



# PCSchool Fact Sheet

Simply a Better Team

<http://www.pcschool.net>

## General—All Users

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16 November 07

please ensure this is passed on to the relevant person at your school

## Team Viewer Version 3

Team Viewer is a program PCSchool utilizes to assist our users with errors, updates and training. The Team Viewer program allows us to connect to your computer and see your desktop and edit data, move files etc.

Team Viewer was made available through PCSchool Version 5 under Help—Remote Support in all modules. Team Viewer is also included in your PCSchool/Programs folder for use in PCSchool Version 4.

A new version of Team Viewer has recently been released and is considerably faster and contains new features. A zip file containing the new version has been made available on the PCSchool website for download.

Please visit: [www.pcschool.net/download/SupportV3.zip](http://www.pcschool.net/download/SupportV3.zip)

And download the file.

Once downloaded you have two options for extracting / copying the file.

**Option 1:** Copy / extract the Teamviewer.exe application onto the desktop of your computer so that you have quick and easy access to the program when the PCSchool Team ask you to open it.

**Option 2:** Copy / extract the Teamviewer.exe application into your PCSchool/Programs folder on your computers C:\ drive and into the PCSchool/Programs folder on your server, replacing the current Teamviewer.exe in these folders. This option will allow you to access Team Viewer through remote support in Help.

Please phone the help desk if you have any questions.

**Extracting the Teamviewer.exe file:**

**For those using WinZip.**

- 1 Open the SupportV3.zip folder.
- 2 Highlight the Teamviewer v3.exe file and select Extract.
- 3 Select to extract to Desktop or PCSchool/Programs folder.

**How to find out what version of Team Viewer you are currently on:**

Please phone PCSchool and advise them of the following ID and Password for them to connect to your desktop:

**Version 3 has this additional status report field**

ID: 5 824 235 Password: 3760

Ready to connect (secure connection)

[www.teamviewer.com](http://www.teamviewer.com) Cancel

**SupportV3.zip**

**For those NOT using WinZip**

- 1 Double click on the downloaded folder to open
- 2 right click on the Teamviewer v3.exe file and select Copy
- 3 Paste the file onto your Desktop or into your PCSchool/Programs folder on your C:\ drive and on the Server.

**PCSchool Australia & New Zealand**

Australia Phone: 0500 502 200  
or  
New Zealand Phone: 09 913 0090

Country - 102221  
Auckland - 102222  
Wellington - 102223  
Christchurch - 102224

E-mail: [help@pcschool.net](mailto:help@pcschool.net)