

Downloading, installing and Allowing Access to TeamViewer (Client Version - Windows):

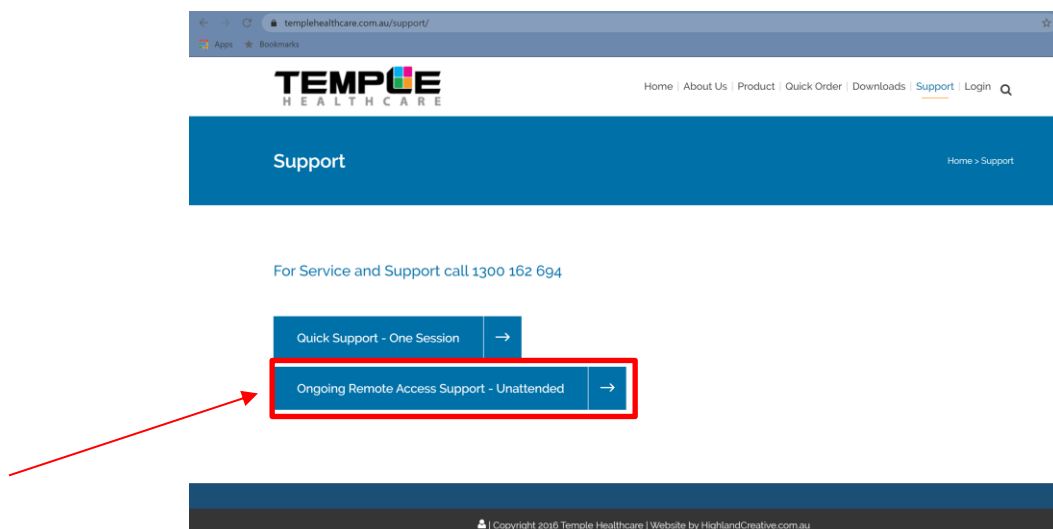
The following procedure illustrates the necessary requirements and instructions to allow remote access to Temple Healthcare representatives via TeamViewer for diagnosing and troubleshooting related purposes. The following document has been configured via Windows 10.

1. Downloading TeamViewer (Temple Healthcare Version):

Using your designated web browser, access:

<https://www.templehealthcare.com.au/support/>

Once this page has been accessed, click on the “Ongoing Remote Access Support – Unattended” box, as illustrated below. This will direct you to the TeamViewer website where a company specific version of TeamViewer will begin to download.

