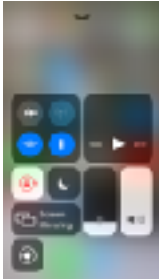


Quick Support

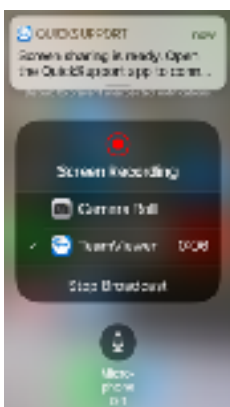
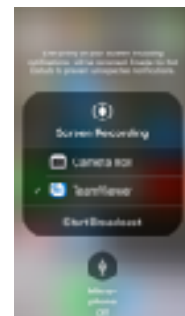
Press Home button to get desktop screen



Swipe up from the bottom of the screen to get controls

Click the Circle (maybe long press) at the bottom to allow Broadcast / Screen Recording / TeamViewer

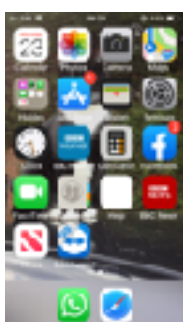
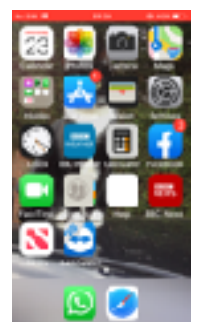
Ensure TeamViewer is Selected and Click “Start Broadcast”



Wait for Colin / Joe to connect from their side and
1)Click the message at the top
2)Accept the prompt “Allow”
Might need to start again if timeout before we connect

Once its connected you get the Red border at the top. Can then click the home button and the red border will stay (so we can see what you doing)

The connection will close automatically after we drop our side.



We may need you to give us the support id from “Quick Support” if it changes. (It might not)