There are times when students needs me to see what they are seeing to troubleshoot their technical steps. If you are one of those students and if you want me to connect to your system remotely, we can do that using either Teamviewer or Splashtop.
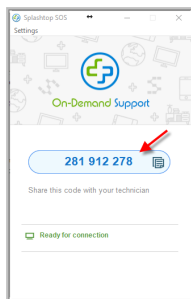
To get remote Support using Teamviewer:

1. I am currently licensed to use Teamviewer Version-12 only. If you have any other version of Teamviewer except version 12, uninstall it first. Following are steps that will help you.
   - In the run box, type "cmd" and hit enter.
   - type "appwiz.cpl" and hit enter to open "Program and Features" window.
   - Select TeamViewer and uninstall it.
2. [Download Teamviewer Version 12 (not the latest version) from my repository](#)
   (OR)
   Directly from TEAMVIEWER website → https://www.teamviewer.com/en/download/previous-versions/
3. And get it installed with your choice of settings.
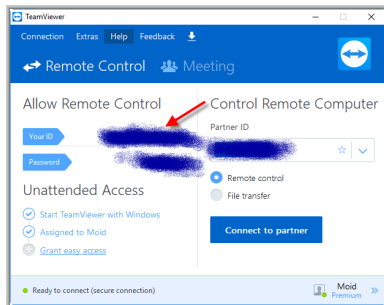
4. Once and ID is generated, provide it to support person.
5. Provide password to connect.

To get remote Support from Splashtop:

1. Type sos.splashtop.com and hit enter. (I usually use Chrome)
2. It will automatically download a program called SplashtopSOS.exe.
   a. If any reason you are not able to get the latest splashtop client, [I have it saved here](#). As of today 01/31/2019, I have Version 3.3.0.0 save in my software repository.
3. Run it and it will generate Session ID. Provide it to support person.

Hope this helps.
Moid Muhammad