

Dear WSCUG members

We are going to attempt to provide “drop in computing help” remotely while the Senior Recreation Center is closed. We will be using a program called TeamViewer. TeamViewer is a remote-control program that allow us to view your device remotely and for some devices, control your device. On phones and tablets remote control is not available so we will be able to see your screen and then tell you what you need to do.

In order to get help you must do the following:

- 1) Send an e-mail request to WSCUGroup@gmail.com with:
 - a) Your name, cell phone number or land line
 - b) The type of device you need help on (desktop PC, laptop PC, Apple computer, Android phone, Android tablet, iPhone or iPad)
 - c) and a **BRIEF** description of your problem. Requests must be received by **noon** on the day of regular Drop-In help, usually the fourth Monday of the month. **But this month it is the third Monday May 18, because of the holiday.**
- 2) Have TeamViewer installed on your device. Download the TeamViewer App from www.teamviewer.us/download
After downloading install the app and grant any permissions it asks for. See the instructions below to be sure to have TeamViewer installed on the device you want help with and the steps necessary to get assistance.
 - a) Here is a video to help you install and configure TeamViewer <https://www.youtube.com/watch?v=dPZJUoh3PzA>
 - b) The **first 3:10 minutes** demonstrate installation on a **PC**.
 - c) Then **3:54 -7:25 minutes** demonstrate installation on a **MAC** and how to change security settings to allow remote control.
- 3) If you have any questions in advance, please send an e-mail to:
Jim drdelta91@gmail.com for PC or Android devices
Andrea aantonik@sonic.net for PC or Apple devices: (Andrea’s TeamViewer support ID is sherlock84)

Requests will be handled in the order in which they are received. Because of time limitations it may not be possible for us to reach everyone who requests assistance. Depending on when your request is received, we will try to notify you if we don’t think we will be able to get to you during the 2:00-4:00 period so you won’t waste your time waiting. We will notify you by 2:00 as to your position in the queue so you will have a general idea of when we might call. Each support request will have different time constraints so we can’t say with certainty how quickly we will get to you. We will call you when your request is the next on the list between 2 and 4 on May 18. Please be sure your device is on and you are running TeamViewer when we call. There may be instances when we may be unable to solve your problem without physical presence, for which we apologize.

TeamViewer is not a video call so we will use the phone to contact you.

TeamViewer will only allow us access to your device when you request it. We, and anyone else, have no ability to access your device at any other time so your security is protected.

PC

Download the TeamViewer App from <https://www.teamviewer.com/en-us/download/windows/>

Start the TeamViewer app

You don’t need an account to receive support

When we call you:

Have your device on.

Have TeamViewer running.

Be prepared to give us the **TeamViewer ID number and password.**

When the connection is complete Click on the allow connection button

When connected you can now explain your problem in more detail and we will attempt to solve it

Android

Install TeamViewer Quick Support from the Android Play Store

Start the app

When we call you:

Click on SEND MY ID

Scroll through the apps list to find your mail client

In the To line enter the email address for the person who you are requesting assistance from:

For Jim drdelta91@gmail.com

For Andrea aantonik@sonic.net

Then click the send arrow at the top

When we connect you will get two dialog boxes

In the Allow remote support dialog click ALLOW

In the Exposing sensitive information dialog click START NOW

When connected you can now explain your problem in more detail and we will attempt to solve it

Macintosh

Download and Install the TeamViewer App for MacOS from www.teamviewer.com/en-us/download/mac-os

Start the TeamViewer app

You don't need an account to receive support

When we call you:

Be prepared to give us the **Teamviewer ID number and the password.**

iPhone and iPad

Download and install the TeamViewer QuickSupport app for iOS on the iPhone or iPad from the App Store.

Start the app.

Click on SEND MY ID

Scroll through the apps list to find your email client.

In the To line enter the email address for the person who you are requesting assistance from:

For Andrea: aantonik@sonic.net

Send the email.

Allow remote connection from sherlock84 (this is Andrea's TeamViewer support ID)... click 'allow'

Click on "Start Broadcast".

Then "Start Broadcast".

It will show a countdown for "Broadcast" and time will start for the TeamViewer App.

When connected there will be a red banner across the top of your iPhone\iPad.

When connected you can now explain your problem in more detail and we will attempt to solve it

To stop the connection, click on the red banner and then click on "Stop Broadcast".