

Team Viewer Remote Support



Instructions

Team Viewer Remote Support:

Team Viewer remote support is a support tool that easily allows 3RDCC help desk and IT staff to assist off-site users with computer issues.

Team Viewer remote support is easy to use. While working with IT support staff, you will be accessing the [Staff Resources](#) section of the www.3rdcc.org web site.

To start remote support, follow the steps below.

First, before you can start a remote support session, you must be in contact with 3RDCC help desk or IT staff.

Once on a call with ITSB, you will go to the www.3rdcc.org web site and click the [Staff Resources](#) link. Then, you will click the [Pre-approved remote support](#) link to begin the support session.

Since you will be in contact with someone from ITSB, they will be able to guide you through the process.

However, these are the steps you will use.

First go to the www.3rdcc.org website.



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Then, click the [Staff Resources](#) link.

Third Judicial Circuit of Michigan

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ESSENTIAL LINKS

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- Agency Resources

The Court will be closed on **May 29** in observance of Memorial Day

Click the Staff Resources Link

Welcome to Third Judicial Circuit of Michigan

News & Announcements

Next, click the [Pre-approved remote support](#) link.

Third Judicial Circuit of Michigan

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Staff Resources

For court employees who are on the road or working from home, the following is a list of resources available on the Internet. You do not need to be logged into the intranet in order to access them. Included are links for checking e-mail and connecting to the VPN.

Remote Access

- Outlook Web Access
- VPN
- Odyssey File and Serve
- Odyssey Web Access
- Pre-approved remote support**

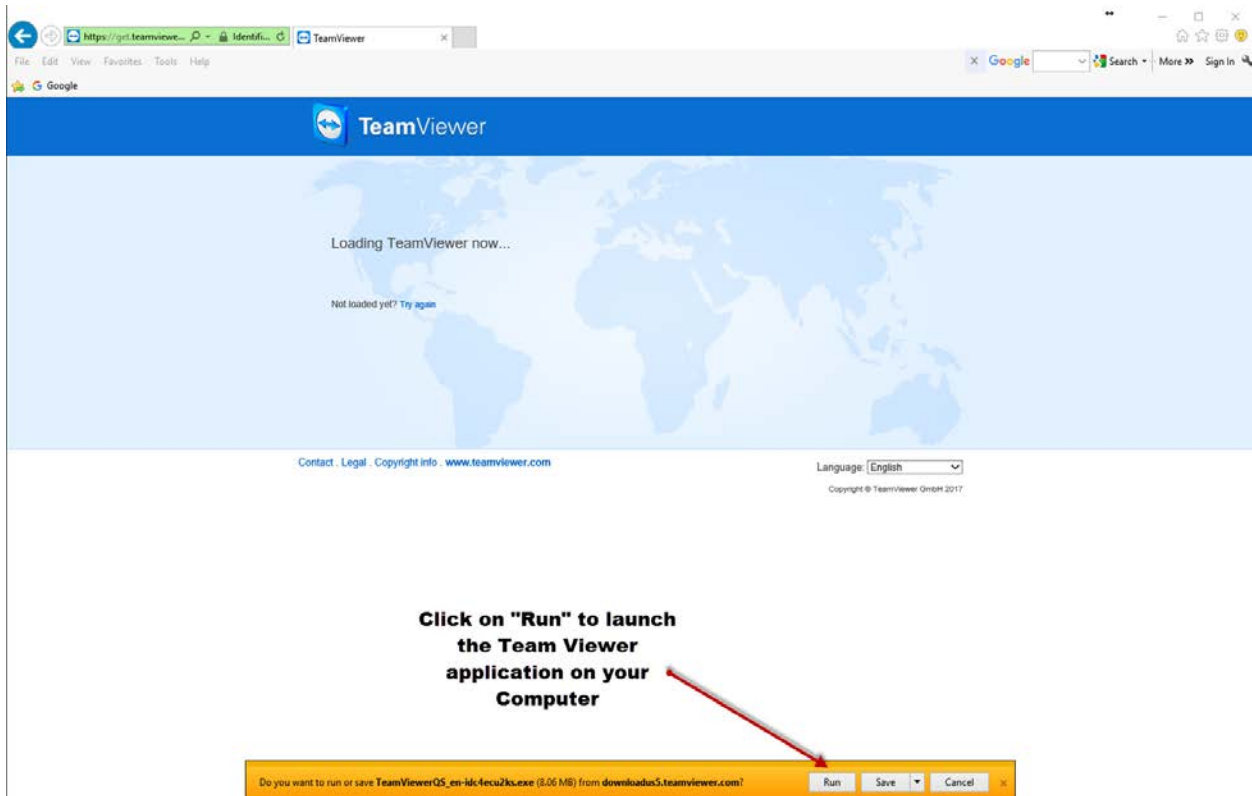
For help with connecting remotely, or other help related to the Third Judicial Circuit website, please send an email to helpdesk@3rdcc.org or call 313-224-0157. Any email will need to contain Name, contact phone number and the issue you are looking to resolve - please include case number if applicable.

