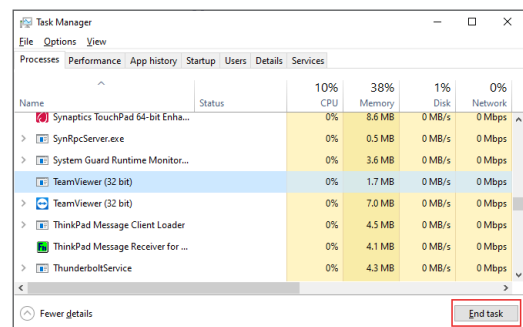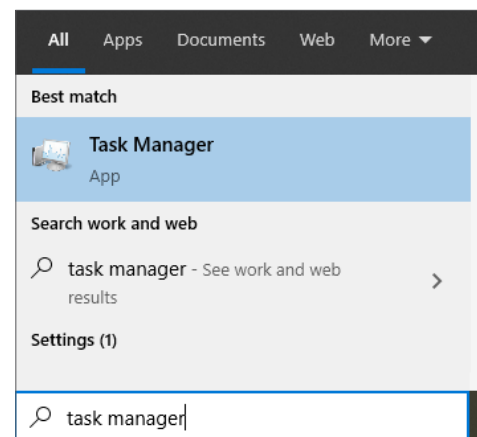# Troubleshooting TeamViewer®

IMPROMED®

Overview

This guide will provide some things to try when TeamViewer gives you a TV ID number but not a password and the ImproMed default password does not work.

The most likely reason a password is not available or the default password is not working is because there may be multiple TeamViewer sessions running in the background processes of Windows®.

Ending TeamViewer Sessions

1. From the Windows **Search** Bar, enter **Task Manager**.

2. With Task Manager highlighted from the search results, press **Enter** to open Task Manager.

3. On the **Processes** tab, scroll down through the background processes until you see TeamViewer. The processes are listed in alphabetical order.

4. Click on the first TeamViewer listed to select it.

5. Click **End Task**.

6. Repeat steps 4 and 5 for each TeamViewer process listed.

Make sure to watch the TeamViewer for a moment or two. It will frequently restart again even though we are not able to gain access to the workstation through it. If it starts again, please go through steps 4 and 5 again; it typically will only restart once.
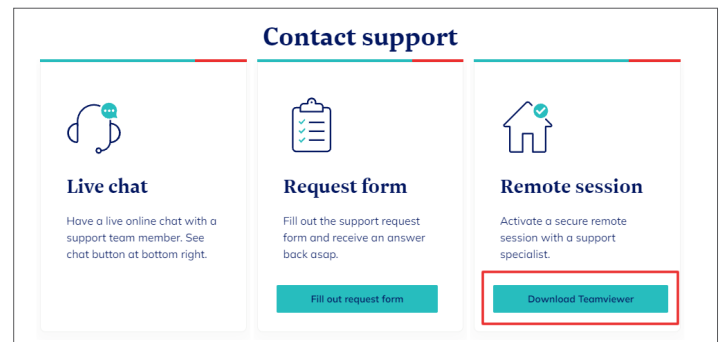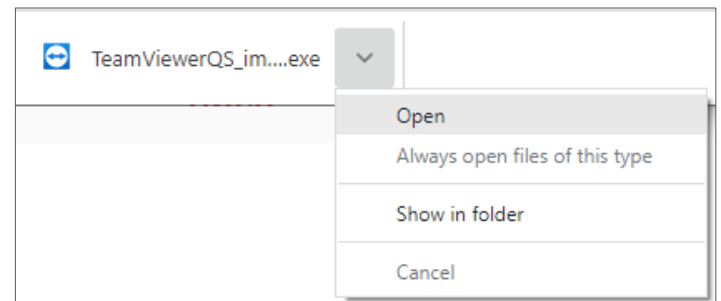
Downloading TeamViewer

Downloading TeamViewer after closing all previous sessions is the best way to provide the ImproMed Support Team remote access.

If the local IT has already installed a version of TeamViewer of their own (not from the ImproMed website) and it does not allow ImproMed Support to login, the business may need to download TeamViewer from ImproMed specifically.

1. After all TeamViewer sessions have been ended, click on the link provided to download TeamViewer from the Covetrus® website: Download TeamViewer.

Contact support

Live chat
Have a live online chat with a support team member. See chat button at bottom right.

Request form
Fill out the support request form and receive an answer back asap.

Fill out request form

Remote session
Activate a secure remote session with a support specialist.

Download Teamviewer

2. If using Chrome® as your browser, the TeamViewer download may appear at the lower left side of the window. Click on the chevron to display the menu.

3. From the menu, click on **Open**.

TeamViewerQS_im....exe

Open
Always open files of this type
Show in folder
Cancel

⚠ **If an error displays immediately after downloading that reads "there is another instance of TeamViewer running, please close this instance to proceed", use the Task Manager to close as previously noted in these instructions.**

4. The TeamViewer connection should open displaying the ID number for the computer you are working on. The password will display with ****. It may also display a password.

5. Please relay what is displayed for the ID and password to the ImproMed Support Technician to allow remote access to the computer.

Covetrus QS

covetrus

Allow Remote Control ⚙

Please tell your Covetrus representative the ID number below.

Your ID
your computer ID will show here

Password
✶✶✶✶

www.teamviewer.com   Cancel

● Ready to connect (secure connection)