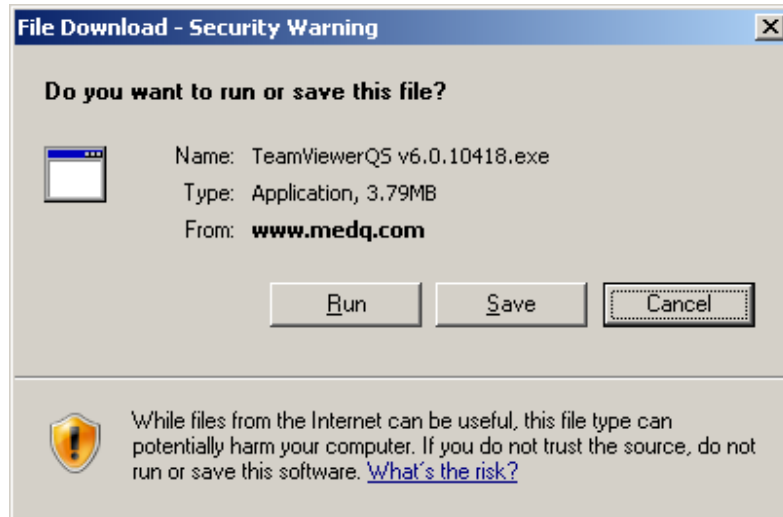
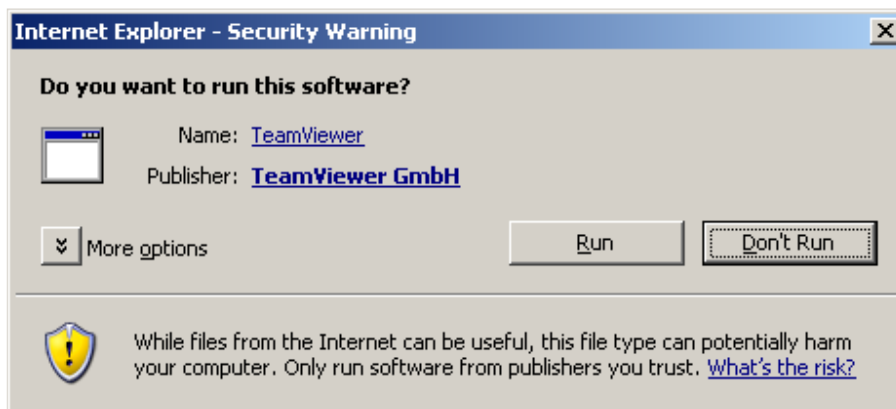


Customer Guide for using Team Viewer Quick Connect

- After clicking the TeamViewer download you will be prompted to run or save the file. Click **Run**.



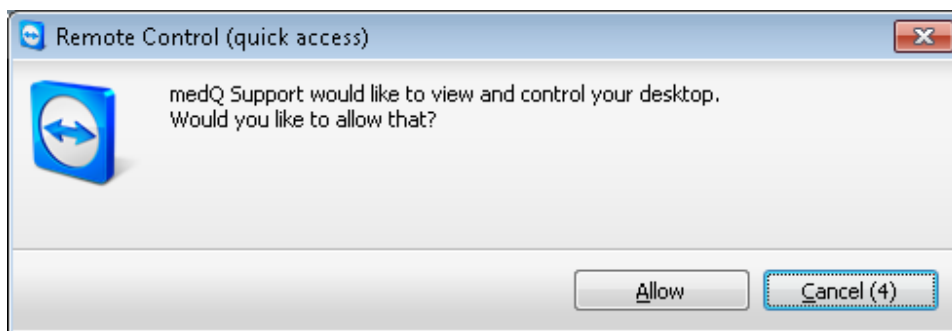
- After the file downloads the user will be prompted to Run or Don't Run. Select **Run**.



- Next, a TeamViewer popup will be displayed with the TeamViewer ID and Password.



- At this time the customer must contact medQ with the TeamViewer ID and details of the problem.
- When medQ support attempts to connect, the user will be prompted with a message to allow medQ Support to view and control the desktop. User must click the **Allow** button within 10 seconds.



- When the connection is established, it will be displayed in the bottom right of the screen.

