

# TeamViewer Instructions

Our support team can use TeamViewer which allows us to diagnose and fix problems without you being present.

1. You will need to install TeamViewer: [download link](#).
2. TeamViewer will then generate a code and password that you will need to send back. This will allow us to fix the problem without you being present.
3. If there is a screenlock, you can either disable the screenlock or give us the screenlock password.
4. Open a terminal with the root user logged on.
5. Send Partek the TeamViewer log-in (from #2).