Using
TeamViewer

Tip Sheet *Take2*

TeamViewer is a small Windows program that allows your computer to be controlled remotely. Meta Office uses this program in order to assist with support, training and troubleshooting. The TeamViewer Quick Support client does not require any installation, and uses the same security standards as https/SSL communication. This program will work through firewalls and NAT routing, and is very simple to use. Please note that this is third party software and although we have taken every precaution to select a safe and secure remote access application, Meta Office Limited cannot accept responsibility for damages arising from the use of this software.

1. Download the Team Viewer program from the Take2 website (http://www.meta-server.com/downloads/OtherInformation/TeamViewerQS4.exe)

2. Save the file (TeamViewerQS.exe) to your computer. You will need to run this file later, so be sure to save it somewhere you will be able to find it.

3. Contact the Help Desk to arrange a time where your computer can be accessed remotely.

4. When you are ready, run the TeamViewer program you have downloaded. You should then have a window which looks like this:
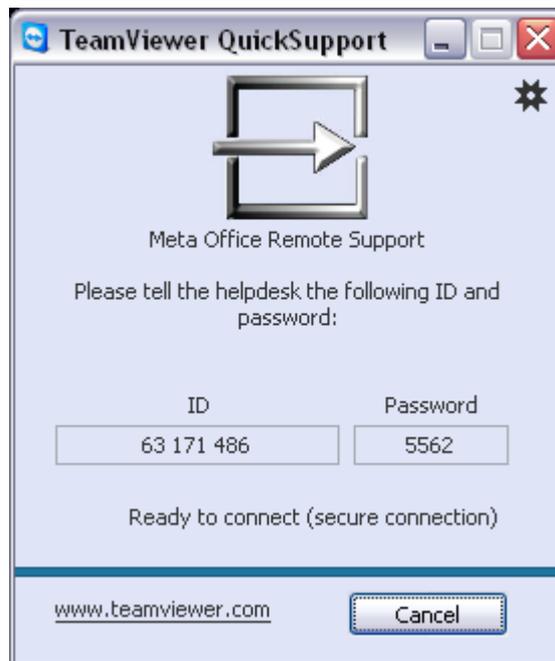
5. You then just need to inform the Help Desk of your ID and password, and they will then be able to connect to your computer and control it remotely.

About Team Viewer

Team Viewer is an application produced by [TeamViewer GmbH](). After evaluating several different options we have selected this program for a variety of reasons:

Simplicity
In testing we have found this program to work every time, without any changes to firewall or NAT routing settings. No installation is necessary, meaning you do not need to have an administrator account in order to run this program.

Security
The traffic going between you computer and the helpdesk's computer is completely encrypted with RSA key exchange and RC4 session encoding, the same standards banks use for online banking. TeamViewer does not require an installation, which means that it doesn't leave any vulnerabilities in your computer after it has finished running. The password is regenerated each time TeamViewer is started, so the access you've given us to your PC cannot be reused after you have closed TeamViewer. The product has been given a five star security rating by the German Association of IT appraisers and assessors

Transparency
TeamViewer does not allow 'hidden' access to your PC. Connections can only be made when you've opened the program, and after that happens you can watch the remote users actions, which we hope will provide peace of mind to those conscious about the protection of the data on their computer. If you don't want to sit and watch your PC, TeamViewer allows us to record our actions in a format which we cannot edit, but can be viewed with TeamViewer. If you would like us to provide a recording of the actions we take on your PC, please advise the helpdesk prior to beginning the support session.

If you have any questions about TeamViewer, or would like to use it yourself, visit
http://www.teamviewer.com/