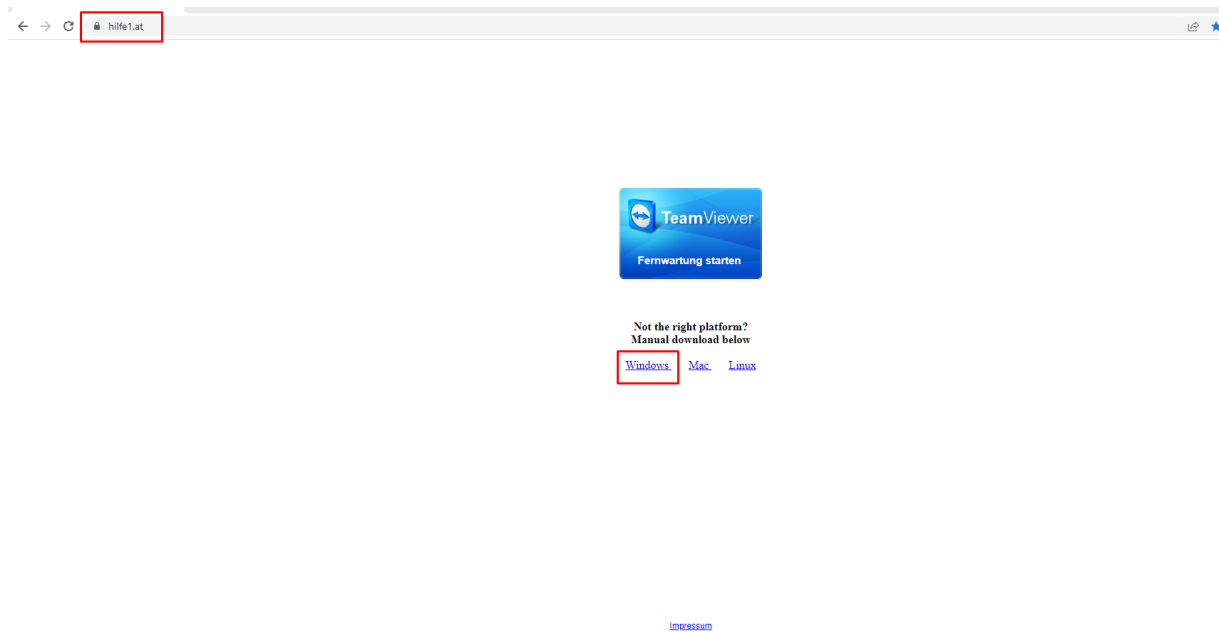


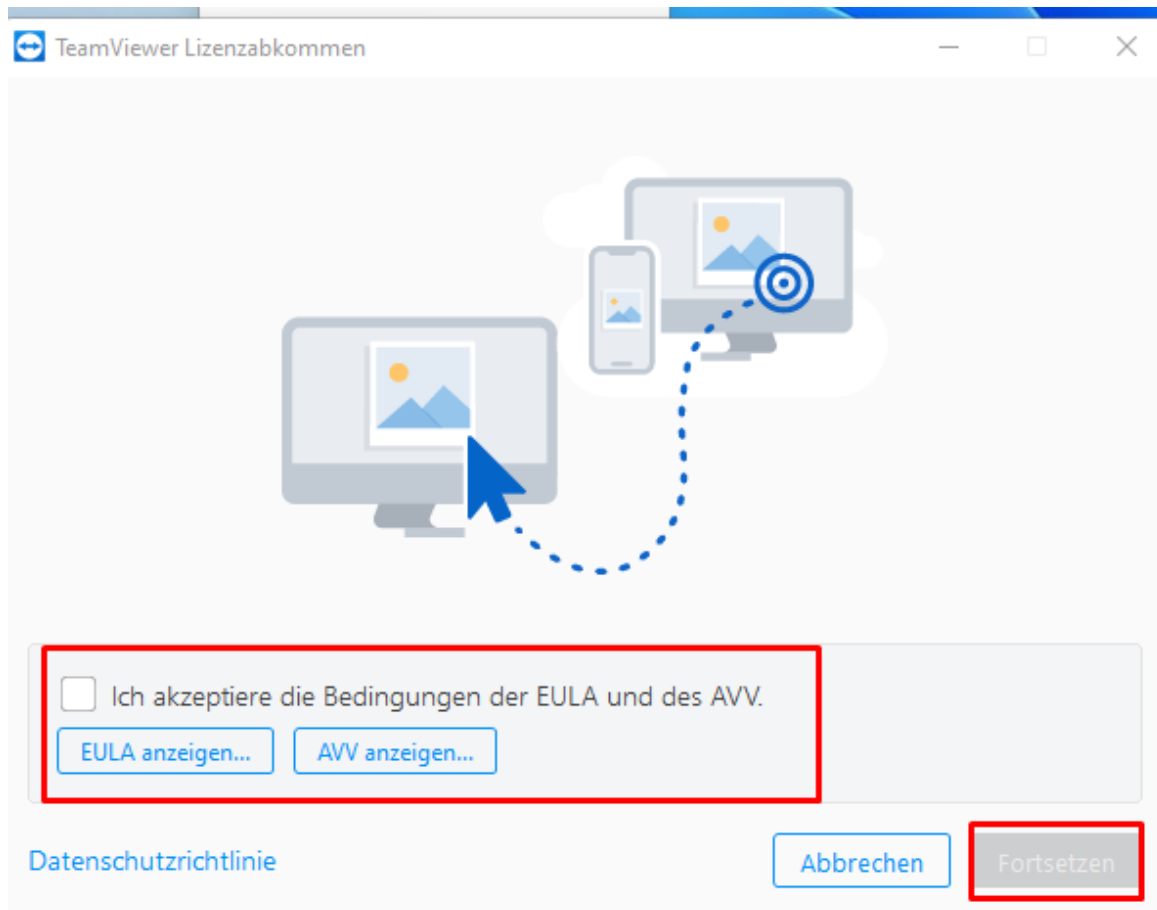
[Windows Guide for TeamViewer Support/Remote Maintenance](#)

First, we open the website www.hilfe1.at and download the remote maintenance app for Windows here.



It could happen that we must allow the download, we then simply confirm with "allow". (Browser dependent)

Once the client is downloaded, open the ".exe" file.



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Here we need to agree to the EULA and GCU and click "Continue".



Now you can give the access data to the support staff.