

Obtaining Remote Support

1 You are a User with a problem!

You lack some relevant experience with computers and come across an issue you are unable to resolve but you have a friend who may be able to help. Your friend however is unable to visit you to give you “hands-on” support. What can you both do?

This problem can be readily investigated using “Remote Support”. A person at a remote location can safely connect to your computer and do (almost) everything you could do yourself if you only knew how! In this document we will refer to the person supporting you as the “Expert”. We will refer to you as the “User”.

You need some additional software to enable your Expert to support you remotely. Although other Apps are available we will be using a free App – TeamViewer. This App has all the features needed and is available for most computer platforms. Your Expert does not need to have the same type of computer as you, the User. This document covers Apple Mac and PCs using Windows but others are also supported.

Unfortunately, and because of its popularity, TeamViewer is also the preferred choice of those scoundrels out there trying to access your computer, so protective security hurdles have been introduced by some Internet Service Providers (ISPs). In addition, Apple restricts the installation and use of apps not sourced from the Apple App Store.

This document will tell you what you need to do to prepare your User’s computer for your friend to help you and also to inform your Expert what they need to do if they are not familiar with Remote Access software and especially TeamViewer; but first there is an important warning:

When you give anybody access to your computer, whether they are actually present in your house, but especially if they are connecting to your computer remotely, they are able to see **every** document on your computer and can install new, possibly malicious, software. This is inevitable if you need help but unfortunately there are criminals out there who masquerade as experts who have identified a problem on your computer and once you allow them access to your computer they will take it over and possibly deliberately make changes that prevent you from accessing your own computer and demand a ransom to restore your computer and/or steal personal files.

Only allow access to your computer, especially over the Internet, by people who you know and TOTALLY trust.

There are several aspect to this preparation:

- Make sure your Internet Service Provider is not blocking this remote access software
 - ◆ Because of the widespread fraudulent use of genuine remote access software some Internet Service (e.g. TalkTalk) providers block access to the software needed. If this is the case the blockage needs to be overridden so you can be assisted by your Expert
- Download and run the Remote Access software application.
 - ◆ The application we are using in this guide is called TeamViewer although other competing applications are available. The software is free for both you and the friend supporting you (for non commercial use)

- ◆ The TeamViewer App is available for many platforms and the instructions for making it ready depend on the type of computer you have. The person providing support and the person being supported do NOT need to be using the same type of computer. The TeamViewer App is available in two versions:
 - A “Quick Support” version does not need to be installed and is recommended for the User needing support
 - A full version will be needed by the Expert and does need to be installed to enable the Expert to initiate a support connection
- ◆ This document includes the following sections:
 - Internet Service Provider issues
 - Section 2, Internet Provider preparation
 - Apple Mac
 - Section 3, Mac Specific instructions
 - Windows PC/laptop
 - Section 4, Specific Windows Instructions
 - How to use TeamViewer
 - See section 5, How to use TeamViewer to get Assistance
 - Additional Features
 - Section 6, User/Expert – various features that may be useful

2 Internet Provider preparation

2.1 Background

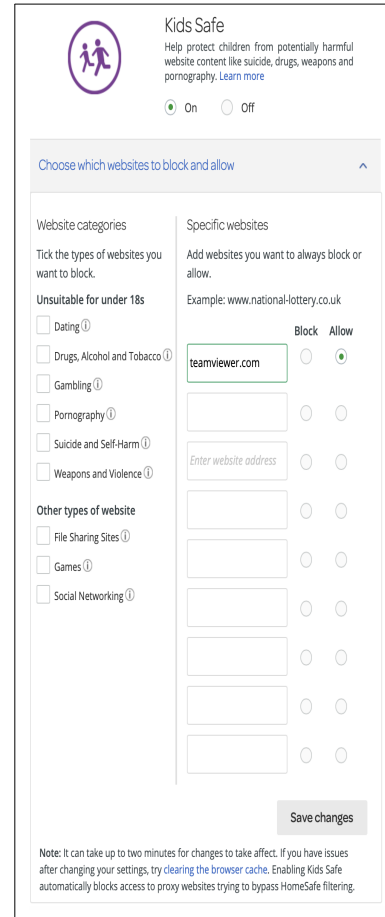
The only UK Internet Service provider known to block access to TeamViewer is TalkTalk.

