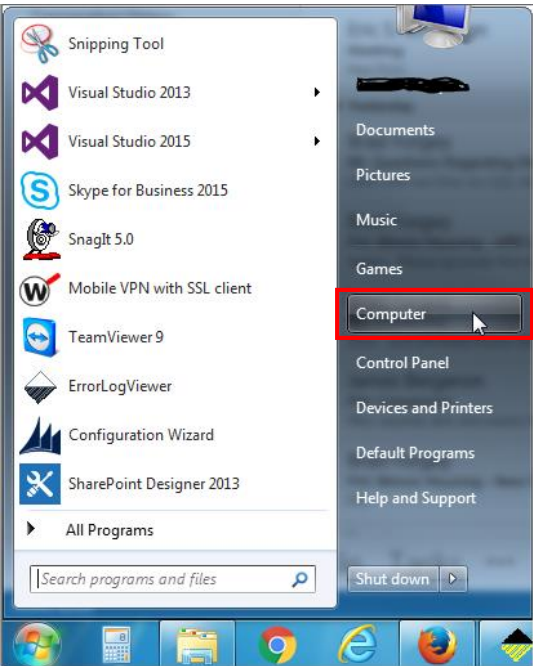
Step	Action	Result
1.	<p>Open the WIC Support Portal and click the Phone Assistance icon.</p> <p>The Phone Assistance page is displayed.</p>	<p>WIC SUPPORT PORTAL</p> <p>Reports Troubleshooting Create a Ticket Phone Assistance</p> <p>Supplies Announcements Downloads Documents</p>
2.	<p>On the Phone Assistance page, scroll down until you see the TeamViewer icon. Click on the TeamViewer icon.</p> <p>The Roeing Remote Support page is displayed.</p>	<p>WIC SUPPORT PORTAL Announcements Documents Downloads Troubleshooting Create a Ticket Phone Assistance Reports Supplies Search this site</p> <p>WIC SUPPORT PORTAL PHONE ASSISTANCE</p> <p>Telephone Assistance 888-355-6931 Software: 8:00 AM EST to 8:00 PM EST Hardware: 8:00 AM EST to 4:00 PM EST</p> <p>Email Assistance indiana_support@3sigmasoftware.com wic@roeing.com</p> <p>For Telephone assistance please provide the following information:</p> <ul style="list-style-type: none"> The site name and number Your name Indicate if you need assistance on hardware or software Detailed description of the problem <p>For email assistance, please provide the following information:</p> <ul style="list-style-type: none"> The site name and number Your name Indicate if you need assistance on hardware or software Detailed description of the problem <p>TEAMVIEWER</p>

<p>3.</p>	<p>Click the Allow Unattended access link.</p> <p>The Open File – Security Warning dialog box is displayed.</p>	 <p>Roeing Remote Support</p> <p>Remote support will allow a Roeing staff person to help you diagnose your computer issue. With this tool, we can view your desktop or, with your permission, control your keyboard and mouse. This tool requires that you be present at your computer to grant us rights to view or control your machine remotely.</p> <p>To use the tool, click the link below which will install and run the program. After the program is installed, you will need to read the ID and password to the Roeing staff person to allow them to connect to your computer.</p> <p>Allow Remote Control</p> <p>Allow Unattended access</p>
<p>4.</p>	<p>Click the Run button.</p> <p>The TeamViewer 9 Host Setup dialog box is displayed.</p>	 <p>The image shows a Windows Security Warning dialog box titled "Open File - Security Warning". It asks "Do you want to run this file?". The file name is "...loads\TeamViewer_Host_Setup-idcjqwrzfx (1).exe", published by "TeamViewer". The "Run" button is highlighted with a red box.</p>
<p>5.</p>	<p>Click the Next button.</p> <p>The Environment screen is displayed.</p>	 <p>The image shows the "TeamViewer 9 Host Setup" dialog box. It says "Welcome to TeamViewer 9 Host" and "Click next to proceed with the installation of TeamViewer 9 Host". It provides information about remote access and system service installation. The "Next >" button is highlighted with a red box.</p>

<p>6.</p> <p>Click the Company / Commercial use radio button.</p> <p>Click the Next button.</p> <p>The license Agreement screen is displayed.</p>		
<p>7.</p> <p>Click the I accept the terms of the License Agreement check box.</p> <p>Click the Next button.</p> <p>The Installing screen is displayed.</p>		
<p>8.</p> <p>You should see the process bar showing it being installed.</p> <p>The setup completion screen is displayed.</p>		

