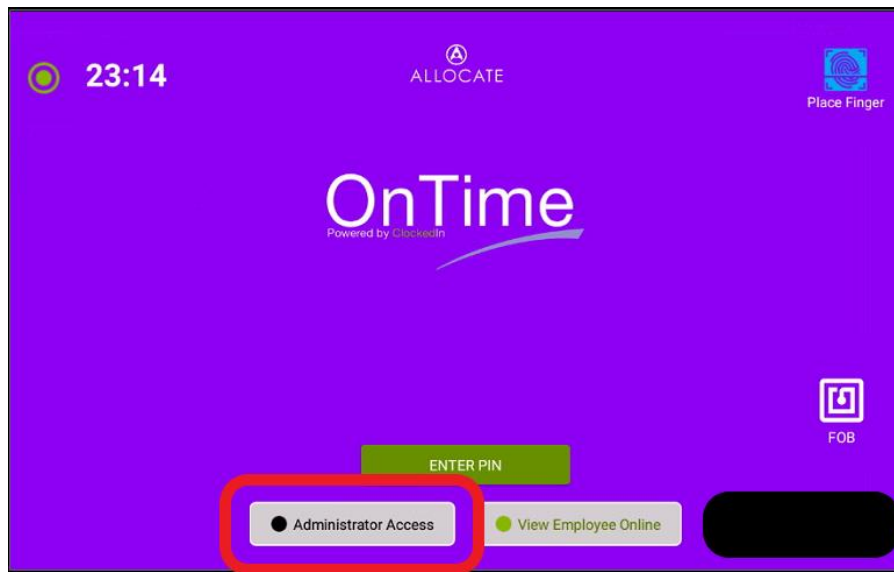


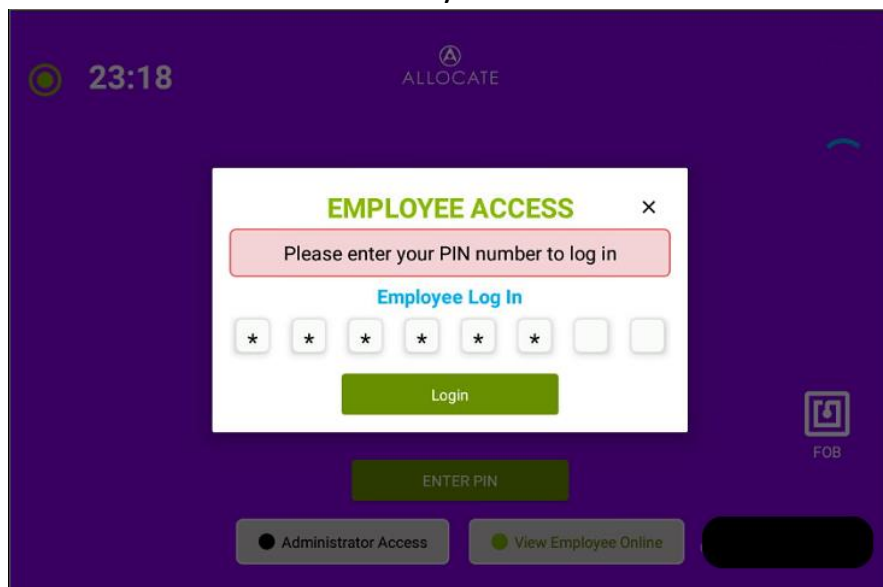
TeamViewer configuration

****Please be aware, you will have approx. 15 seconds to complete each step before returning to the main employee login screen****

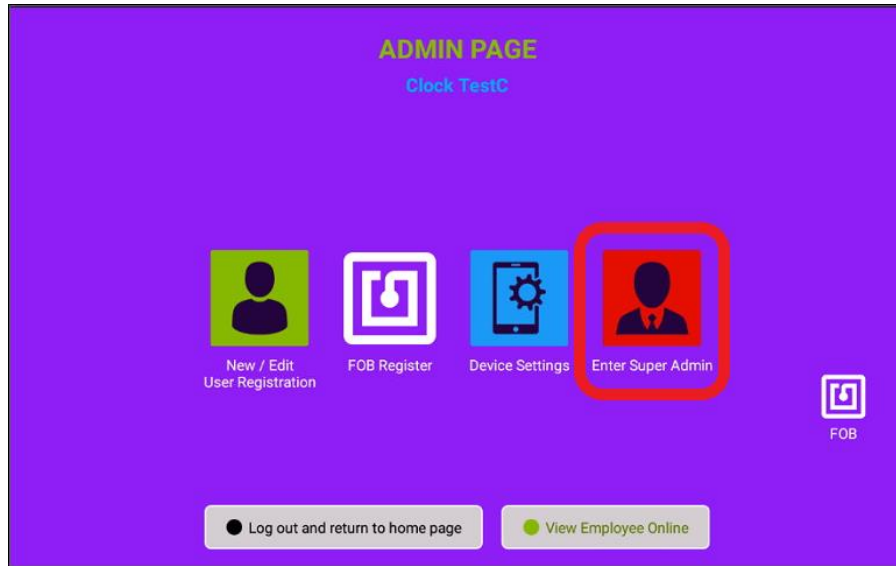
1. Click 'Administrator Access' on the bottom left



