MANAGING WINDOWS 10 DEVICES REMOTELY USING TEAMVIEWER IN INTUNE

TeamViewer integration in Intune, for management of Windows 10 devices, was introduced at the end 2017. This step-by-step guide shows the process you undertake to manage your remote endpoint. It’s fairly simple to set up.

In the [Azure Portal](https://portal.azure.com/), go to **Microsoft Intune**>**Devices**>**TeamViewer Connector**

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Click **Connect**.

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Click **OK** to agree to the Terms and Conditions.

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The status will appear as **Connecting**.

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You’ll be asked to **Sign In** to your TeamViewer account. If you don’t have one, you can click the **Sign Up** link instead.

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Once you’ll be prompted to allow permission for TeamViewer. Click **Allow**.

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Once the connector is established, you’ll be prompted to close the browser window.

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The status of the connector in the Azure Portal will have changed to **Active**.

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Go to **Microsoft Intune**>**Devices**>**All Devices** and choose a Windows 10 device you want to connect remotely to.  Click the **…More** option and choose **New Remote Assistance Session**.

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Then click **Yes**.

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The **Start Remote Assistance** option will now appear under **Remote Assistance**. Click this link.

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The TeamViewer website will open in a browser and a TeamViewer .exe file will download.

Graphical user interface

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Once downloaded, run the .exe and the TeamViewer app will initiate and wait for a connection.

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Graphical user interface, application, website

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On the remote device, the user must open the **Company Portal**. In the top right hand corner will be a notification flag.

A picture containing rectangle

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When the user clicks the flag the following message will appear. **Your IT administrator is requesting control of this device for a remote assistance session**. The user should be instructed to click this box.

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On the remote device, the TeamViewer website will open and a .exe will download. Once downloaded run the .exe

Graphical user interface, text, application, Word

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Shortly after, a window will appear asking the end user to allow control of the device by the requesting admin. Click **Allow**

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The TeamViewer session will be established.

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