2.2 Enabling TalkTalk access

TalkTalk blocks access to TeamViewer in an attempt to protect you from the criminals who have adopted the free TeamViewer to con you in giving them access and enabling them to steal your money. When you do have a legitimate need for remote assistance this well meaning protection gets in the way.

To remove the block try this to turn off HomeSafe:-

1. Log into your TalkTalk My Account.
2. Select My Services from the menu bar.
3. Select View HomeSafe settings.
4. Under Kids Safe click ON if it is OFF.
5. Click **Choose which Websites to Block and Allow** and a drop down box will open.
6. If under "Specific Websites" **teamviewer.com** is not listed, type it into one of the boxes and click the radio button "Allow". If **teamviewer.com** is listed ensure that it's "Allow" radio button is selected.
7. Click "Save Changes"
8. Useful video here <https://www.youtube.com/watch?v=mUfO0pqFP84>
9. The TalkTalk block is now released and TeamViewer can be downloaded



The screenshot shows the 'Kids Safe' settings page. At the top, there is a 'Kids Safe' logo and a toggle switch set to 'On'. Below this is a section titled 'Choose which websites to block and allow'. The page is divided into two columns: 'Website categories' and 'Specific websites'. Under 'Website categories', there are checkboxes for 'Unsuitable for under 18s', 'Dating', 'Drugs, Alcohol and Tobacco', 'Gambling', 'Pornography', 'Suicide and Self-Harm', and 'Weapons and Violence'. Under 'Specific websites', there is a list of websites with 'teamviewer.com' highlighted. The 'Block' and 'Allow' radio buttons are visible for each website, with 'Allow' selected for 'teamviewer.com'. A 'Save changes' button is at the bottom right. A note at the bottom states: 'Note: It can take up to two minutes for changes to take effect. If you have issues after changing your settings, try clearing the browser cache. Enabling Kids Safe automatically blocks access to proxy websites trying to bypass HomeSafe filtering.'

Note: On the "Choose which Websites to Block and Allow" page, see 5 above, you will see "Super Safe Boost" if this has been actioned it is a programme that has been installed on the experts and/or the users computer which has to be uninstalled. See here:

- <https://community.talktalk.co.uk/t5/Articles/TalkTalk-Online-Defence-SuperSafe-for-Mac/ta-p/2205233> for advice.

3 Mac Specific instructions

3.1 User's Computer

Although the TeamViewer App supports audio (and video) between the two parties Mac to Mac support audio is not available, so free calls on WhatsApp, Skype or similar apps are useful, otherwise unlimited minutes on your telephone account are necessary.

The installation and operation of TeamViewer will be resisted by the:

- The Mac Installation Restriction which prevents the download and installation of apps not sourced from the Apple App Store.
- The Mac Operation Restriction which restricts an installed app's access to certain sensitive computer based facilities e.g. Photo's, Camera, Microphone, Disk access, Contacts and Cameras.

These must be released as part of the installation procedure.

Your friend providing support can be using a Mac or PC and will require a full installation.

3.2 TeamViewer Installation Procedure on the User's or Expert's computer

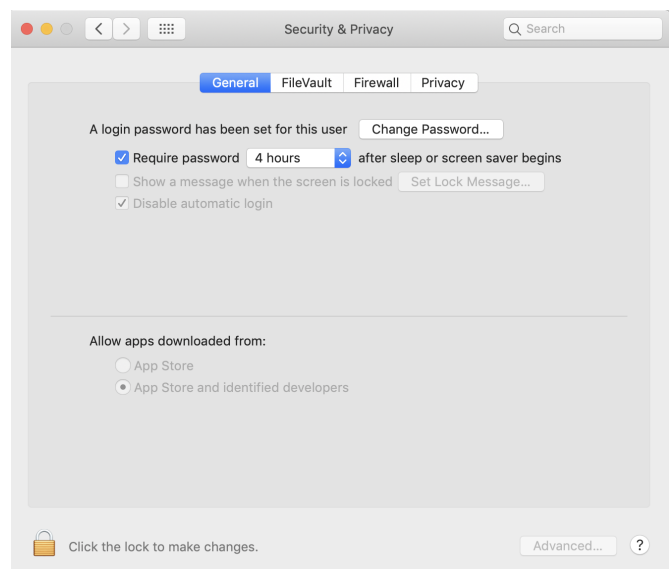
3.2.1 Download and Install TeamViewer

By telephone the Expert may need to help the User of the supported computer to navigate through the installation procedure assisted by this guide.

