

## Using TeamViewer remote access – guidance for clients.

M+A Partners work with TeamViewer, which is a world leading product for remote support used on over 2 billion devices.

TeamViewer will allow a member of M+A staff to share your computer screen with your permission. This can enable us to help you with operating the computer including helping with your HMRC claim.

Just follow these steps:

### Option 1

If you already have TeamViewer installed on your PC:

- Run TeamViewer and give your ID and Password to M+A over the phone.

### Option 2

If you don't have TeamViewer or are not sure:

- M+A will email you a secure link
- You should then see a file download "TeamViewerQS.exe" – similar to the screen below
- Run this file to install the link on your computer – if prompted "allow to make changes"
- You will then be advised that your TeamViewer partner will connect – click to allow M+A to connect
- M+A will then be able to share your screen

