



TeamViewer Installation instructions

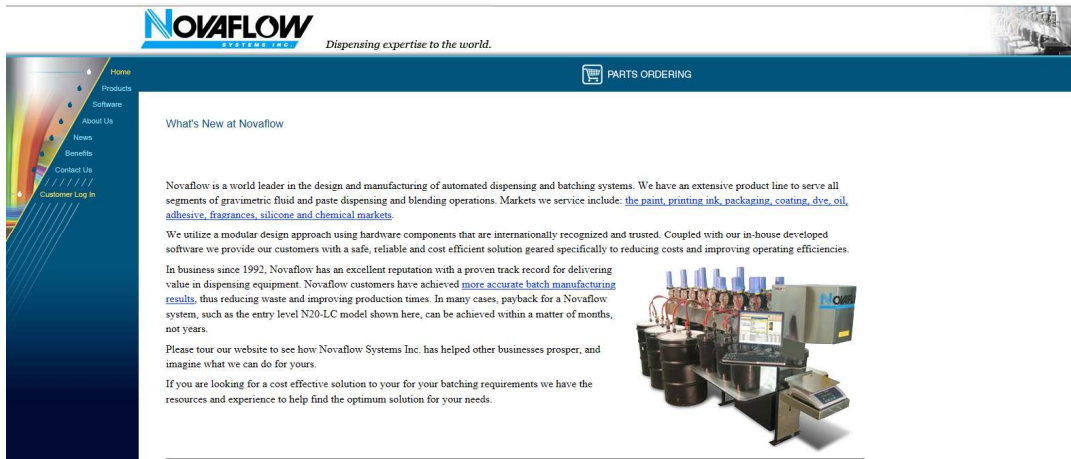
Purpose:

This document will outline how to install Novaflow's remote support software. "TeamViewer". It assumes that the computer has internet access and administrative permissions.

How to install new remote support TeamViewer client software.

Follow these steps:

Open a web browser and visit "http:\\www.novaflow.com" and click the "Customer Log In" link on left hand side of the screen

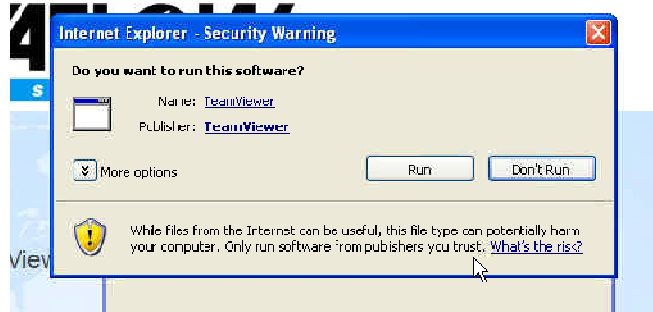


1. On the "Welcome to Customer Support" page click the link "Install Remote Client" beside the blue "TeamViewer" icon.
 2. Allow the above file to "RUN"
- **You may need to click to allow access first depending on the security settings**

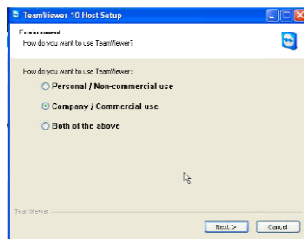


Cont:

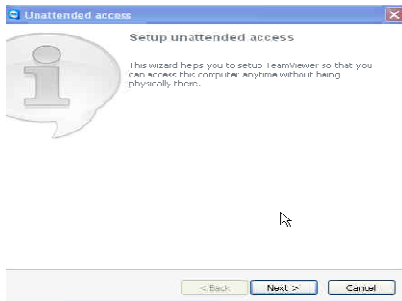
3. Confirm again that it should "RUN"



4. Select "company/Commercial use" option, click "NEXT"



5. Setup the unattended access, by clicking "NEXT"



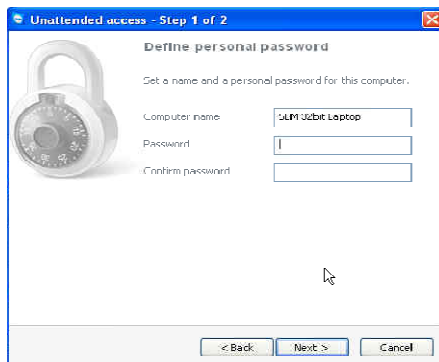
6. Set the following:

Computer name: (leave as default)

Password: novafLOW

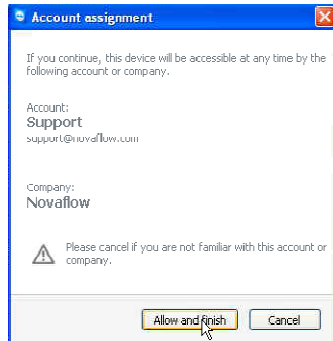
Confirm Password: novafLOW

Then press "NEXT"

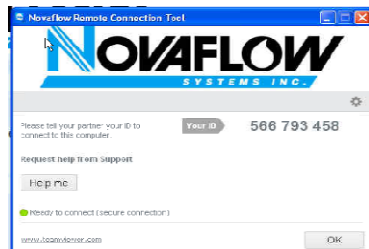


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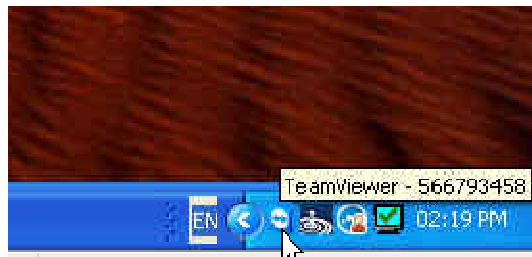
7. Press “allow and Finish”



8. System will now show you the specific TeamViewer Number associated with this client installation. Press “OK”



9. If the above dialog in step 7 does not appear you can double click on the Team Viewer icon in the task bar to bring up the dialog box.



10. Provide the "Your ID:" number to your NovafLOW Support Technician to allow them to connect to your system.

TeamViewer is now installed and ready for remote access.

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