But before the download procedure commences there is usually a prompt to release the Mac Download and Installation Restriction. If this does not occur follow the procedure below.

To Remove the Mac Download and Installation Restriction.

1. Open System Preferences.
2. Select "Security and Privacy"
3. Select the "General" tab
4. Open the security lock by clicking it and entering your Apple computer password.
5. Under "Allow apps downloaded from" select the radio dot "App Store and identified developers"
6. Click the lock to secure your changes.
7. Close Security and Privacy.



Note: many Apple users who are used to downloading and installing Apps will have already actioned this procedure.

TeamViewer is provided in two versions. The Quick Support version is the version intended for User support as it does not need to be installed on the User's computer (although you still need to modify Apple security and privacy settings as described above). The full version can also be used. Your Expert should be able to advise you. In case of doubt use the Quick Support version on the User's computer.

Your Expert can email a link from their installation of TeamViewer to download the Quick Support version.

Alternatively these links should work:

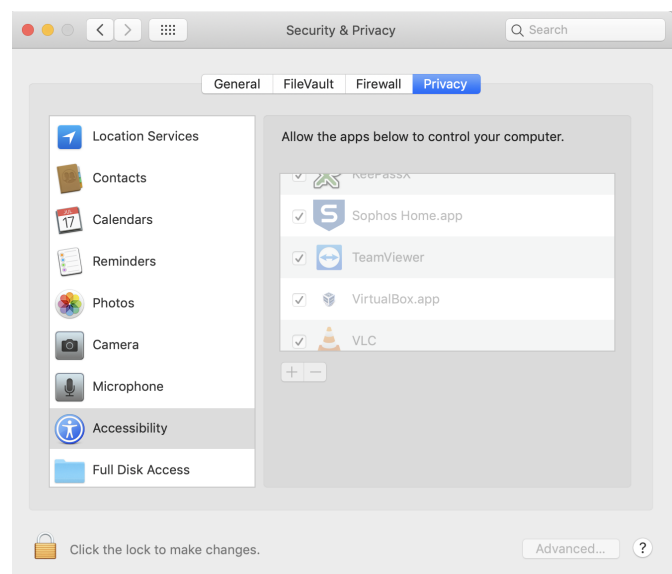
- TeamViewer Quick Support download can be downloaded and run on the User's computer. Note that it cannot be used by the Expert to connect to the User's computer
 - ◆ <https://download.teamviewer.com/download/TeamViewerQS.dmg>
 - This version will run without being installed but it may need to be downloaded each time remote support is needed unless the downloaded file is manually saved for use at a later date.
- TeamViewer Full Version installation (needed by the Expert) but could be used by the User
 - ◆ <https://download.teamviewer.com/download/TeamViewer.dmg>
 - Install this program but see note below about releasing the Mac Operation Restrictions.
 - This version is installed on the computer and will always be available without any further downloading

In both cases the Mac Operation Restrictions need to be released as described below.

3.2.2 Remove the Mac App Operation Restriction

Accessibility rights have to be granted by the computer owner to enable the App to function.

1. Open System Preferences.
2. Select "Security and Privacy"
3. Select the "Privacy" tab
4. In the panel on the left of the dialog box select "Accessibility". The centre panel in the dialog box will be greyed out.
5. Open the security lock by clicking it and entering your Apple computer password. The centre panel in the dialog box will become available.