VPN Upgrade Instructions

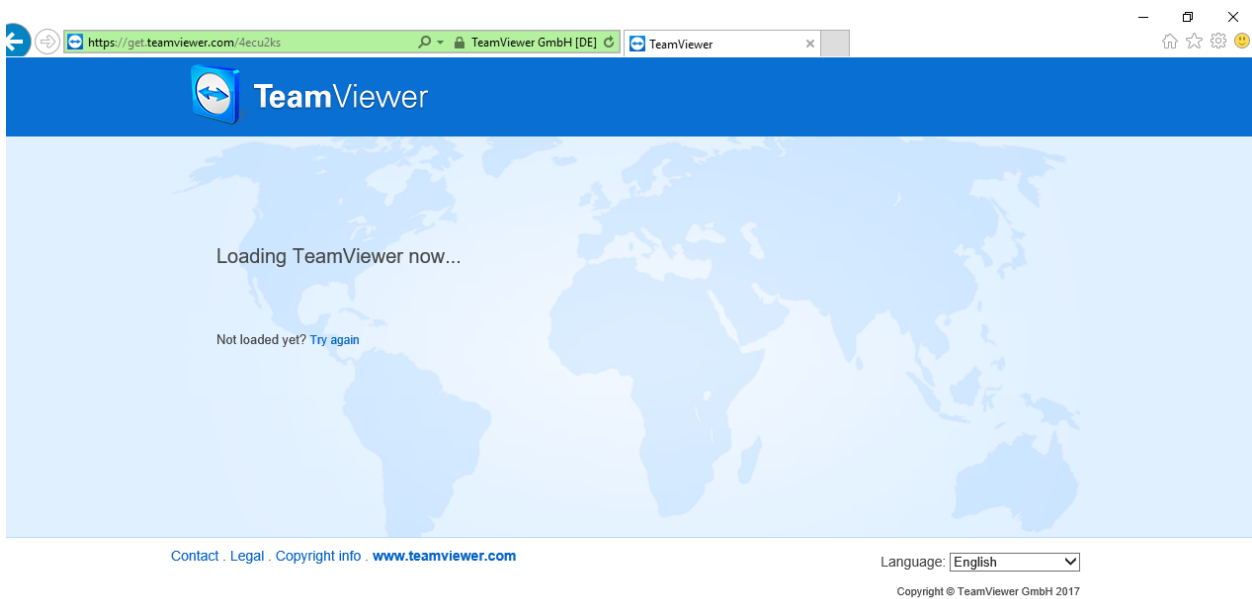
Click the Pre-approved remote support link

Team Viewer Remote Support Instructions

Clicking the [Pre-approved remote support](#) link will launch the download and startup of the Team Viewer Remote Support software. The software will be downloaded and started but **NOT** installed on your computer.

