



# Allow IT Support Access to your device

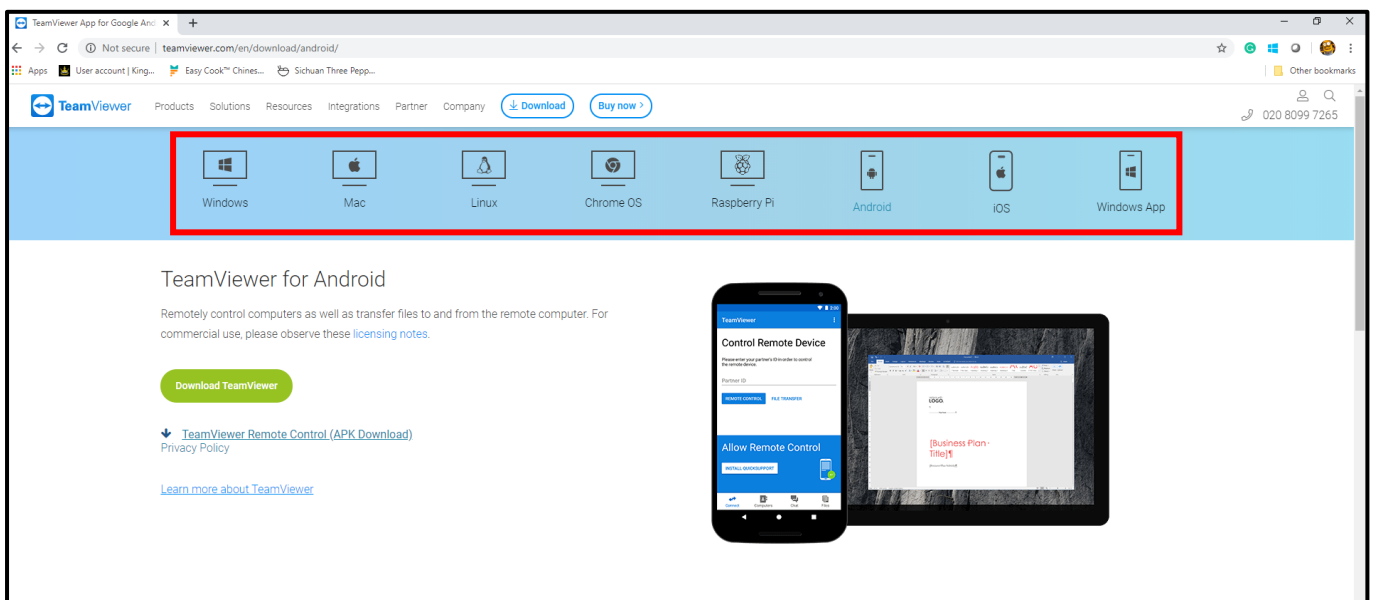
John Taylor MAT

JTMAT IT Support if required remote to a number of different devices in order to support you while you're away from school. We have chosen to use TeamViewer as this product is free for personal/non-commercial use works on a variety of devices.

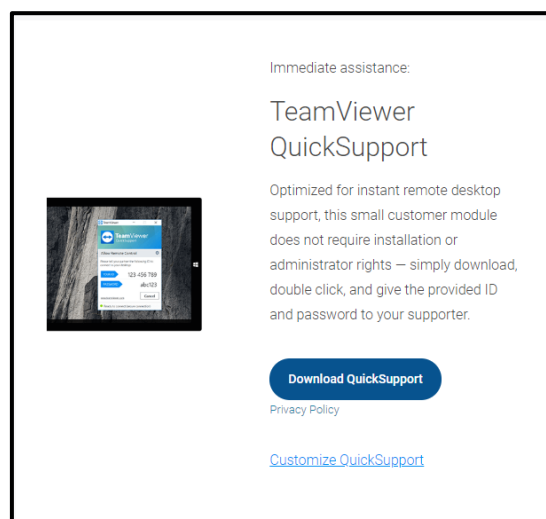
Do not follow these steps unless you have been instructed to do so by a member of the IT Support Team.

**Remote connections can only be initiated by you and once started the operator will have full access to your device and screen.**

1. Regardless of device visit: <https://teamviewer.com/en/download>
2. Select the type of device you are currently using:



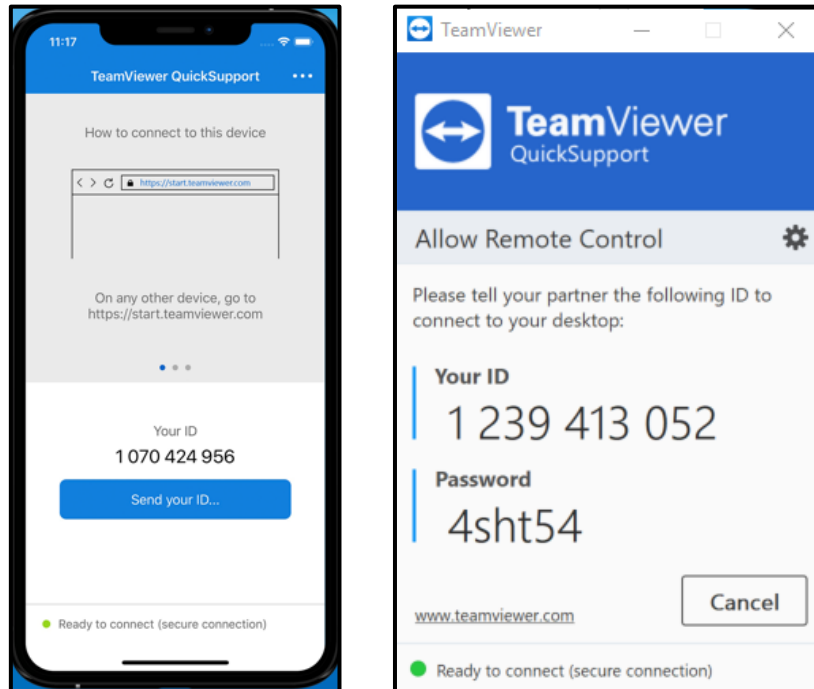
3. Scroll down and select **"TeamViewer Quick Support"**. Depending on the device you may be taken to the AppStore, Google Play or a file may be downloaded.



4. **Mobile Device:** If you are using a mobile device you will need to download and run the app.

- a. **Android:** <https://play.google.com/store/apps/details?id=com.teamviewer.quicksupport.market>
- b. **Apple:** <https://apps.apple.com/us/app/teamviewer-quicksupport/id661649585>

- 5. If you are using a MAC or Windows device a file will download, you will need to run this file.
- 6. Once you have run the app or the downloaded file you will be presented with a screen that looks similar to one of these:



- 7. Make a note of **Your ID** and send this to the member if IT Support who is dealing with your issue.