



**ImPressProDesign.com**

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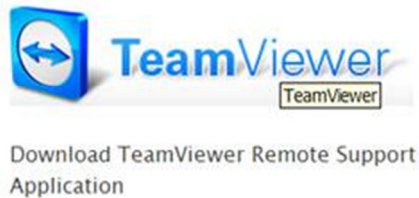
## Remote Support Instructions

**IMPORTANT:** In order to request a remote session, you must have an active support plan and account in good standing.

1. Go to <http://www.impressprodesign.com/support>

The screenshot shows the support page on the ImPress website. The browser address bar displays <http://www.impressprodesign.com/support/>. The website header includes the ImPress logo and a navigation menu with links for HOME, ABOUT, CLIENTS, CONTACT, SERVICES, SUPPORT (highlighted), and HOW TO. Below the header, a breadcrumb trail indicates 'You are here: Home » Support'. The main content area is titled 'Support' and contains the following text: 'Welcome to IPD Support', 'Frequently Asked Questions (coming soon)', and 'Remote Support'. A TeamViewer logo is prominently displayed with the text 'Download TeamViewer Remote Support Application' below it. A 'Leave a Reply' section is visible at the bottom of the main content area. On the right side, there are two sidebars: 'Your Cart' which states 'Your cart is empty', and 'Connect on Facebook' which features the Facebook logo and the text 'Impress Pro Design on Facebook' and 'You like this. · Unlike'. A URL [http://www.teamviewer.com/download/TeamViewer\\_Setup.exe](http://www.teamviewer.com/download/TeamViewer_Setup.exe) is visible at the bottom left of the screenshot.

2. Click on the “TeamViewer” image to download and run the software





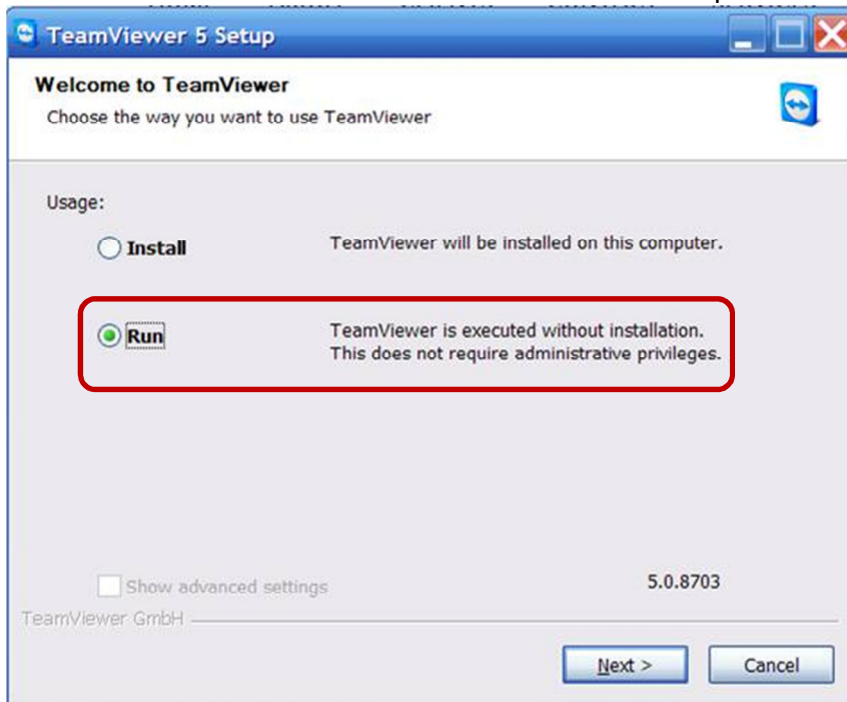
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- When it asks if you want to “Install” or “Run” the software, choose the “Run” option



- Select the radio button to “Run” the TeamViewer Setup File. Then, click “Next”.

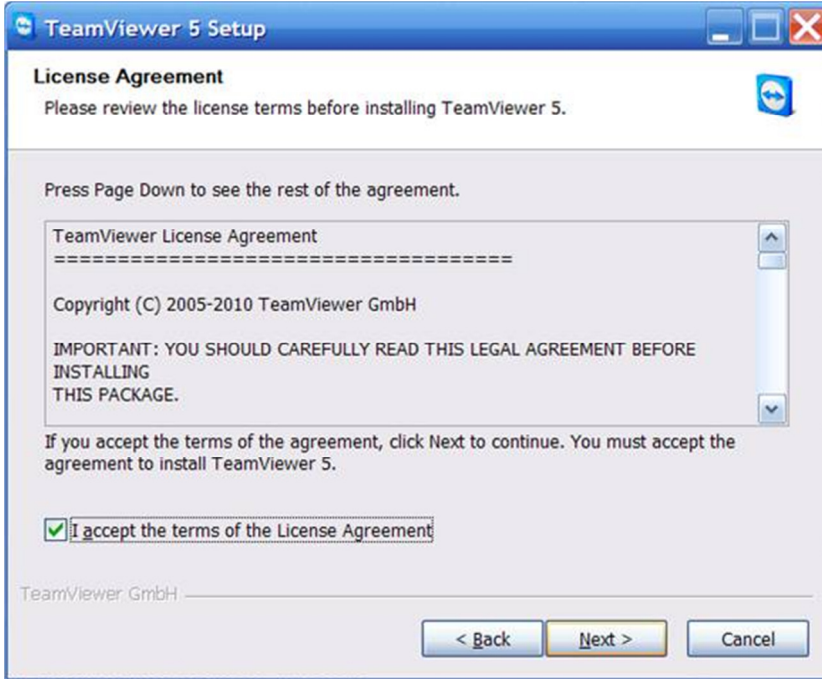




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5. Accept the terms of the License Agreement. Then click, “Next”.



6. Email me ([tasha@impressprodesign.com](mailto:tasha@impressprodesign.com)) the **Session ID** and **Password** (located under “Wait for a session”) so that I can join your session.

