

Remote Access Guide

(Updated as of Feb 2024)

Introduction

[Teamviewer](#) is a software which allows for remote access. It can be downloaded for free [here](#).

Teamviewer is somewhat back compatible, however if two devices have versions that are too different, Teamviewer will prompt the user to update the application.

For the purpose of this guide, mentions of the “host computer” refer to the computer that is being accessed remotely, and the “user device” refers to the device that is being used to access the host computer.

Start up

Upon start up, Teamviewer may appear as one of two interfaces (Figure 1). **These interfaces will be the same for both the host computer and user devices upon startup.**

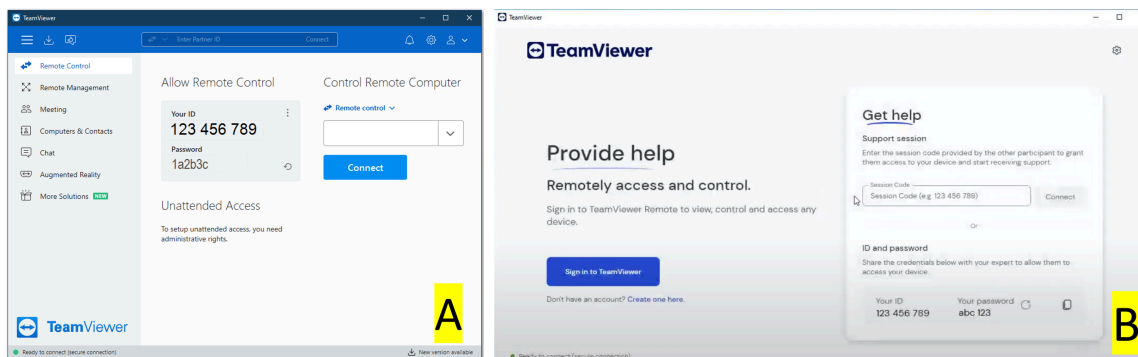


Figure 1 a) old interface b) new interface

Both work the same way. The remainder of the guide will refer to the new interface, however all actions can be completed on the old interface if needed.

Connecting remotely

To facilitate remote connection, both the host computer and the user device must have teamviewer downloaded. For a simple connection, the user will need to know the ID and password of the **host computer**. To be able to connect, you must also make a free Teamviewer account which it will prompt you to do.

They can be found as depicted in (Figure 2).