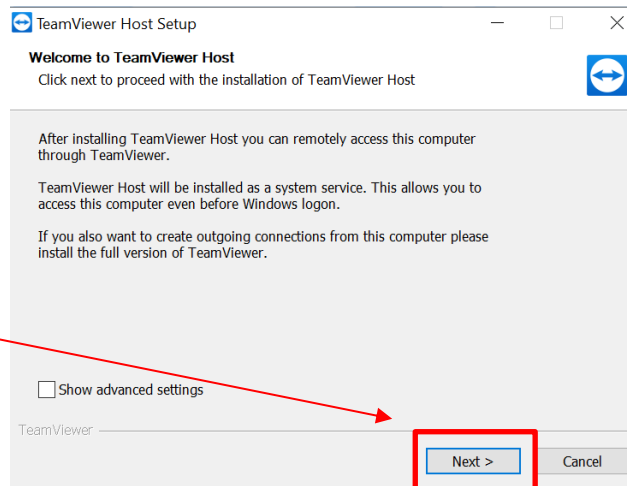


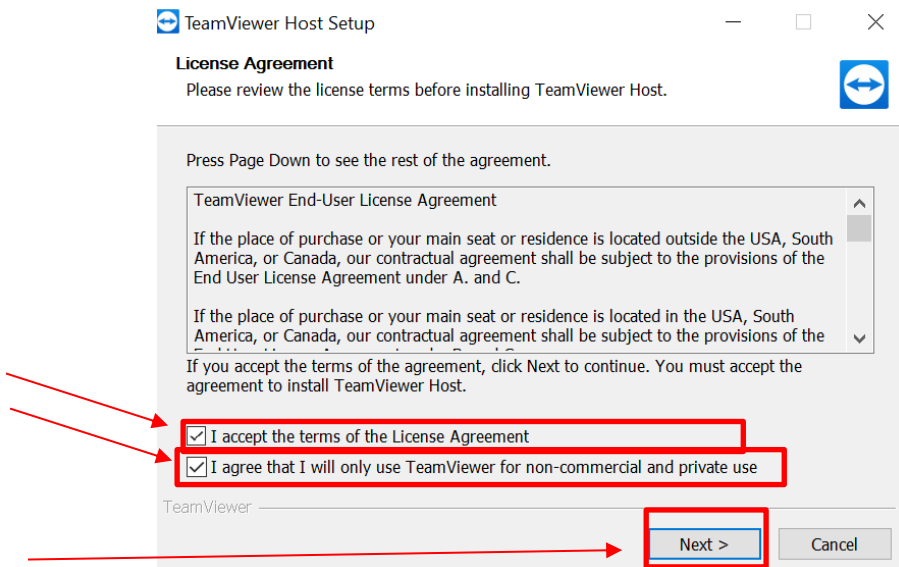
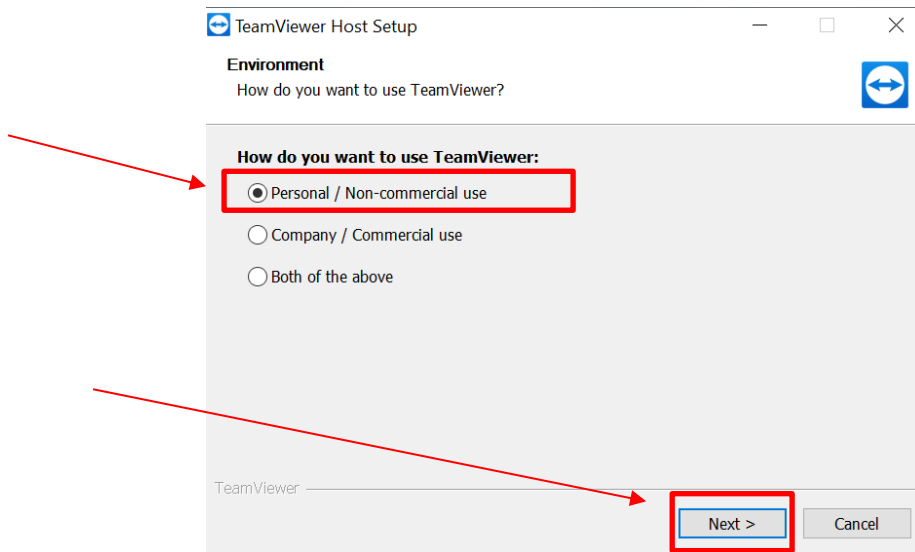
Once the download has been initiated, you will be prompted with a few options. Select “Run” on the pop-up box as outlined below:



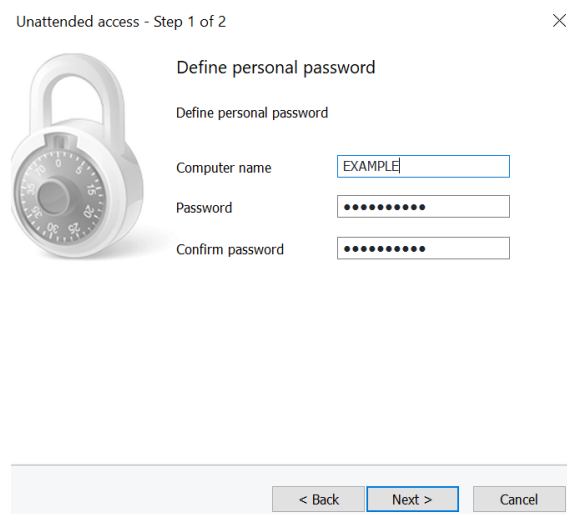
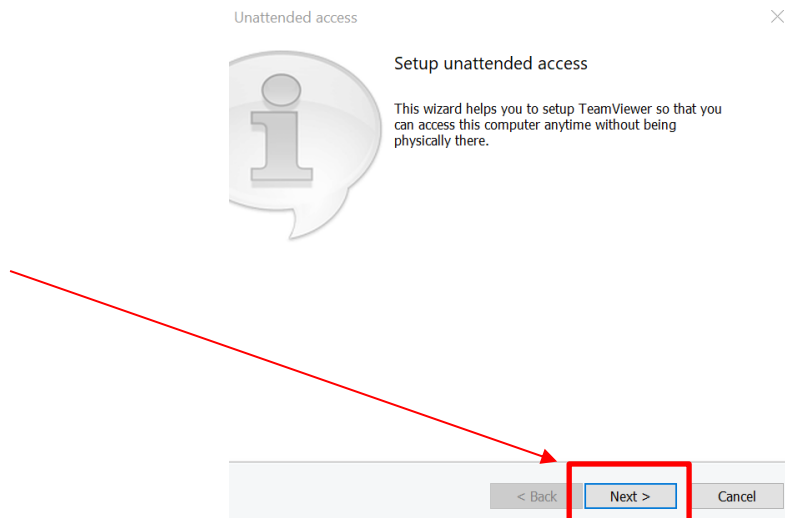
2. Installing TeamViewer:

Once the download is complete. An installer should be activated. Follow the below selections during the installation process:

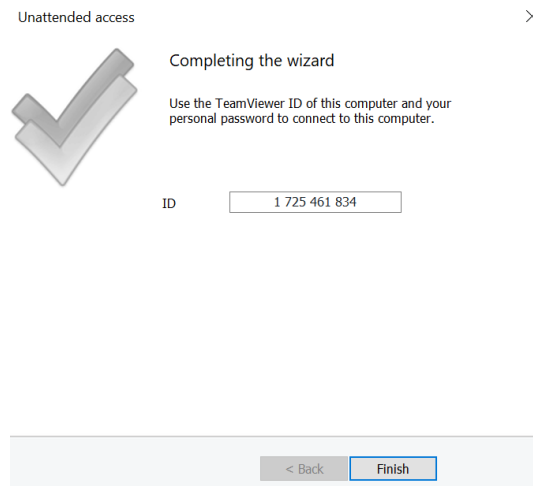
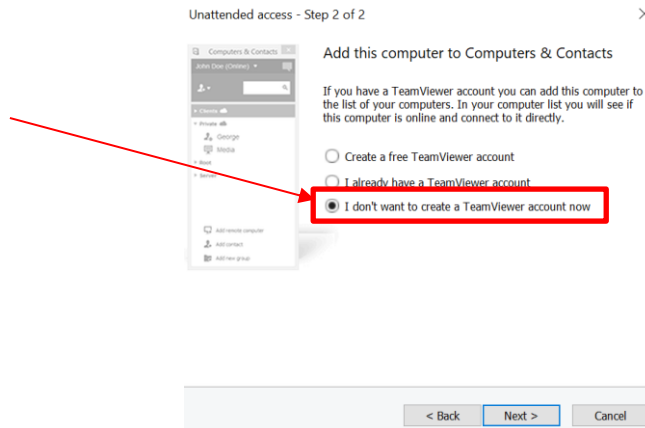




3. Installing Unattended Access:



During this stage, the customer should contact their respective Temple Healthcare service provider for the following credentials. This will be the computer name displayed in our remote database. This should be a clearly defined name to help the troubleshooting process.



Once complete, note down your Computer's TeamViewer ID. This will be the ID used to remotely access your PC if required. This ID is accessible in the future in the TeamViewer application; however it is suggested this number is noted down somewhere safe.

If you require any further assistance, please feel free to contact Temple Healthcare.