

You have decided to get ‘Adept Computer Services’ to access your PC remotely.

What you have to do:

Click on “**Remote Quick Support**” on the ‘**Services**’ page of the **Adept Website** and save it to your computer. (Saving to the desktop makes it easier to find the file!)

Double click on the file and click on Run. Allow the program to run if asked by Windows.

It will open a window showing your **Team Viewer ID** and a **Password**.

Alternatively, if you have Internet Explorer 8 or later you can click on **Run** instead of Save.

“Remote (TeamViewer) QuickSupport” does not have to be installed and

can be executed without Windows administrator rights even if you have clicked on NO.

Next:

Now, **e-mail** the **Team Viewer ID** and the **Password**, along with an outline of your computer problem, to: **info@adept.net.nz** (It would be helpful if you can also advise the Operating System.)

or you can send a **Skype** message to **pcfixa** or speak to someone on Skype using the **pcfixa** Skype Name.

This can all be done from the ‘**Services**’ page on the **Adept Website**. www.adept.net.nz/service.htm

If you prefer, you can Phone: (09) 421 1039 or Mob: +64 21 114 5517

Establishing a connection:

Adept will then enter your Team Viewer ID and enter your password on their computer to establish a connection with your PC.

Adept will then control your PC for the time it takes to resolve the problem.

When Adept has finished working on your PC, the connection will be closed and a message will be left on your PC screen to advise you the status of your system.

If you have further questions you can e-mail, Skype or Phone Adept to discuss.

Kind regards

Adept Computer Services Ph: (09) 421 1039 Mob: +64 21 114 5517