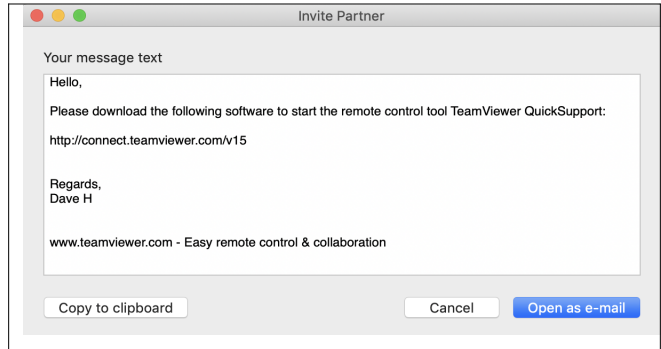
6. Scroll down the items in the centre dialog box, TeamViewer should be shown, if so ensure that it is ticked. If it is not shown click the + sign just below the panel. Finder will open showing the Applications folder. Scroll down to `teamviewer.app` or `teamviewerQS.app`, as appropriate, select one and hit "open". `teamviewer.app` or `teamviewerQS.app` will appear in the centre dialog box, ensure that it is ticked.
7. Click the lock to secure your changes.
8. Close Security and Privacy.

Note: On a Mac computer the app has to be installed before the Mac Operation restriction can be released.

3.2.3 Email invitation from Expert

Your Expert can send an invitation email from TeamViewer:

1. Open TeamViewer on the Expert's computer.
2. In the TeamViewer dialog click **Send Email Invitation**, if this is not available, Go to the task bar, select Connection and in the drop down click "Invite Partner".
3. This dialog box will open, click **Open as Email** The email will open in your email app in a Send dialog.
4. Edit as necessary and send.
5. When the User requiring support receives this email they should click the link which will download TeamViewer Quick Support which does not require installation or administrator rights to run.



3.2.4 Retaining the TeamViewer Quick Support version

On a Mac computer the TeamViewer Quick Support version is not installed and it may no longer be available if the session has to be stopped and then resumed on another day. The Expert will need to make sure that the downloaded App is retained in a place where the User can find and run it again.

Alternatively it can be downloaded again or the full version could be installed.

4 Specific Windows Instructions

4.1 User's Computer

TeamViewer is provided in two formats. The version you would normally want here is the Quick Support version although the full version can also be used. Your Expert can email a link from their installation of TeamViewer to the User to download the QuickSupport version on the user's computer.

Alternatively these links should work:

- TeamViewer Quick Support download can be downloaded and run on the User's computer. It cannot be used by the Expert to connect to the User's computer
 - ◆ <https://download.teamviewer.com/download/TeamViewerQS.exe>
 - This version will run without being installed.
 - It will be in your Windows Downloads folder.
 - It can be saved e.g. to your Desktop for future use.
- TeamViewer Full Version installation (needed by the Expert) but could be used by the User
 - ◆ https://download.teamviewer.com/download/TeamViewer_Setup.exe
 - Install this program. You will need Administration rights.
 - This version is installed on the computer and will always be available without any further downloading

4.1.1 Full installation

This version is required to give support (as an Expert) to other user's Computer and has the advantage over the Quick Support version that it is an installed program and hence there is no need to download it or to run a previously downloaded version.

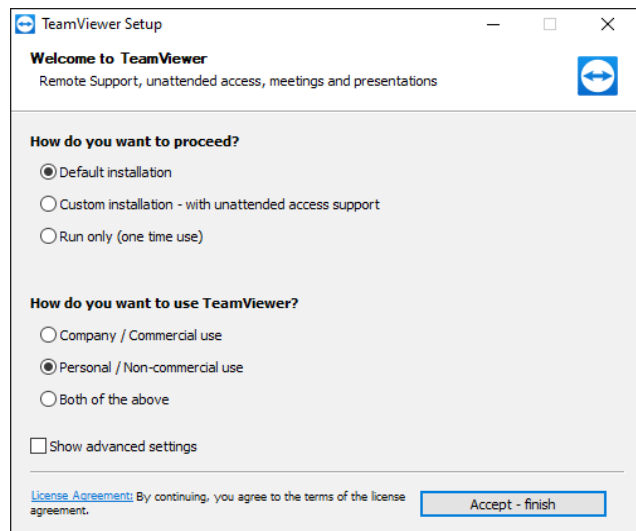
The image shows the setup screen after the default options have been changed to the values we need.

