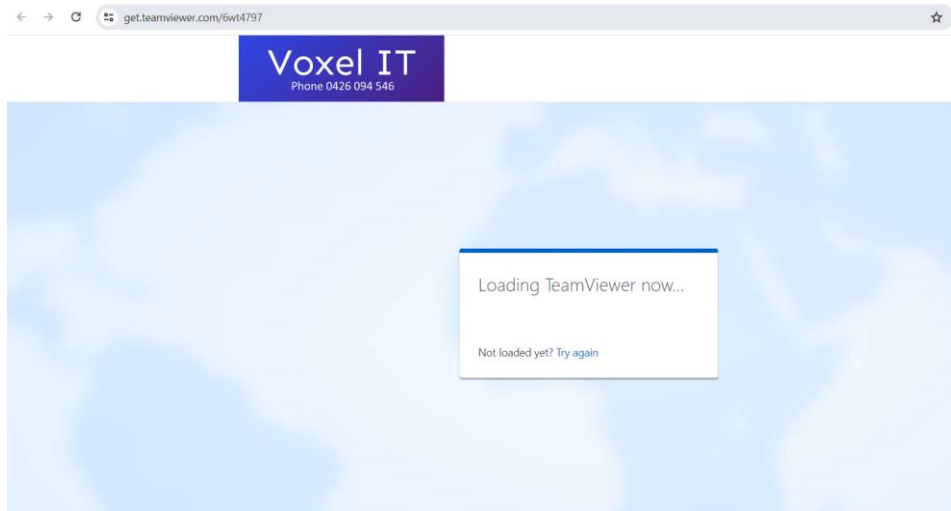


Voxel IT Remote Support – Setup Instructions

Click the **Download TeamViewer** link on <https://VoxelIT.com/support>

You will be redirected to a site like below, if TeamViewer doesn't automatically download you can click "Try Again" Once TeamViewer has been downloaded you will find it in your Downloads folder.



Double click the TeamViewer_QS application and it will launch, first it'll prompt you for Yes or No, select Yes

You will then see the Disclaimer, you must accept this for Voxel IT staff to assist you



You will then see some information to fill out, fill in the information and if you haven't already, give us a call and we can assist you.

A screenshot of the 'Voxel IT Support' form. The header shows the 'Voxel IT' logo and phone number. Below is a section titled 'Allow Remote Control' with a gear icon. The instructions say: 'Please fill in the information below and call Voxel IT staff to begin the remote support session'. The form includes fields for 'Session code' (with a redacted value), 'Your name' (with a sub-field for 'Full Name'), and 'Description' (with a placeholder 'Type in issue description'). A 'Cancel' button is at the bottom right. At the very bottom, there is a green status bar that says 'Ready to connect (secure connection)' and the website 'www.teamviewer.com'.