



Mobile Device Support Via TeamViewer QuickSupport

On your mobile device go to your App Store/ Play Store/ Windows Store or other location where your device downloads applications

In the search section enter TeamViewer QuickSupport

A version for your device should show up in the list.

Download and install the application. Some devices also have a remote control add on application. If this option is available you should be prompted to install it, please install that as well.

Once the application is installed proceed to open it. When the application opens you will see "Your ID" with a group of numbers next to it.

CIO Services will need this ID in order to connect to the device so please provide your technician with this information.

Upon connecting to your mobile device a pop up window with the request to allow the remote connection will appear. Please accept the request by clicking/tapping ALLOW.

Please be aware that some devices require the user to be available to take screen shots or respond to requests especially if the device does not allow for full remote control of the device.

Once the support is completed CIO Services of Louisiana will disconnect the session. Upon disconnection the application will close connections to protect the device from being connected to again. In order to initiate another connection the TeamViewer QuickSupport app will need to be re-opened. (The app remains on the mobile device and if the user wishes to remove it then you will need to manually remove the application by uninstalling it. The app does not allow remote access unless the app is actively running.)