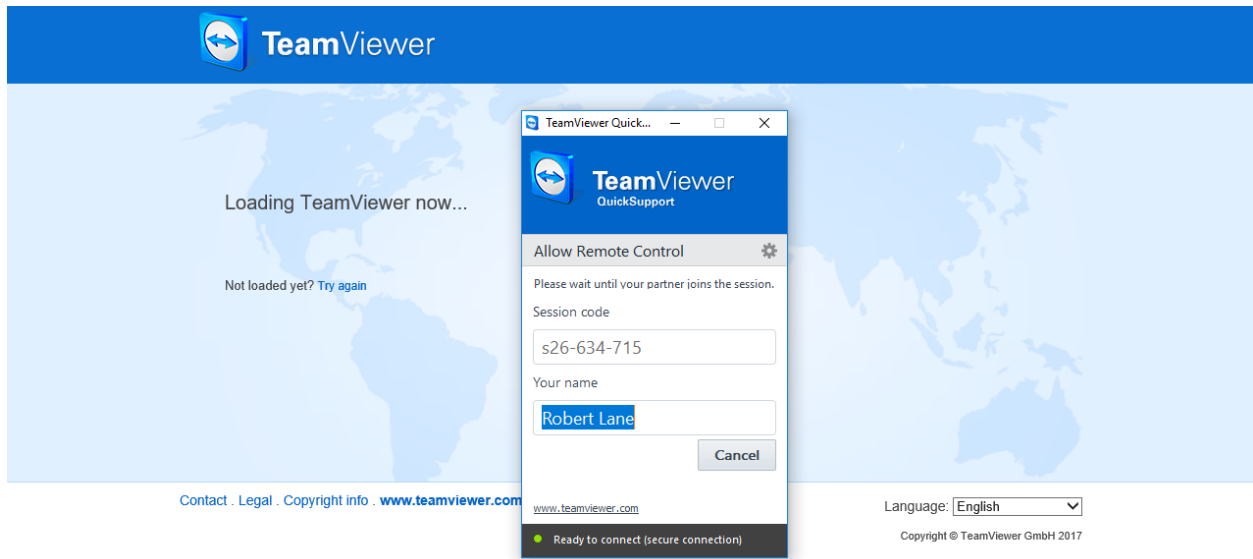


Once the software downloads, it will run and load Team Viewer.

