


Installing Online Support - Firefox (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
3. Click the **Save File** button on the dialogue that appears to download the "**TeamViewerQS...**" file
4. Once the file has downloaded click the **down arrow icon** on Firefox to open the downloads dialogue
5. **Click** the Team Viewer file that downloaded to install it
6. Select **Yes** when windows asks you if you'd like to install Team Viewer
7. Once Team Viewer has installed and opened, share your **ID** and **password** with iCOS LIVE support



TeamViewer - Mozilla Firefox

TeamViewer GmbH (DE) | <https://get.teamviewer.com/icoslive>


TeamViewer Online Transport Management Made Easy

Loading TeamViewer now...

Not loaded yet? [Try again](#)

Opening TeamViewerQS_en-idc6drqdp3.exe

You have chosen to open:

 **TeamViewerQS_en-idc6drqdp3.exe**
which is: Binary File (5.2 MB)
from: <https://downloadap1.teamviewer.com>

Would you like to save this file?

Save File **3** **Cancel**

Join using the [previous version](#)

Language: English

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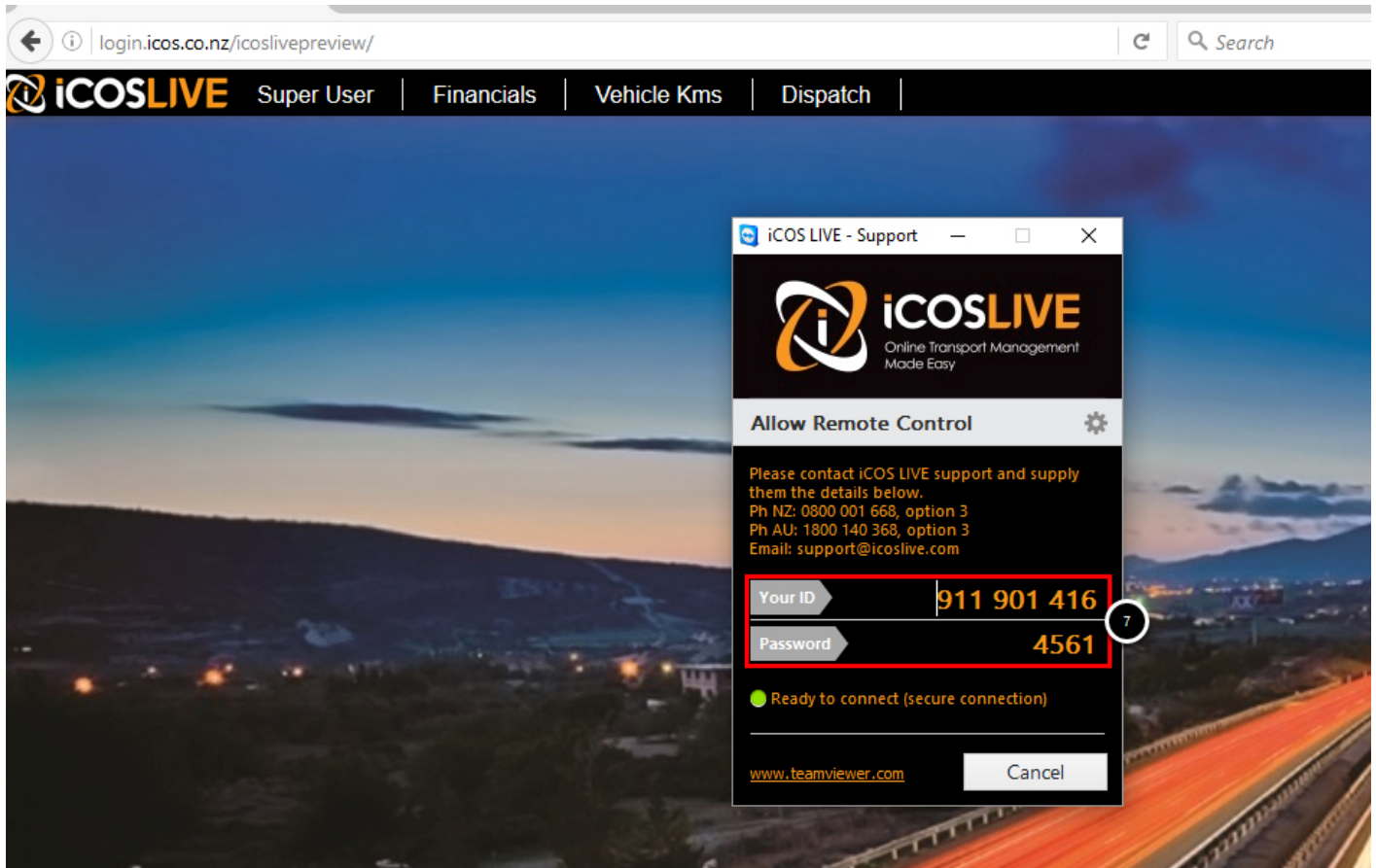
ICOS LIVE

login.icos.co.nz/icoslivepreview/

Super User | Financials | Vehicle Kms | Dispatch

TeamViewerQS_en-idc6drqdp3(1).exe
5.2 MB — teamviewer.com — 1:34 PM

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