The initial defaults are:

- Run only (one time use)
- Company/Commercial

The values we need are as shown:

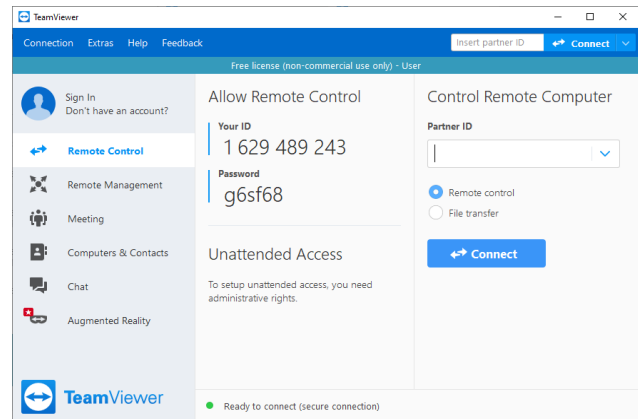
- Default installation which will install as a standard Window program
- Personal which means you are not using the program for commercial gain



Click **Accept / finish** to complete the installation.

You will then see the normal full installation screen. Which shows three columns.

- Left column contains the various modes that can be used.
 - ◆ The top one, Remote Control, is what we are considering here.
- Middle column contains the Computer ID (labelled Your ID) and Password in a similar manner to the QuickSupport version.
 - ◆ The Computer ID is always the same
 - ◆ The password changes each time the program is started.
- The right column is where you will enter the User's computer ID when initiating a support session – see section 5.2.2 below.



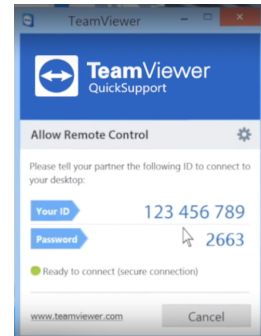
5 How to use TeamViewer to get Assistance

Once you, and your Expert, have successfully downloaded TeamViewer (and installed it if using the full version), and removed any Operating Systems restrictions that prevent it being used, how do you use it to solve your problem?

Note that it does not matter whether the Expert and the User are using different types of computers, In general the Expert will be on a similar platform to the user but for example he User could be on a Mac and the Expert be on a PC and the remote support will still work.

5.1 User needing support

1. The User needs to open the TeamViewer app on the User's computer.
 - a) With Quick Support a small dialog box like this will appear.
 - b) If you have chosen to install the full version of TeamViewer then the information needed by the Expert are shown in the centre column,
2. The Expert needs these the following information:
 - a) The first item is the "Your ID" field, in this case **123 456 789**. Note that this number will always be the same for this specific computer. The spaces do not need to be entered.
 - b) The second item is the "Password" field, in this case **2663**. There may be more than 4 characters and it may contain letters. Note that this will change each time the computer is restarted. This is a security feature.

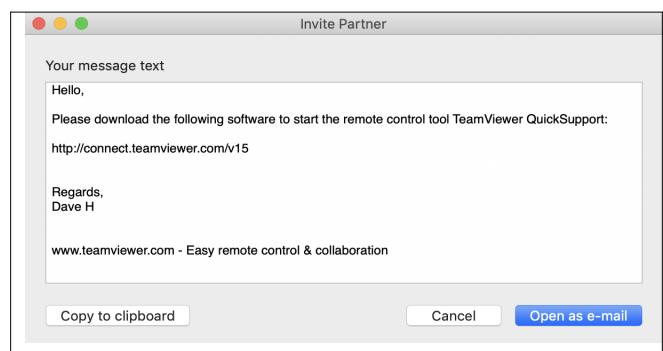


5.2 Expert providing support

5.2.1 Email Invitation

The Expert can send an email with the download details rather than getting the User to download directly:

1. Open TeamViewer full version on the support computer.
2. Select Connection in the Menu bar
3. Select "Invite a Partner" from the pull-down menu. This should display a message like the one shown.
 - a) Note the actual format depends on whether it is a Windows or a Mac computer. This image is from a Mac
4. The text can be copied to the local clipboard and then pasted into an email. Depending on your email client you also may be able to open with your email client by using the button **Open as Email**
5. Edit as necessary and send.
6. When the User wanting help receives this email they should click the link which will download and action a small module which does not require installation or administrator rights.
7. Double click the module and pass the ID and Password to the supporter.

