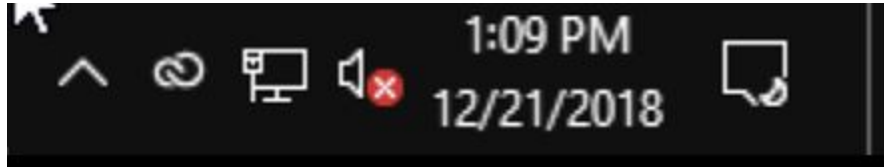


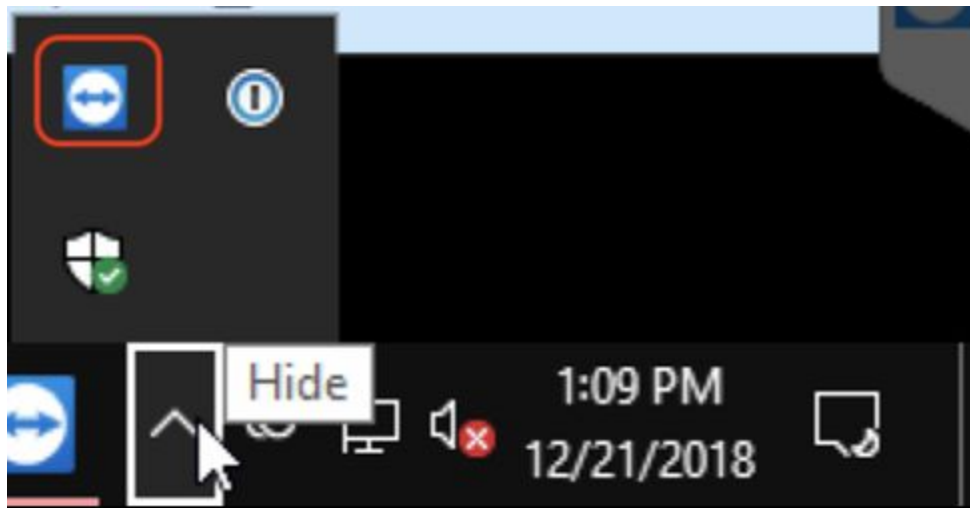
TeamViewer - Create a New Support Ticket (Windows)

1. Go to your taskbar in the bottom-right corner of your screen



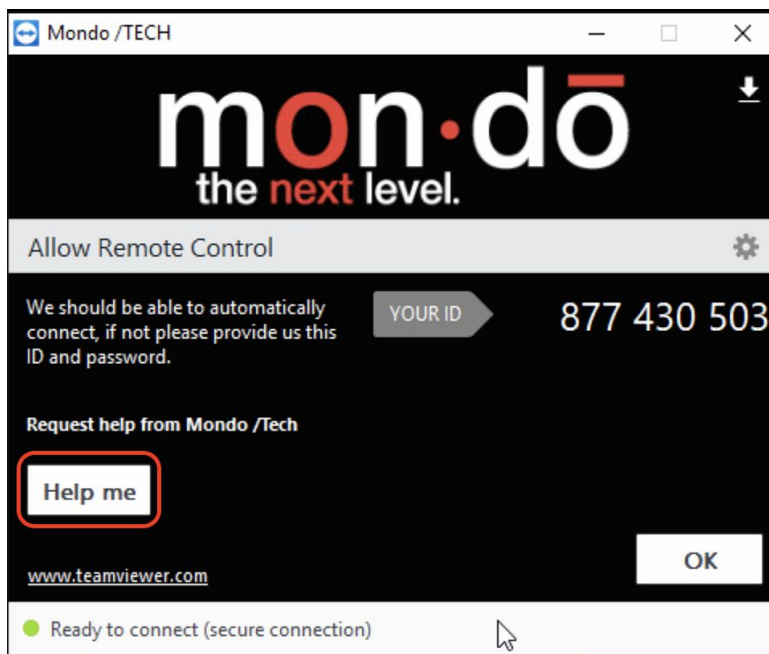
a.

2. Click on the blue and white TeamViewer icon (if you do not see it, click on the arrow to reveal more icons)



a.

3. In the window that appears, click on the "Help Me" button



a.

4. Fill in your name and a detailed description of the issue that you are encountering. The more details you provide, the more helpful we can be.

Get help

Please wait until your partner joins the session.

Your name

John

Description

My computer is running slowly.

Session code
s32-190-290

Delete

OK

- a.
5. You may also click the message icon in the bottom left corner of the previous window to initiate a support chat with us. However, we may not always be available at that exact moment to respond.