



MIS Remote Support – using Teamviewer 4

- User Guide for Remote Support

Department of School Education, Haryana

12-Jun-15

Versions

Version	Comments
V1.0	Remote Support

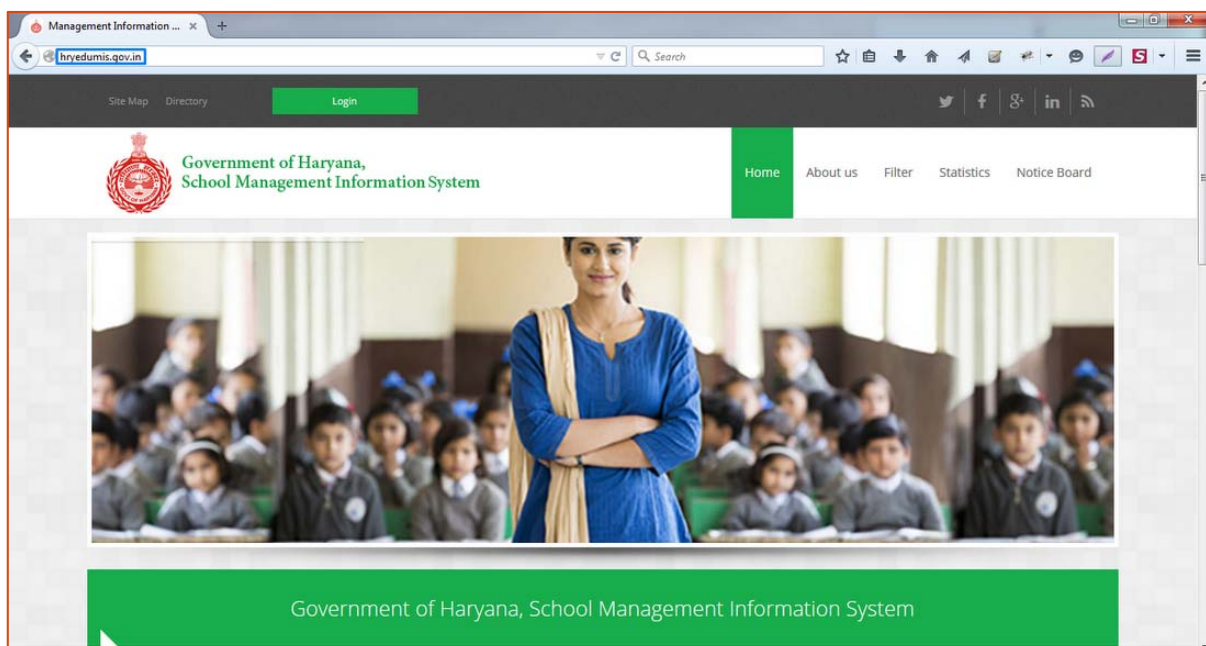
What is Teamviewer remote?

Teamviewer remote is an application with the help of which the Tele caller is able to access your computer / desktop to provide you a solution.

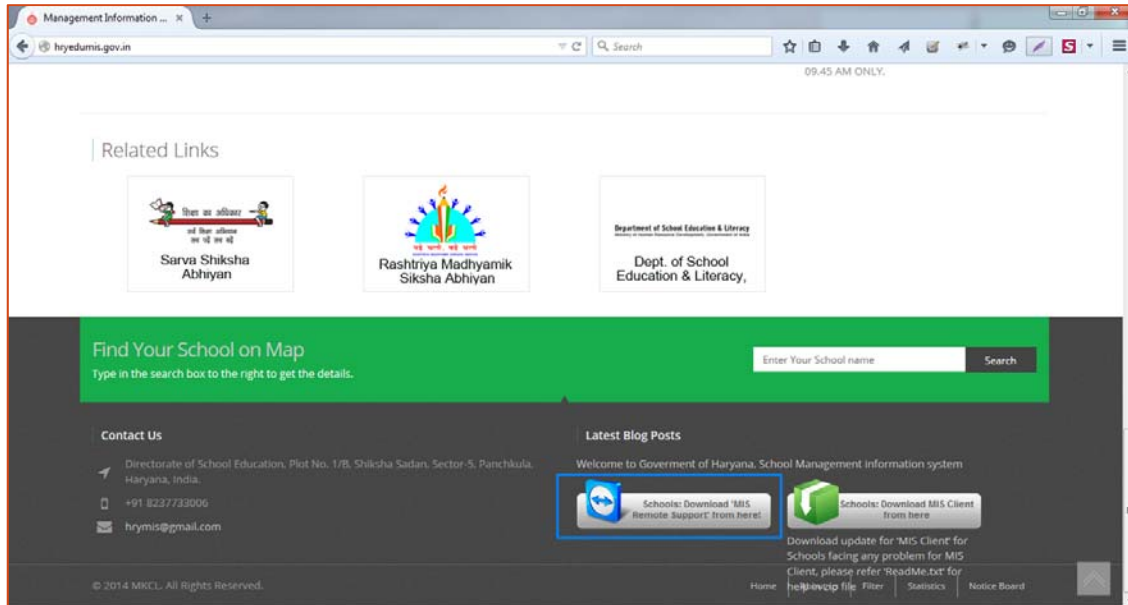
What is to be done by me if the tele caller asks to provide remote?

