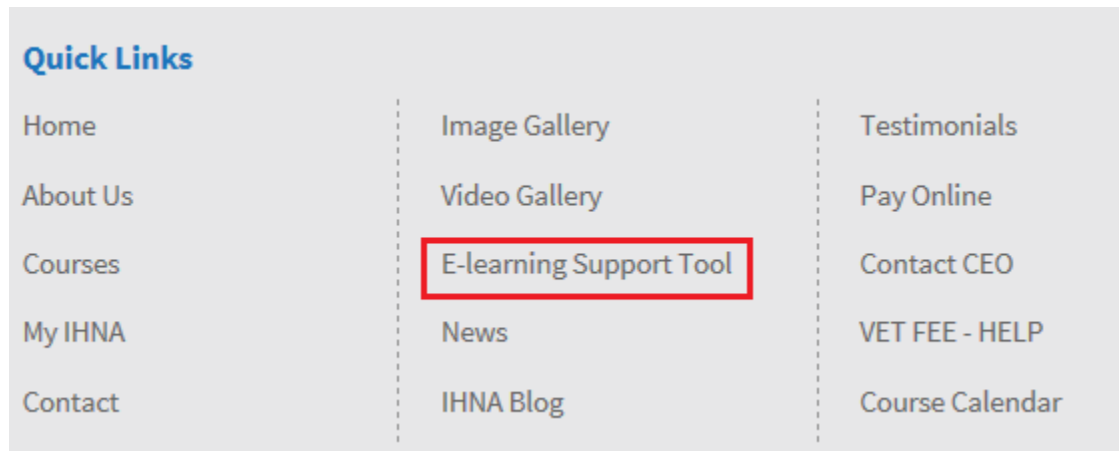
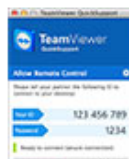


- 1) Visit the website – www.ihna.edu.au
- 2) Scroll down to the bottom of the website and click on “E-learning Support Tool”.



Note: - **Please note that this application is for Windows PC users. For Mac users, please download the tool from the link - <http://www.teamviewer.com/hi/download/mac.aspx>**
You can download the free version of the Tool from Additional Downloads.

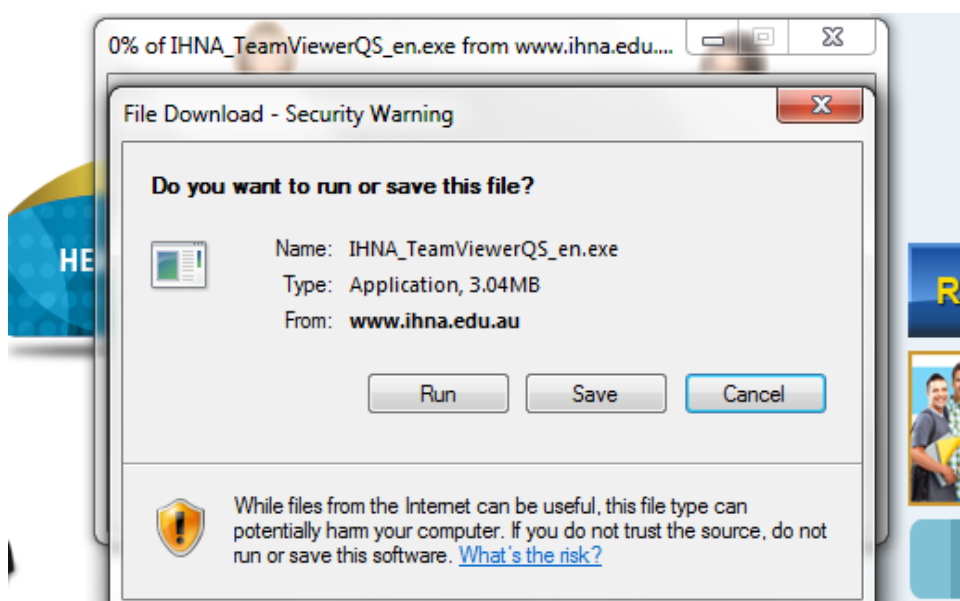
Additional downloads



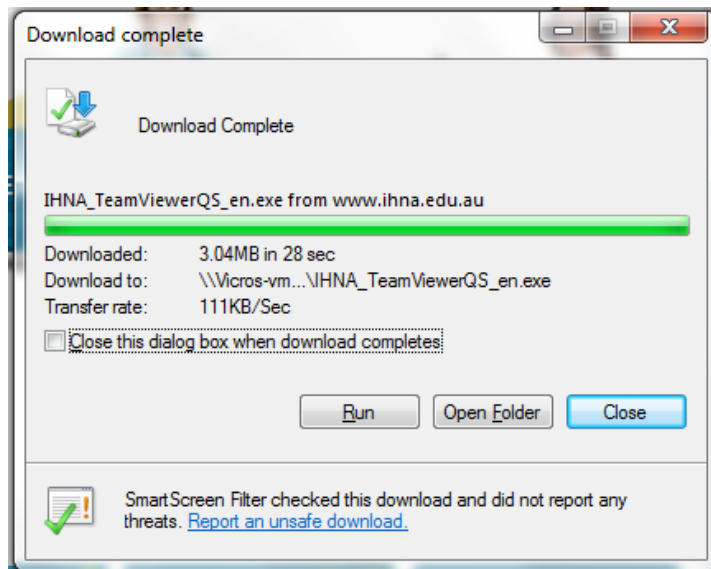
For the instant customer: TeamViewer QuickSupport

Simple and small customer module, runs immediately without installation and does not require administrative rights - *optimized for instant support*

- 3) An application will be downloaded to your computer. Please click on “Save” to save the application on your computer. Please note that the download process is different for different browsers and Mac users. In this example we have used Internet Explorer 8 as the browser.



- 4) Once the download is complete please click on “Run” to start the installation. Alternatively, you can open the folder and double click on the downloaded file “IHNA_TeamViewerQS_en” to start the installation. Please follow similar steps for installing the “.dmg” file in Mac.



- 5) On running the software, the following popup comes up. Please keep your user id and password ready do that the support team can remotely access your computer and fix your issues.