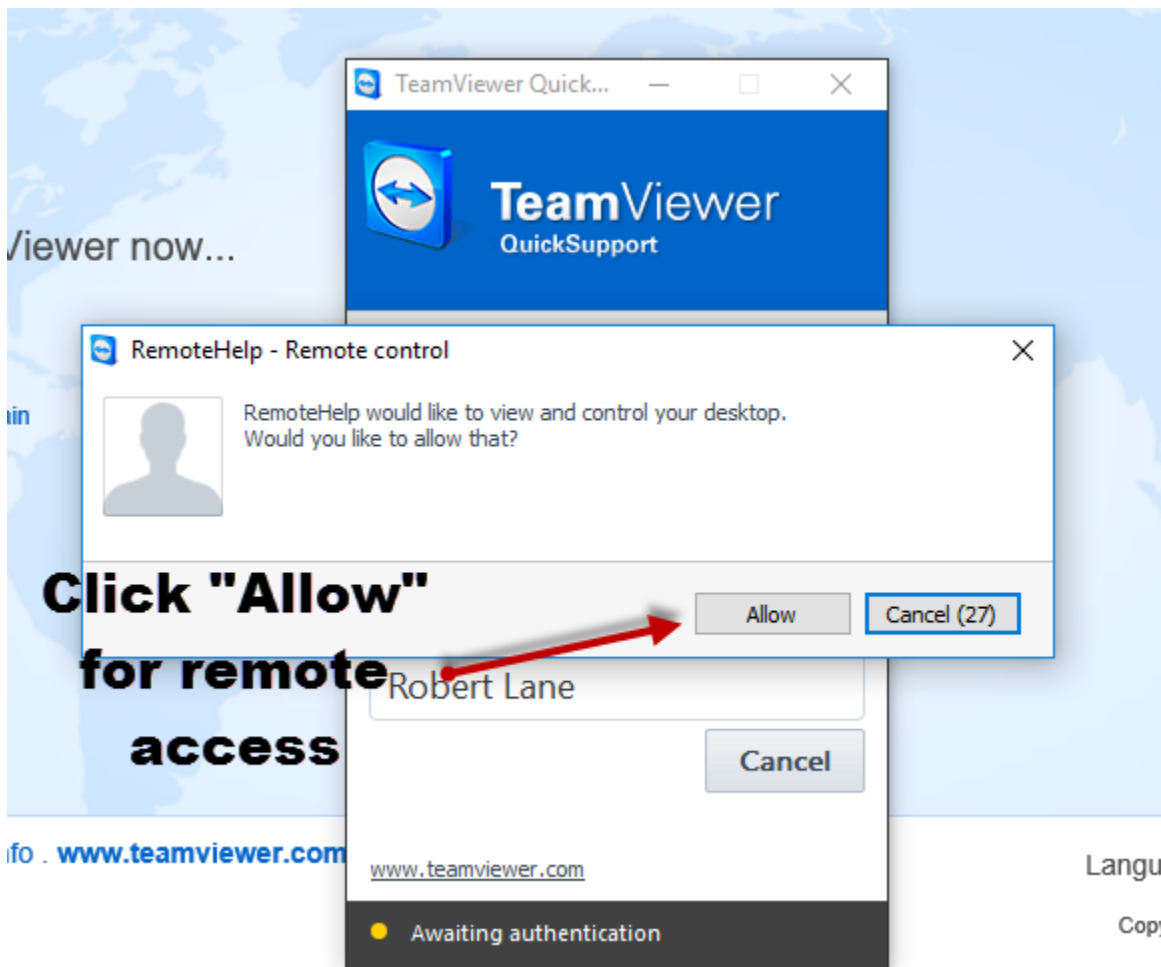


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Once the software runs, the **“Allow Remote Control”** box will pop up.

