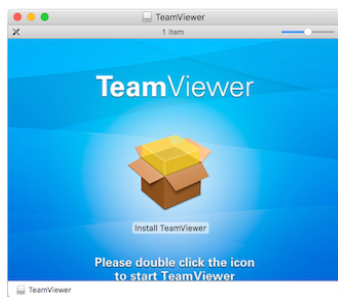# Remote-Control Tech Support with TeamViewer

Setting Up Remote-Control with TeamViewer: One Time Only

1. Make sure you have an Internet connection on your Mac.
2. Open the Safari Web browser
3. In Safari, go to **www.teamviewer.com**
4. Look for the bright green "Download TeamViewer" button, and click it to download the TeamViewer app to your Mac.

<div align="center">

Download TeamViewer

</div>

5. Open your Downloads folder. From the Finder, choose Downloads from the Go menu.
6. Find the downloaded file "TeamViewer.dmg" file, then double-click it to unpack the installer.
7. A installer window will open with the TeamViewer installer package. Double-click the icon "Install TeamViewer" to install the app.

8. Follow the installer steps to complete installation.
9. You will be asked to enter the administrative password for your Mac to complete the installation. Enter your password and click "Install" to finish.
10. The TeamViewer setup wizard will start automatically. **Read the first step of the setup wizard**, and click **Continue**.

11. When the setup wizard reaches the second step, titled "Unattended Access," and prompts you for a username and password, ***click Skip.***
12. Click Finish.
13. TeamViewer will open.

Using Remote-Control with TeamViewer

1. Make sure you have an Internet connection on your Mac.
2. In the Applications folder, find the TeamViewer folder. To open the Applications folder from the Finder, click Go in the menubar, then click Applications. The Applications folder will open. Type the letter "T" to jump to applications starting with the letter T, and look for TeamViewer. Type T again, if needed, to select the TeamViewer app.
3. Double-click on the TeamViewer app icon to open the TeamViewer app.
4. Make note of the two sets of numbers shown on the TeamViewer window: Your ID and Password. Be ready to give these numbers to Mike when requested to begin your remote control session.
5. Call Mike at 972-333-3532, or find him online using Messages or FaceTime.
6. Read or text Mike the two series of numbers shown in the "Allow Remote Control" panel of the TeamViewer app: Your ID and Password
7. Mike will enter those unique codes into his TeamViewer app and initiate the remote control session.