

Connecting to ICT support through TeamViewer for Sale College

1. Visit the [Sale College website](#) support page and click on the **Connect to the ICT Support Team** link or visit <https://get.teamviewer.com/6p3ry8f> directly. You will be presented with a web page as follows:

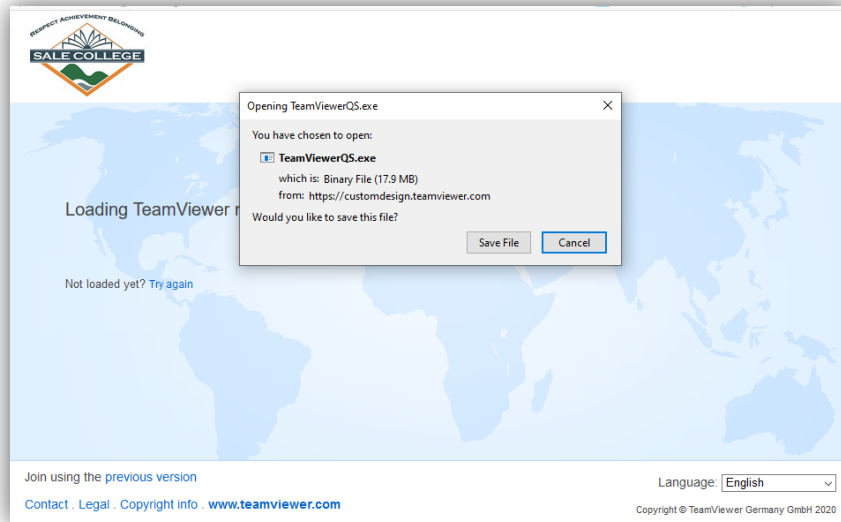


Figure 1: Sale College TeamViewer download page

2. If prompted select **Save File** and select a download location. Chrome browser users may find their download starts automatically and is shown downloading in the bottom –left corner of their browser window, as shown:

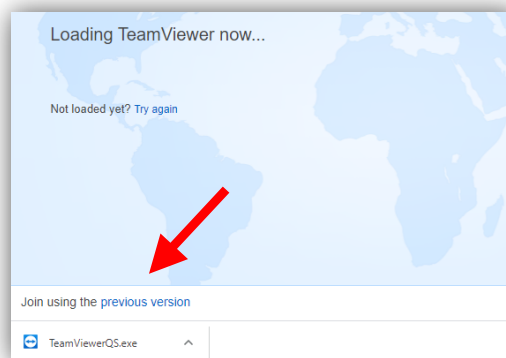


Figure 2: TeamViewer client downloading in Chrome browser

3. Once downloaded, open the **TeamViewerQS.exe** file. If asked to *allow this app to make changes to your device* select **Yes**. The application will display as shown as ask for the following information:

Session code: Automatically created for each session.

Your name: Your full name or student ID

Description: Description of the issue. *i.e. Microsoft Word will not open.*

Sale College

RESPECT. ACHIEVEMENT. BELONGING.

SALE COLLEGE

Allow Remote Control

Please wait until your partner joins the session.

Session code

s14-262-341

Your name

John Smith

Description

Microsoft office will not open

Cancel

www.teamviewer.com

Ready to connect (secure connection)

Fill in the information as required and please wait for a Sale College technician to be available to connect to you to assist remotely, making sure to leave the TeamViewer application running with internet access to the device.