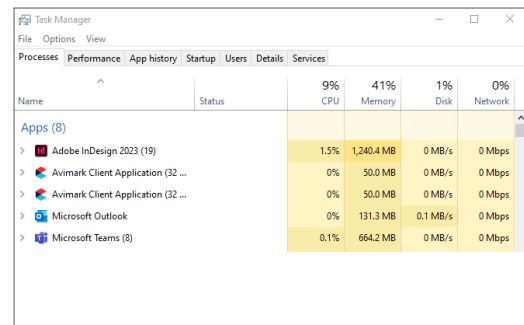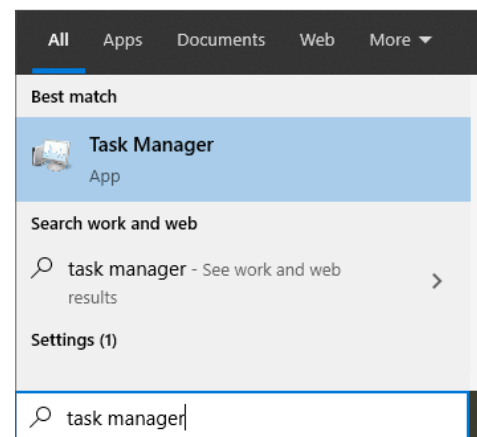# Troubleshooting TeamViewer®

AVIMARK®

Overview

This guide will provide some things to try when TeamViewer gives you a TV ID number but not a password.

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.
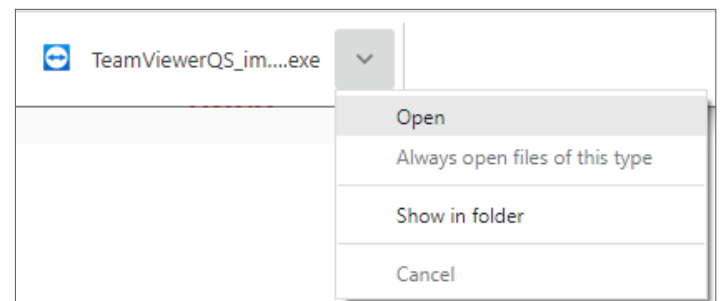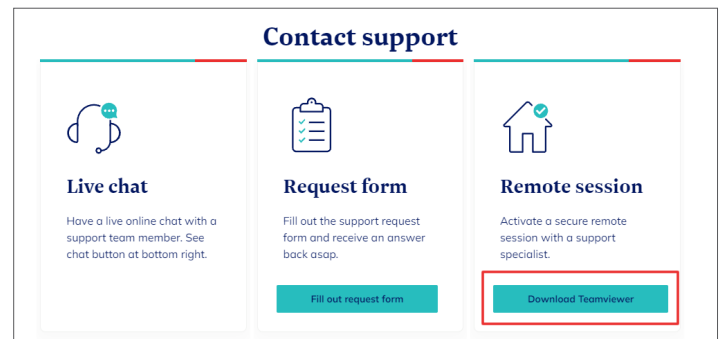
Downloading TeamViewer

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

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

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

   There is also a link to **Remote Access** at the top of the Covetrus® page. Mouseover and select the TeamViewer download for the practice management program you are using.

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**.

> ⚠ **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 Avimark Support Technician to allow remote access to the computer.