


Installing Online Support - Chrome (Windows)

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The following instructions will walk you through installing the third party application Team Viewer which allows iCOS LIVE support to view and control your desktop remotely.


 Before initiating an online support session please talk to a support team member first

1. Open the **Hamburger** menu
2. Click the **Online Support** button to open the Team Viewer download popup window
3. Click the downloaded file "**TeamViewerQS...**" to install Team Viewer
4. Select **Yes** when windows asks you if you'd like to install Team Viewer
5. Once Team Viewer has installed and opened, share your **ID** and **password** with iCOS LIVE support



TeamViewer - Google Chrome

TeamViewer GmbH [DE] <https://get.teamviewer.com/icoslive>



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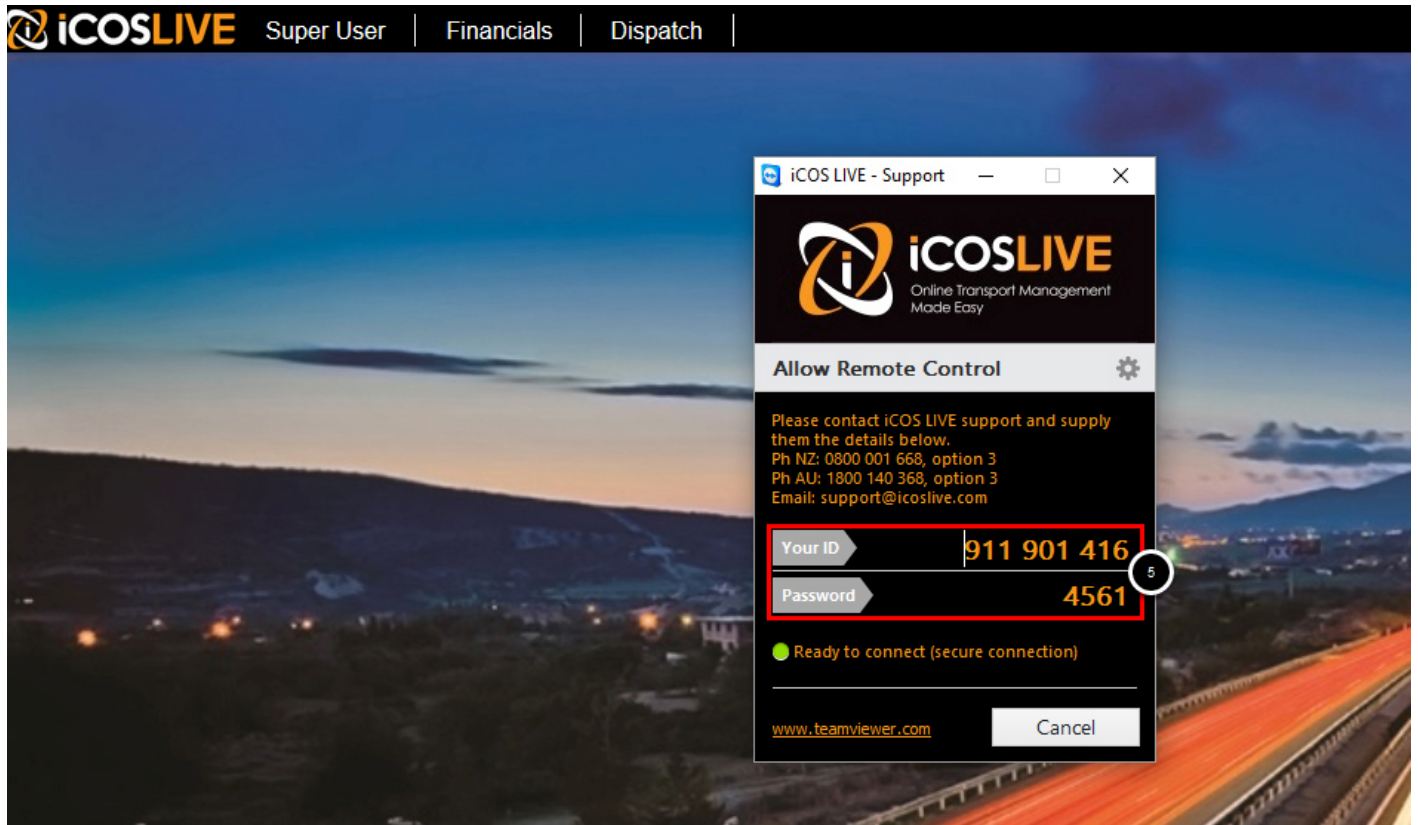
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