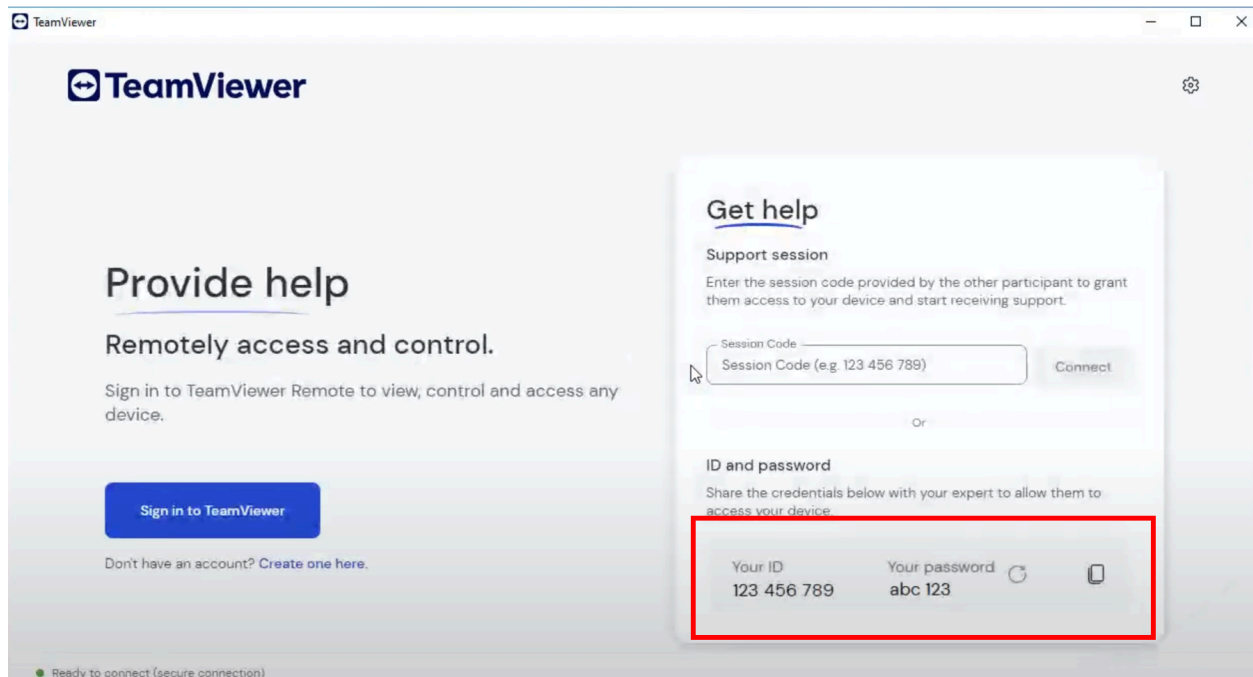


Figure 2) ID and Password of **host computer**

The session code (ID of host computer) should be entered in the session code box on the **user device** and the user will be prompted to enter the host computer password if needed (Figure 3).

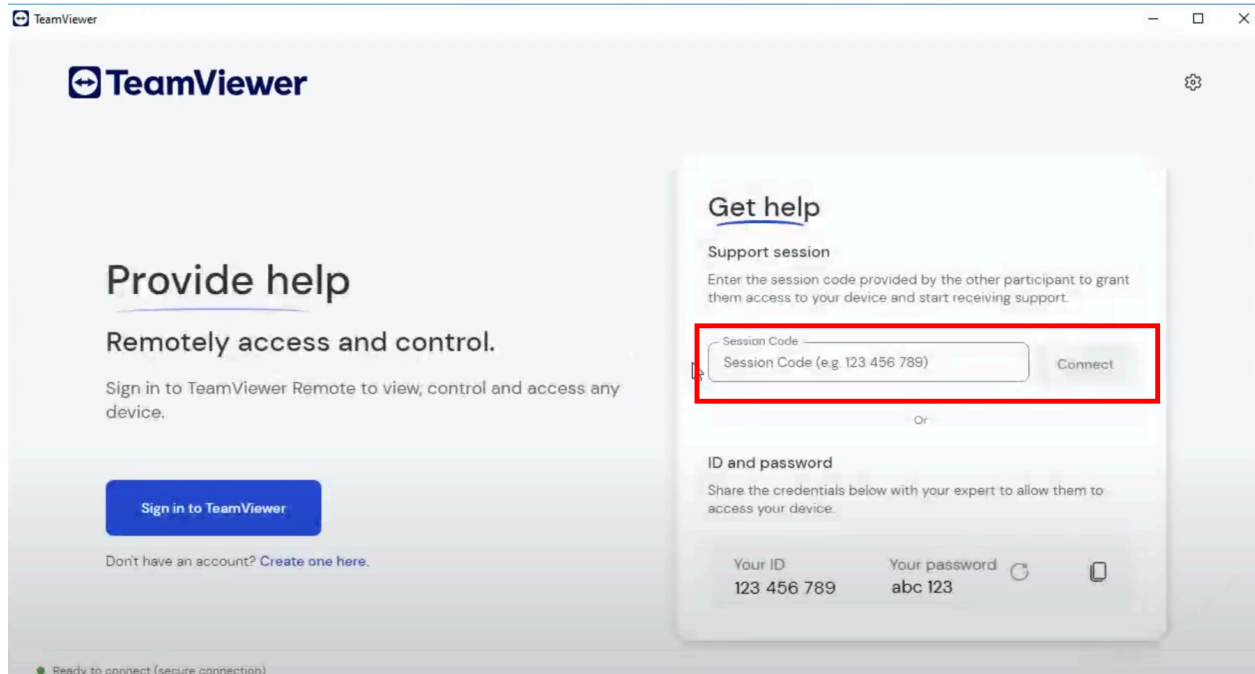
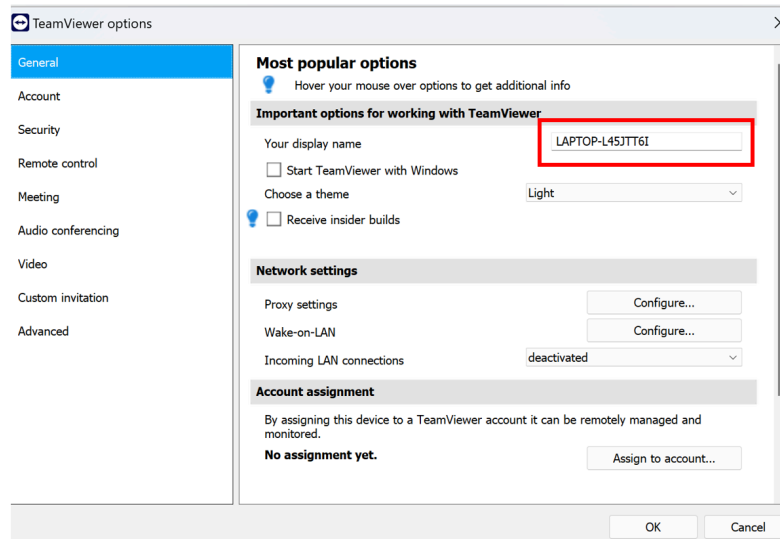