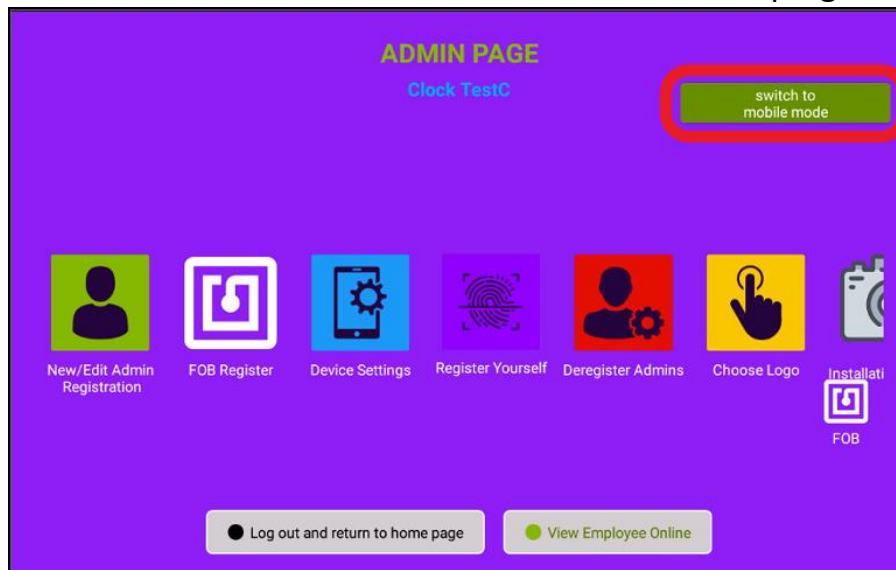
2. Press 'ENTER PIN' and enter your Administrator Access PIN.



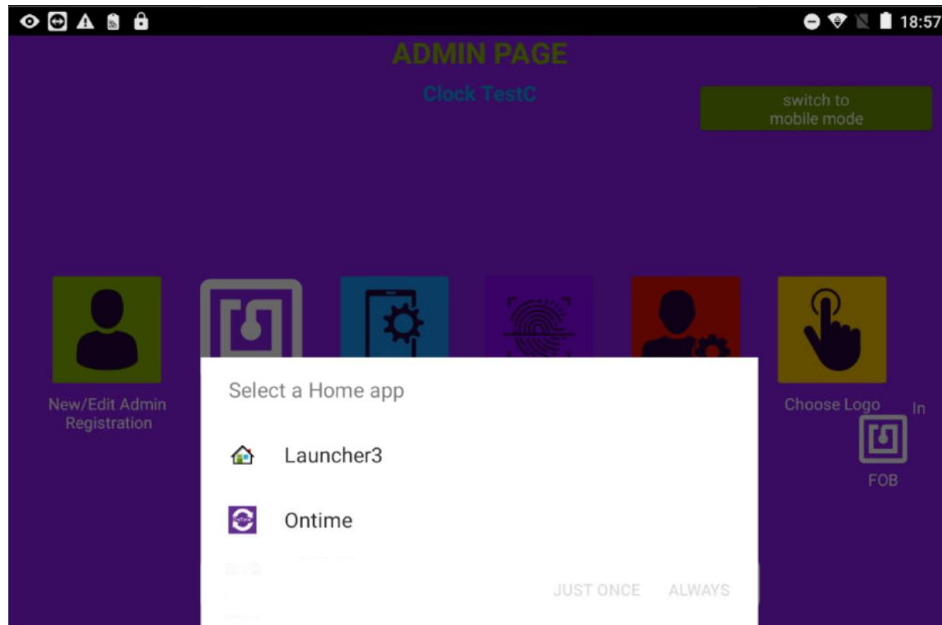
3. Press the red 'Enter Super Admin' button