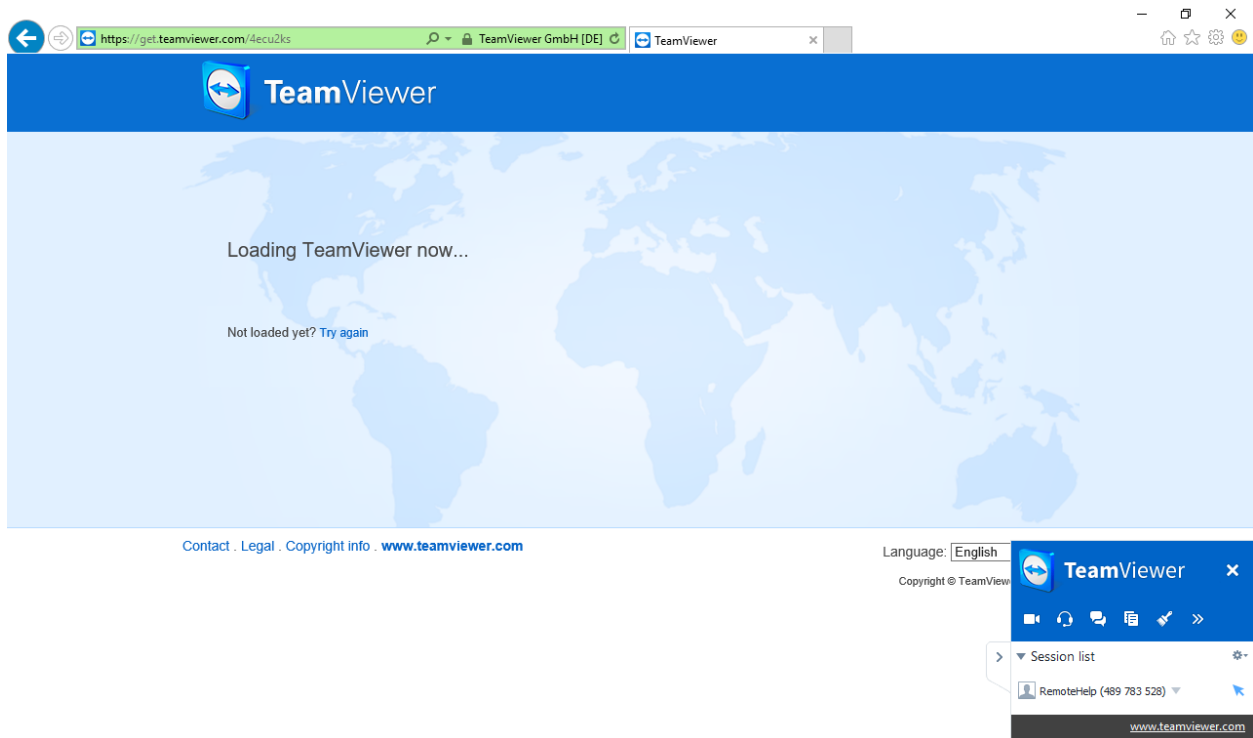


The system will wait at this point until ITSB support staff request permission to remote to you and control your computer’s desktop. Once the box below pops up, click **“Allow”**.

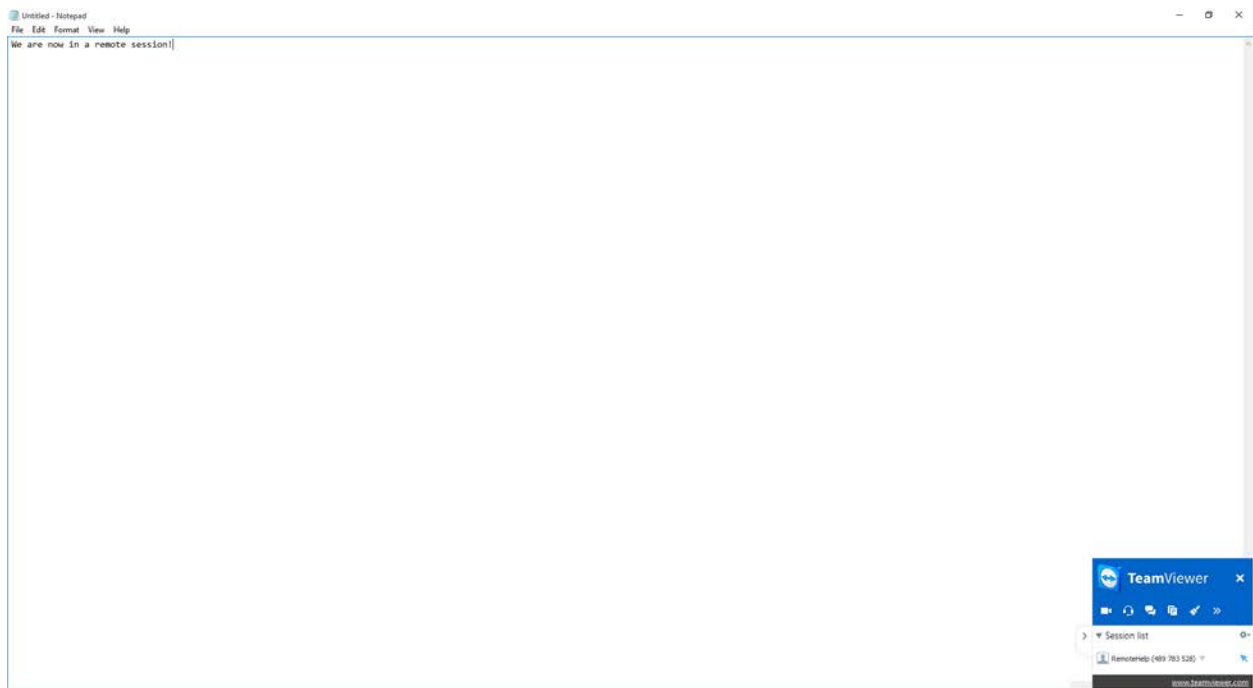


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Now the remote connection is established. This is noted by the **“Blue”** Team Viewer box in the lower right corner.



You can see we are now in a remote session



Team Viewer Remote Support Instructions

To stop the remote session, you can simply click the "X" on the blue team viewer box. Or, you can have the staff connected remotely stop the session. Once the session is stopped, the remote person no longer has access to your computer.

To close the remote session simply click the "X" or have the remote user stop the session