Figure 3) This is where the user enters the ID from the **host computer** into the **user device**

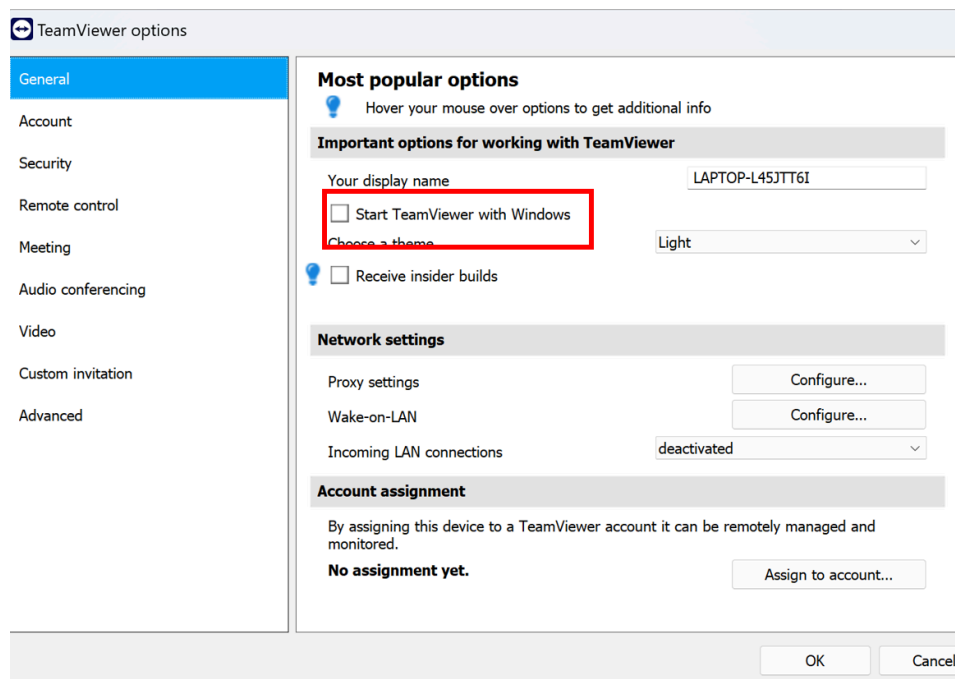
Options

Teamviewer provides for many options which will not all be covered in this guide, however here are some that may be useful

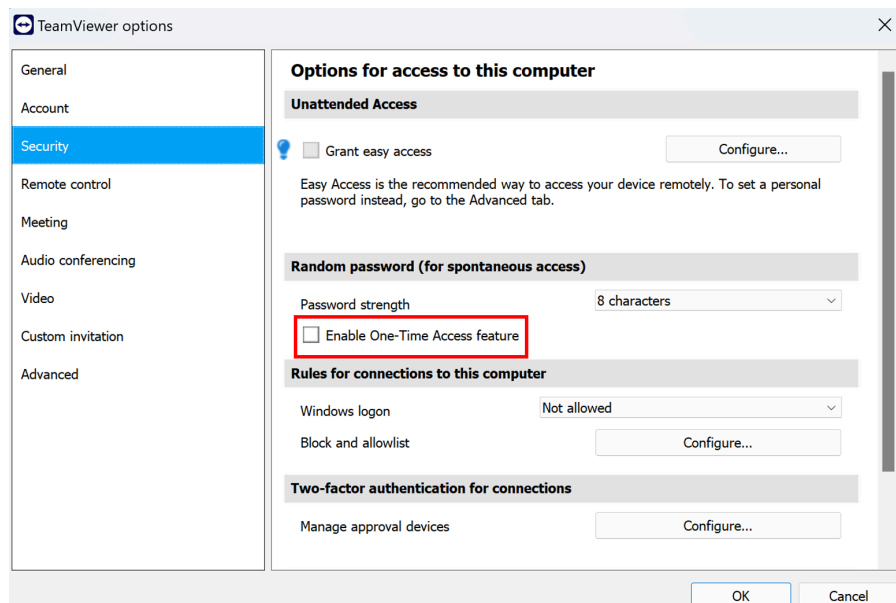
1. Consider changing display names if multiple devices are remotely accessed by users