Please follow below mentioned procedure. This won't take much of your time.

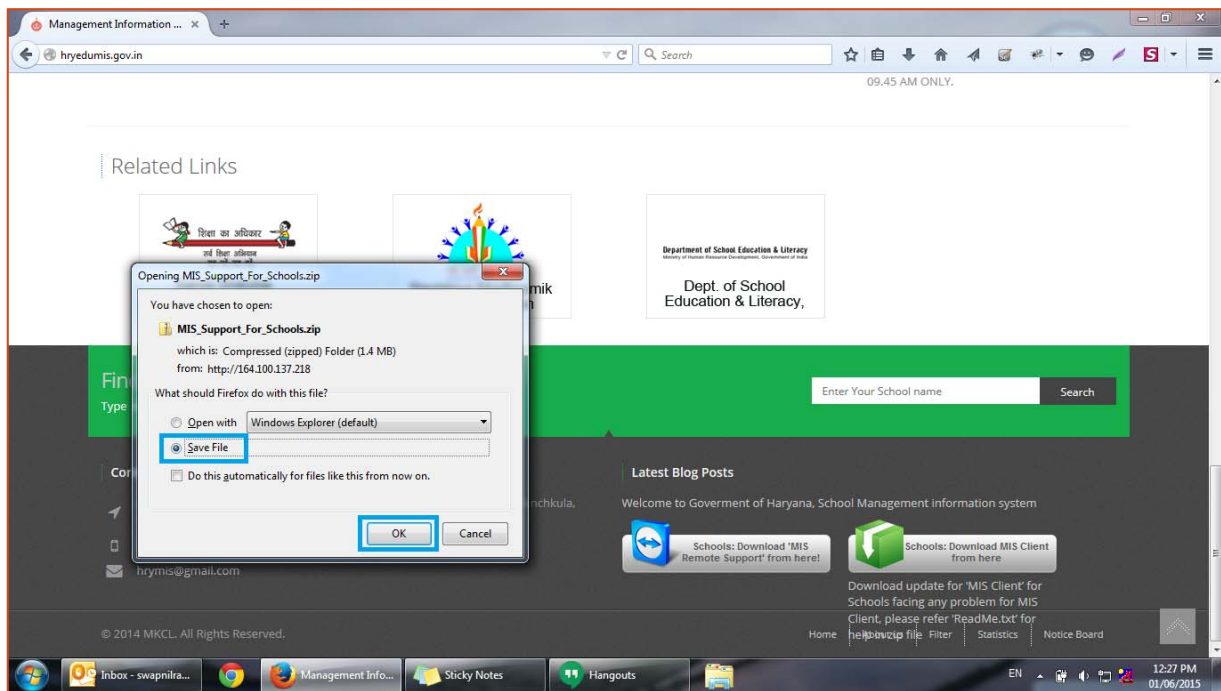
1. Go to hryedumis.gov.in.