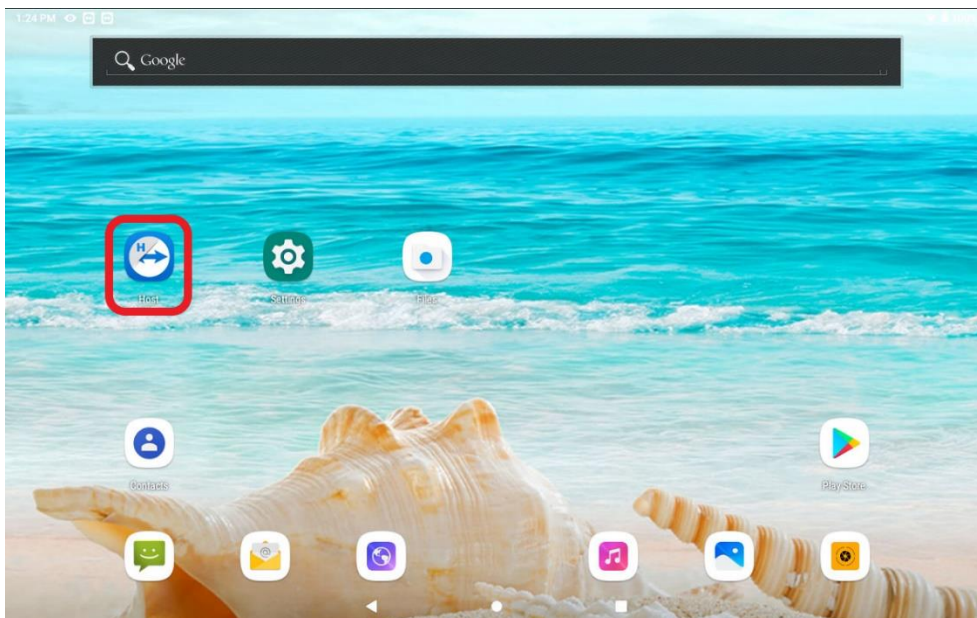
4. Press the 'switch to mobile mode' button in the top right corner.



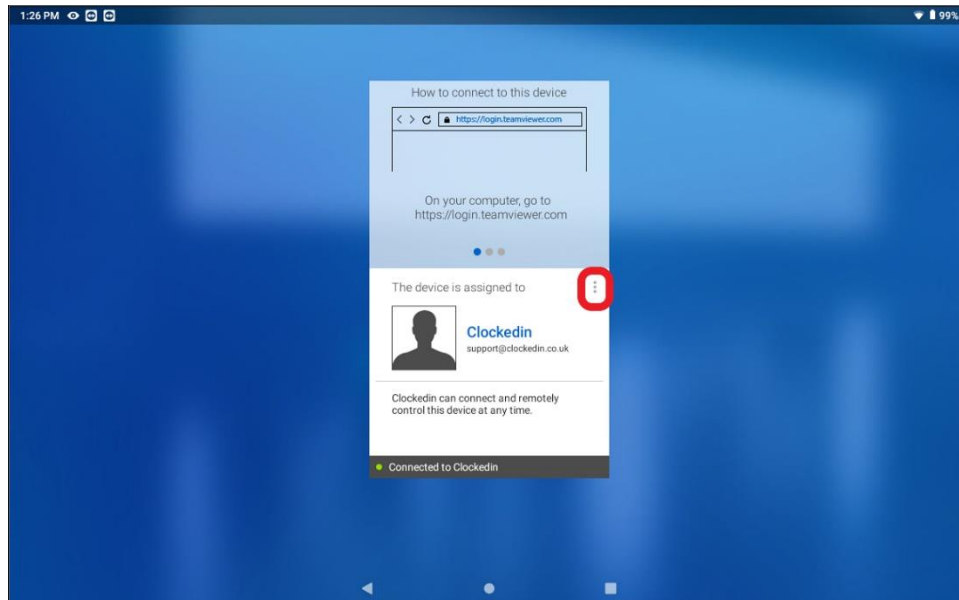
5. This will then prompt you to select a launcher, depending on your device. You will need to choose the option that is not 'OnTime', ie. 'Quickstep' or 'Launcher3'. Select the 'JUST ONCE' option.



6. From here, you will need to find the 'Host' app either on the home page or in the app drawer. This can be found by swiping up from the bottom of the screen.



7. This will take you through to the TeamView Host app. You will need to click on the 3 vertical dots shown below, and choose Advanced from the dropdown menu.



8. Press 'Eco mode' on the following menu, and make sure that this is set to 'Disabled'. This will allow us to remotely access the device to assist you on demand!

