

# TeamViewer Help

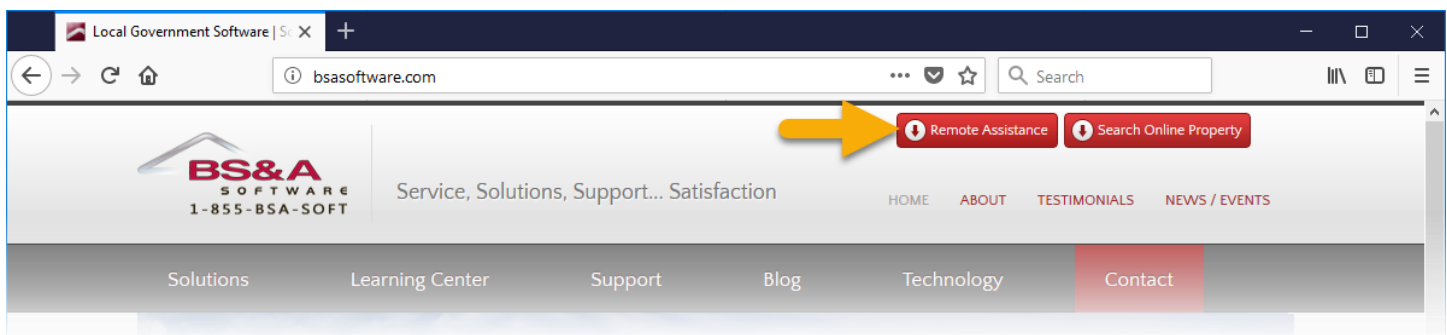
Questions? From within BS&A, go to **Help>Contact Customer Support** and select **Request Support Phone Call** or **Email Support**. Or, you may call us at (855) 272-7638 and ask for the appropriate support team. Questions for our I.T. team may be submitted by phone (same number), or by emailing [itsupport@bsasoftware.com](mailto:itsupport@bsasoftware.com).

## About TeamViewer

TeamViewer is a simple, fast, and secure remote control application. BS&A Software uses TeamViewer for remote access to our customers' PCs to aid in troubleshooting. This greatly improves our ability to give our customers fast and accurate results by allowing us to see and control their PC for a short time.

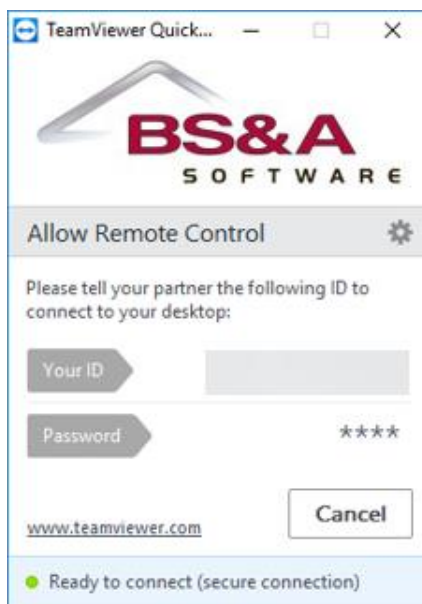
## Starting a Connection

When a BS&A representative needs to start a remote connection, and you agree, you will be asked to either visit our webpage and click Remote Assistance...



...or click an option in the BS&A application's Help menu to initiate the remote session.

Upon initiation, the following dialog appears:



The BS&A representative will ask for the unique number appearing in the "Your ID" box to begin the remote session.

## Connection Details

Once the connection has been established, both you and the BS&A representative will have the ability to see and control the PC. We have found that many times calls can be concluded very quickly by using this feature because both parties can see what is happening and quickly resolve the problem by working together. The TeamViewer application also allows for the transfer of files between both parties and can be very useful in sending you updated report files, program updates, etc.

## Questions & Concerns

BS&A understands that more than ever people are focused on the security and the safety of their network PCs and files, as well as their users' safety. We do not take these concerns lightly. You can terminate the remote connection at any time simply by closing the application. In addition, the remote session can only be started by someone that manually starts the application, and they must provide the tech support representative their unique ID in order for the remote session to take place. By using the TeamViewer application for remote support, you ultimately have control over the entire session.