2. Click on the link **'Schools: Download MIS Remote Support from here'** highlighted in the below picture.

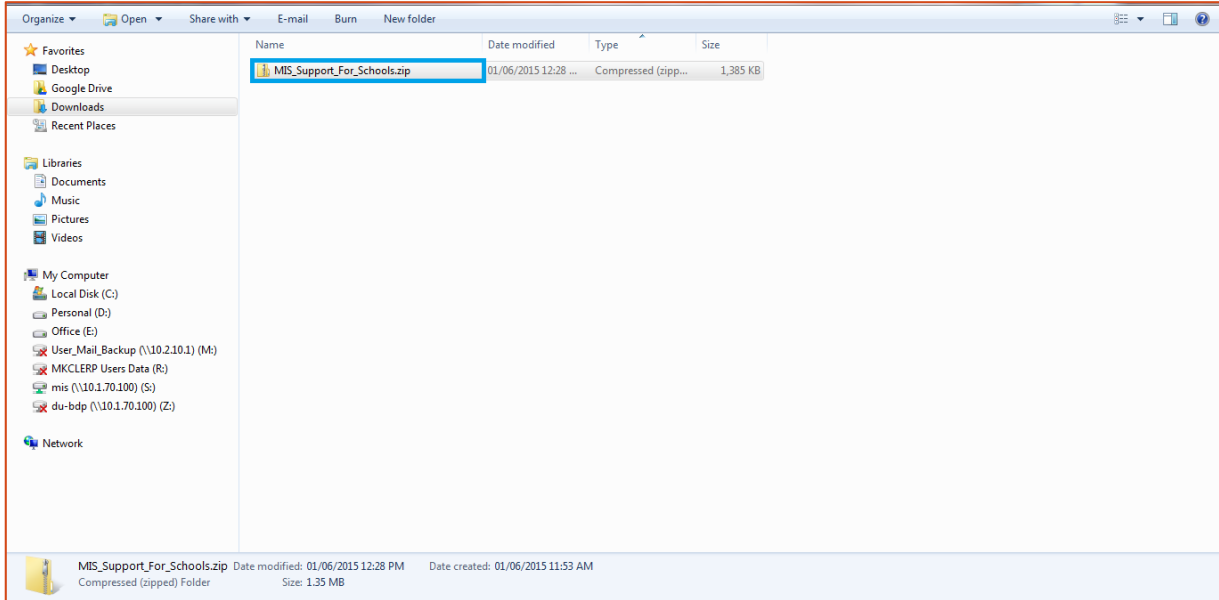


3. The download will start. Click on Save and OK. The download will complete within few minutes.

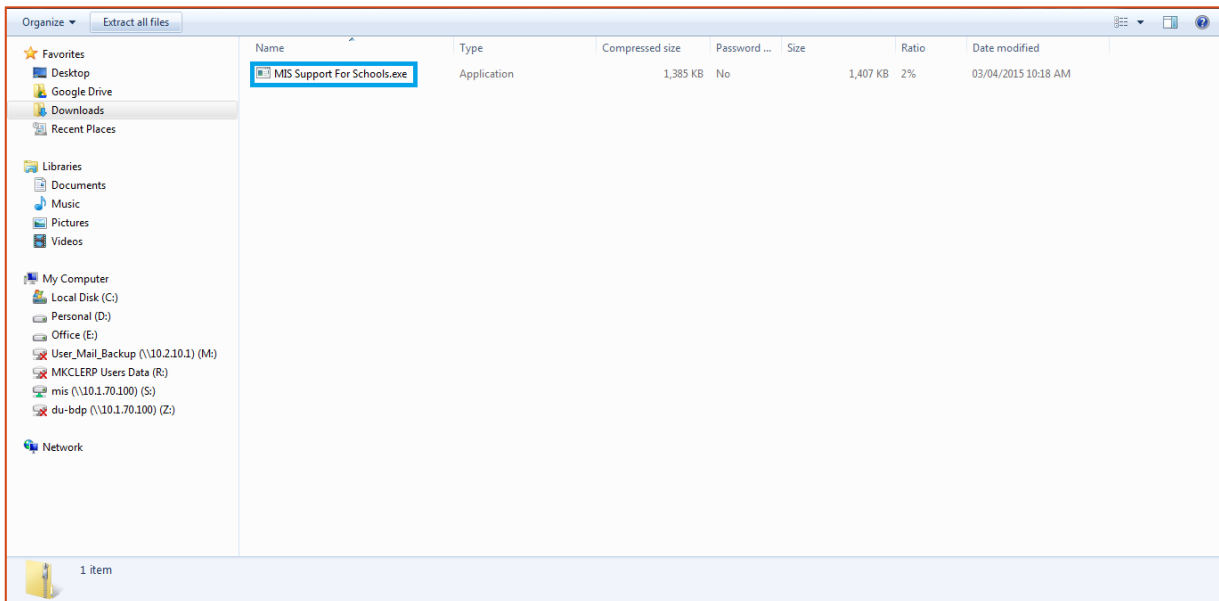


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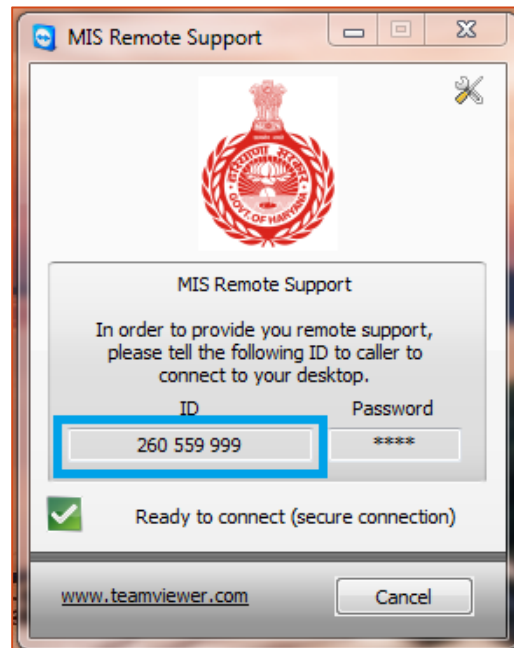
4. Double click the file named 'MIS_Support_for_Schools.zip'. Note that you will require either win zip or win rar to open this file.



5. Double click on the .exe file named 'MIS Support for Schools'.



6. In order to provide you remote support, please tell the ID available on your screen to caller to connect to your desktop. Once connected, don't perform any other activity on your desktop/ laptop unless specified.



7. The Teamviewer will be closed by the caller once the support is provided to you.