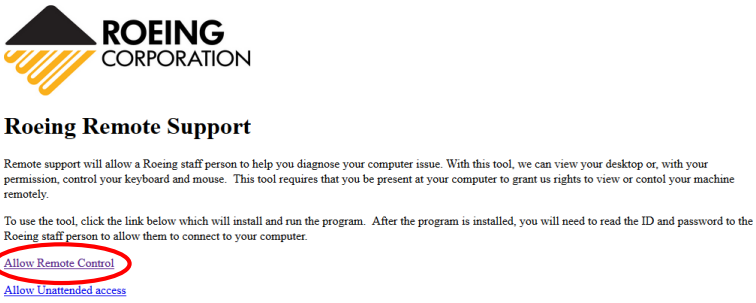
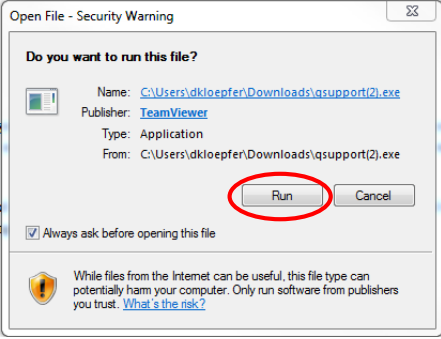



TeamViewer Quick Support

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. If, during a call, the Help Desk technician requests access to your system, the steps below will walk you through the process of allowing and establishing that 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 Remote Control link.</p> <p>The Open File dialog box is displayed.</p>	 <p>ROEING CORPORATION</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 Roeing Corporation Quick Access dialog box is displayed.</p>	 <p>Open File - Security Warning</p> <p>Do you want to run this file?</p> <p>Name: C:\Users\dkloepfer\Downloads\qsupport(2).exe Publisher: TeamViewer Type: Application From: C:\Users\dkloepfer\Downloads\qsupport(2).exe</p> <p>Run Cancel</p> <p><input checked="" type="checkbox"/> Always ask before opening this file</p> <p>While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?</p>
<p>5.</p>	<p>Allow the system to populate the Your ID and Password fields.</p> <p>After the fields have been populated, give the Help Desk technician your ID and Password.</p>	 <p>Roeing Corporation Quick Support</p> <p>ROEING CORPORATION</p> <p>Allow Remote Control</p> <p>Please tell your Roeing Corporation support representative the following ID and Password to connect to your desktop:</p> <p>Your ID: 796 476 162 Password: 3138</p> <p>Ready to connect (secure connection)</p> <p>www.teamviewer.com Cancel</p>

6.	The technician enters the information and a temporary connection is established between your computer and the technician's computer.	<ul style="list-style-type: none">• The technician will take control of your system remotely and perform the needed service(s). You will be able to view everything the technician is doing with your computer on your screen.• When the technician has completed the necessary service(s), the temporary connection will be closed and full control of your computer will be returned to you.• The technician will not be able to reconnect to your computer until another connection is established and you provide the technician a new ID and Password.
Task completed.		

Summary