

Starting TeamViewer Remote Access

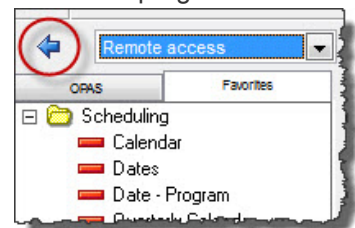
OPAS utilizes the TeamViewer application to provide remote support and training. TeamViewer is a stand-alone application (<http://www.TeamViewer.com>) that is bundled with OPAS.

TeamViewer allows OPAS Technical Support the means to:

- See your computer
- Operate / control your computer and OPAS
- Copy files -- such as report files and update files -- to your computer and the OPAS server

Launch TeamViewer

To launch TeamViewer, select the **Remote Access** item from the list of program areas in the upper right-hand corner of the OPAS application. Click the small blue arrow to launch TeamViewer.



TeamViewer may request access or permission to make changes to your hard drive. Click **Allow**.



When TeamViewer starts, send the 9-digit "Your ID" code to OPAS technical support ("222 222 222" in the example below). You can copy and paste the numbers into an email and send it to your support contact. Keep TeamViewer running on your computer and we will be able to see and control your PC.

Note that TeamViewer is *not* installed on your computer, we use the QuickSupport Runtime utility that just runs on your PC; nothing is installed.

Start TeamViewer manually

If the Remote Access program area is not in your drop-down...

If your list of Program Areas (shown above) does not include "Remote Access" then your OPAS login does not grant permission to the TeamViewer QuickSupport utility. If this is the case, you will need to launch TeamViewer manually from within the OPAS folder on the server.

Select the **Open OPAS Folder** item from the list of program areas in the upper right-hand corner of the OPAS application. Click the small blue arrow to open the OPAS folder on the server.