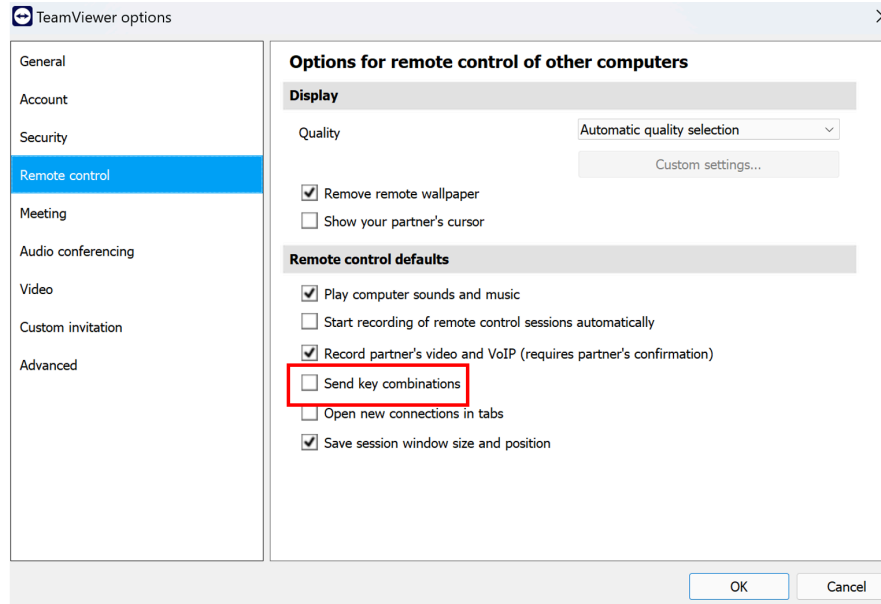
2. This ensures that if the host computer restarts (i.e. self update), connection can be re-established without physical intervention



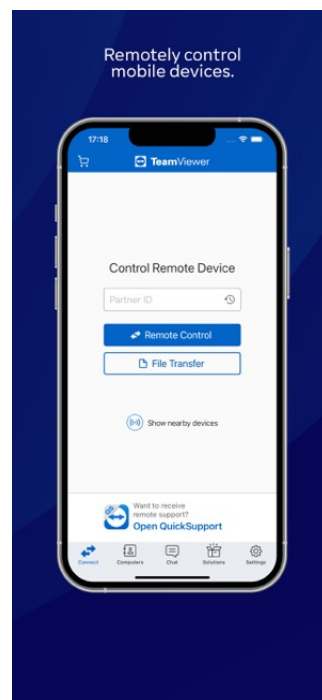
3. Ensure this is not selected or the password will change with each connection



4. Can be useful to send shortcut commands such as Alt + Tab



5. Teamviewer also has a mobile app which works similarly and may be useful for users with tablets. Functionality offered by the app is identical to the desktop edition. The main differences lie in the navigation of the host computer with the user device.



Limitations

- Only one device may be connected at a time. Attempting to establish a second connection will cause the first to be disconnected. Consider an outlook calendar to ensure no work is lost due to this

- The device must be on, Teamviewer must be open, and the device must be connected to the internet to facilitate remote control. Ensure that the host computer has access to a constant power supply and strong internet. **Users should exercise caution when powering off the host computer or changing WiFi networks remotely** as if done incorrectly, reconnection will not be possible without physical intervention.
- Lag: due to the nature of the wireless connection, there will be notable lag. However, this is typically not an issue for most tasks