



Zenith
Workforce Solutions

Teamviewer Guide

Zenith Workforce Solutions Ltd

Creating a Teamviewer Session Via ZenithWFM

At Zenith Workforce Solutions Ltd we currently use the latest Teamviewer13 as our primary means of providing instant support to our clients; Teamviewer has in built Chat and Voice functionality that allow us to understand exactly what your issue may be. We are able to connect to any system using Teamviewer13 or any earlier versions of the software in seconds by following the instructions below, if you have an existing version of Teamviewer installed then simply let us know your user ID and password and we will start a remote session. Please follow the instructions outlined below to begin a remote session.

If you are a customer using our ZenithWFM cloud based solution then you will have immediate access to the download link for Teamviewer Quick Support. If you log into the system, on the main screen (where coloured blocks are shown) will see in the bottom right hand corner of the screen will say "Remote Session". If you click this link it will take you to the page shown below and begin the download of Teamviewer Quick Support.

Support: +44 (0)1233 665822 Email: support@zenithwfm.co.uk | [Remote Support](#)



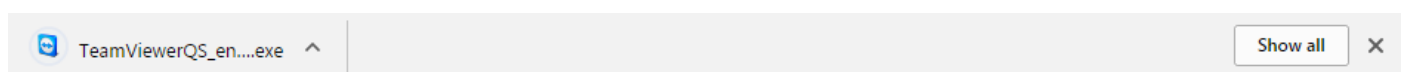
Join using the previous version

Language:

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Once you have downloaded the Teamviewer Quick Support module simply click on the download which will appear at the bottom of your browser window as shown below:

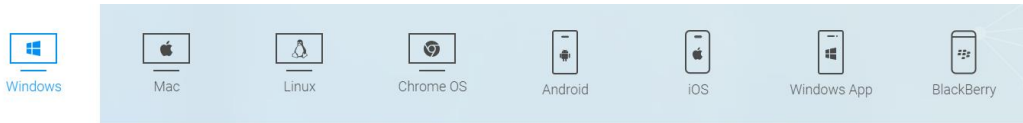


Finally, once the program has installed you will be presented with a window showing you your ID and password, let us know both and this will allow us remote access to your PC to offer remote support or remote training/demonstrations.

Downloading/Installing Teamviewer

If you are not currently using the ZenithWFM cloud based solution then you are able to download the required Teamviewer module direct from the Teamviewer website. In your browser copy and paste the link below this will take you to the Teamviewer download page:

<https://www.teamviewer.com/en/download/windows/>



TeamViewer for Windows

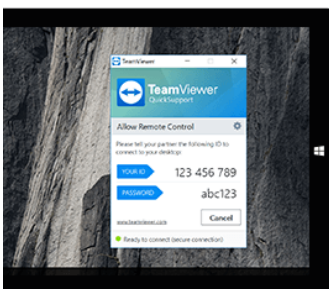
Establish incoming and outgoing remote desktop and computer-to-computer connections for real-time support or access to files, networks and programs. Collaborate online, participate in meetings, chat with other people or groups, and make video calls in one-click. After downloading and installing this software, you'll have your first session up and running within seconds.

[Download TeamViewer](#)

v13.1.3629



On this page you can see that Teamviewer supports all platforms including Linux and Mac systems, select the platform that you are currently using and then scroll further down the page until you see the section shown below. Click the Download Quicksupport button and follow the instructions outlined on page 2 of this guide, the download will appear at the bottom of your browser and once you install this you will be presented with an ID and Password that will allow us to connect you your machine.



Immediate assistance:

TeamViewer QuickSupport

Optimized for instant remote desktop support, this small customer module does not require installation or administrator rights – simply download, double click, and give the provided ID and password to your supporter.

[Download QuickSupport](#)

If you have any queries regarding Teamviewer access then please don't hesitate to give us a call or send an email and we will be able to answer any questions.