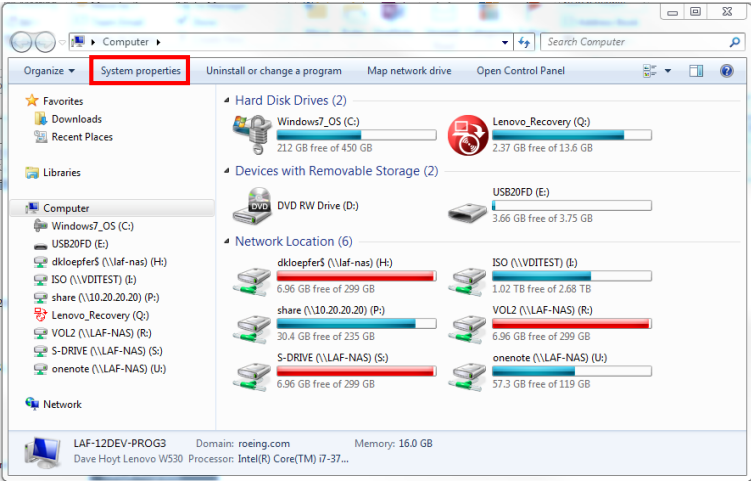
<p>9.</p>	<p>Click the Next button.</p> <p>The Account Assignment pop up dialog box is displayed asking for your Computer name – This will auto populate.</p> <p>Your Password is INWIC</p> <p>Record your Computer name so that it can be sent in an e-mail to the Roeing Service Desk at the end of this installation of the TeamViewer software.</p> <p><u>Note:</u> If your computer name does not populate, skip to step 14 below for instructions on how to find your Computer name.</p>	
<p>10.</p>	<p>Click the Allow and finish button.</p>	

<p>11.</p>	<p>Please record Your ID number so that it can be sent in an e-mail to the Roeing Service Desk at the end of this installation of the TeamViewer software.</p> <p>After you have recorded Your ID number, click the OK button.</p>	
<p>12.</p>	<p>Click the Finish button.</p>	
<p>13.</p>	<p>Please email the Computer name and Your ID number that you recorded in steps 9 and 11 to: wic@roeing.com</p> <p><u>Note:</u> If your computer name did not populate, proceed to step 14 below for instructions on how to find your Computer name.</p>	<p>Your Computer name and Your ID number will be used to identify your system and allow a Service Technician to log into your unattended system and perform any requested or needed service as well as perform any updates that may be required.</p>

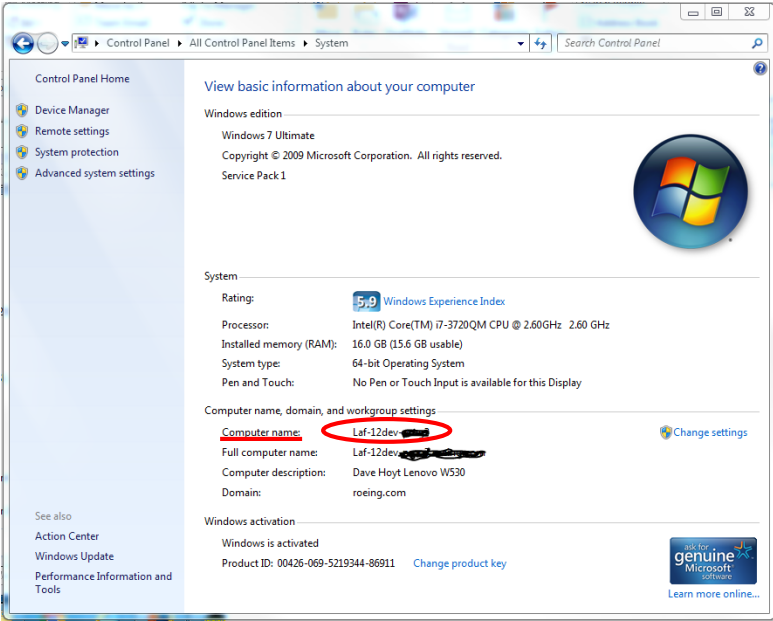
<p>14. To view your Computer name, click the Start button.</p> <p>The system Startup Menu is displayed.</p>		
<p>15. On the system Startup Menu, click the Computer option.</p> <p>The Computer screen is displayed.</p>		

16. On the Computer screen, click the **System properties** option on the menu bar.

The computer basic information screen is displayed.



17. The Computer name is displayed under the Computer name, domain and workgroup settings section of the screen.



Task completed.

Summary