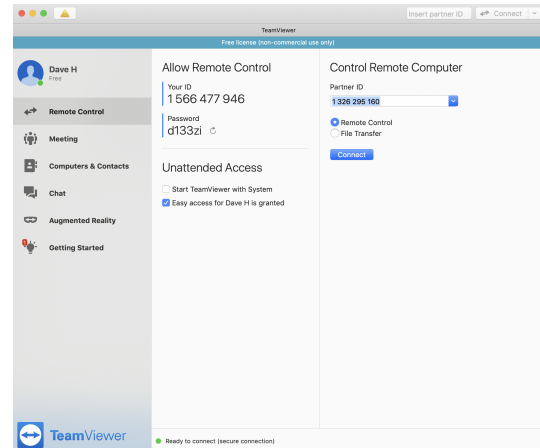


8. Entering the ID and Password into the support computer will action remote control of the supported computer.

5.2.2 Supporting the User

The User will need to have TeamViewer Quick Support (or the full version) running and to have received the User's Computer ID and the user's displayed password to continue. This information is typically passed via a telephone call.

1. The Expert must open the full version of TeamViewer app on their Computer and select Remote Control in the left hand column.
2. Then, in the right hand column, enter the ID of the remote computer and click Connect.
3. A new dialog box will appear and here the Expert must enter the password displayed on the remote computer. This will establish a remote control connection to the User's computer and enable to Expert to operate that computer remotely.



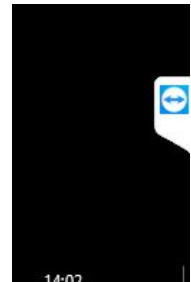
6 User/Expert – various features that may be useful

6.1 Introduction

TeamViewer has a number of additional features which complement the remote access and can make it easier for the User and Expert to communicate.

It has been noted that some of these options do not always work and it seems to depend on the platforms being used. It will also depend on whether a microphone and camera are available on both the User's computer and the Expert's computer.

When Team Viewer Quick Support (or the full version) has successfully connected you will see a small panel towards the bottom right hand corner of the User's screen as shown here. This is a hidden panel containing some useful controls. This confirms that your support partner has successfully connected.

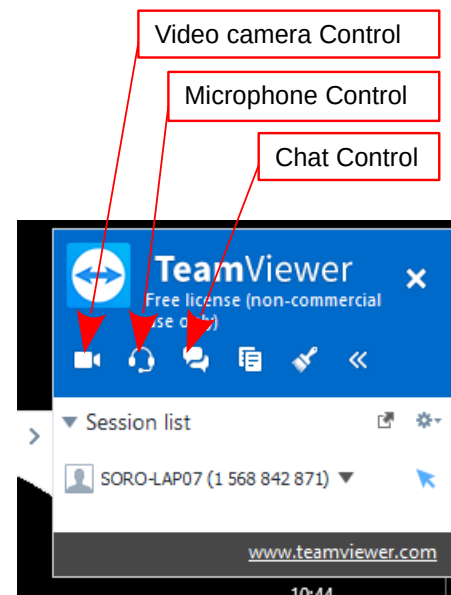


Normally this is all you need to do. Your Expert will be able to control how you communicate. They will be able to open up this panel and expose the additional options which will help them to communicate with you. The Microphone control can be particularly useful as it enables a two way voice communication which is a good alternative to the telephone especially if it is a long session!

If you wish as a User you can access the hidden controls yourself by clicking the icon shown in the tab (the blue square with a white circle inside) and which will open up a more detailed set of controls. These are shown in the screenshot here.

The three controls that are most important here are:

- The Video camera
 - ◆ This controls whether you can be seen by the person supporting you
- The Microphone
 - ◆ This enables you and the person supporting you to talk to each other without using the telephone
- The Chat control
 - ◆ This enables a text based "chat" window to be opened so you can see a copy of the discussion taking place



Your Expert can also remotely access these controls but the description above explains what they are and what they are doing.

7 Version and Contacts

7.1 Version

Version	Date	Changes
1-0	27/04/20	First release

7.2 Contacts:

Corrections and suggestions by GXCC members should be posted via the GXCC group.

For other other users send an email via info@gxcc.org.uk