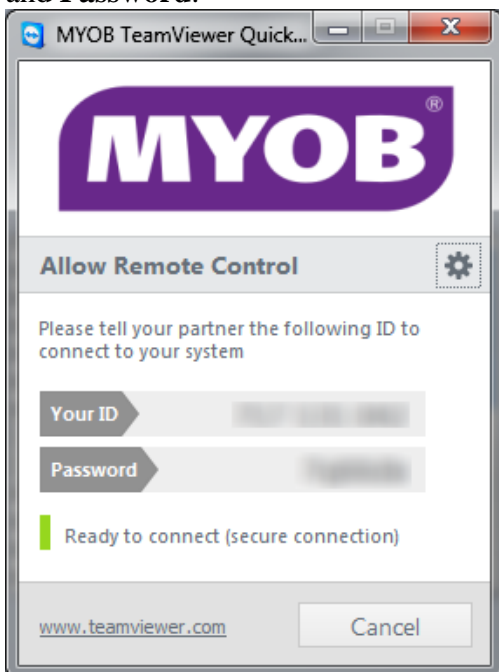


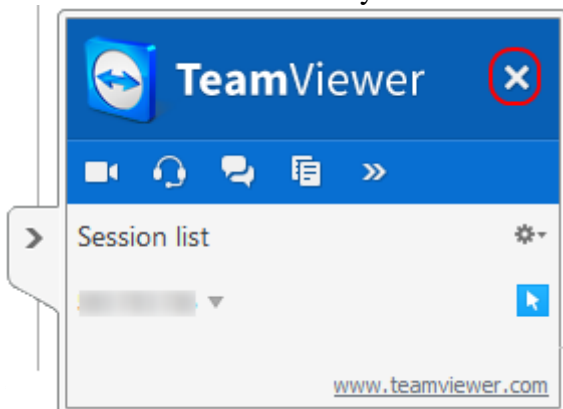
The following steps should only be undertaken at the request of MYOB Support.

To download and run TeamViewer

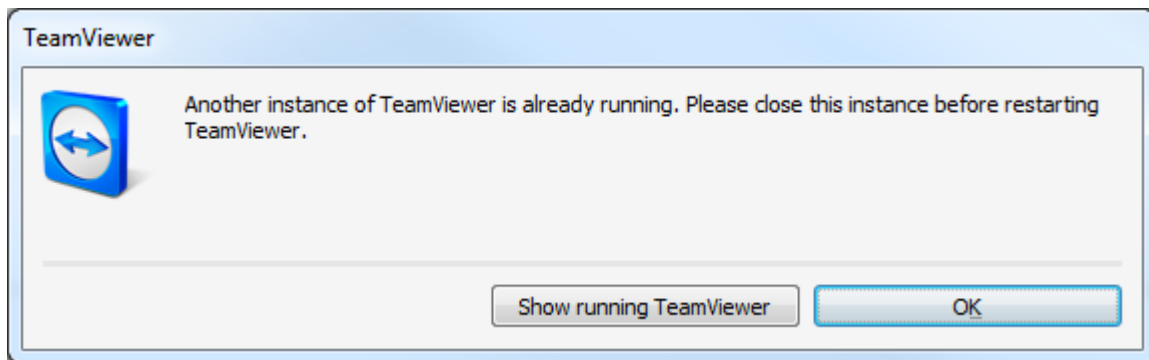
1. Click the applicable link to download TeamViewer:
 - o If using a Windows PC:
 - a. [Click to download TeamViewer for Windows.](#)
 - b. When prompted, click **Run**.
 - o If using an Apple Mac:
 - a. [Click to download TeamViewer for Mac](#)
 - b. If you see a file MACMYOBTeamViewer.zip, double click to extract the application.
 - c. Double click MYOB TeamViewer.
2. When the following window appears, advise the support agent of the displayed **Your ID** and **Password**.



The following box will display when you're connected. You can click the **X** to terminate the remote connection at any time.



Getting an error about "Another instance of TeamViewer is already running"?



If you receive this error message:

1. Click **OK** to close the error message.
2. Right-click the TeamViewer icon in your computer's system tray (usually in the bottom-right corner of your screen - near the clock) and select **Exit TeamViewer**.
3. Run the TeamViewer download again as described above.

Privacy and Security

MYOB use Webex and TeamViewer technology for remote access as these do not require installing software on to your system. Once the connection is closed and the software stopped your computer is secure. MYOB can only connect with you when you provide the random ID and password to us.

MYOB staff will at no time ask you for your personal email address and password.

[MYOB Privacy Policy](#)