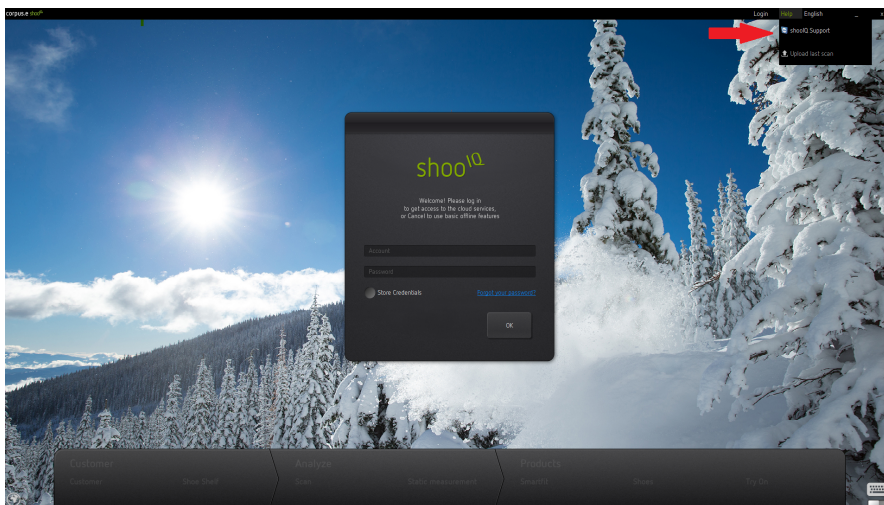


Prepare Teamviewer for remote support

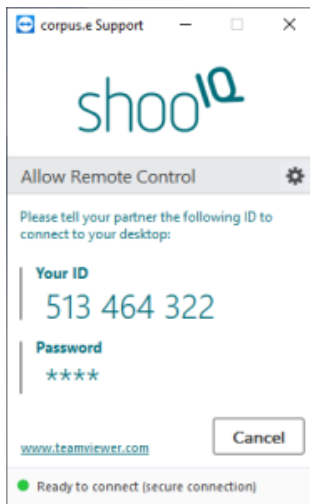
1. Open the **shoolIQ** software from the taskbar



2. Click on the **Help** button on the upper right corner and select **ShoolIQ Support**



3. A new window will open. Send us **Your ID** and password if visible



4. Make sure there is a **stable internet** connection and **no automatic lock screen or standby**

Alternative TeamViewer App:

If you **can't launch the application** or your **ID is not working** please perform the following steps:

1. **Close** the current TeamViewer
2. Open the File Explorer and navigate to **C:\Program Files\shooIQ\utils\TeamViewer** or **C:\Program Files(x86)\shooIQ\utils\TeamViewer**
3. Launch **TeamViewerQS**
4. Send us **Your ID** and password if visible

Business Hours :

9am - 6 pm Central European Time (CET)