# Direct-to-desktop training and support (TeamViewer)

Payroll is an exceedingly complex topic, and in almost every case your questions can be answered best by our helpdesk staff seeing exactly what you see on your screen.

To enable this service, we provide a built-in TeamViewer Quick Support tool, branded with our corporate logo, to enable direct-to-desktop training and support.

This means that no on-site visits are required (*very expensive*) and that all training and support is on an individual basis - your questions are easily answered (*and any extra training provided*), usually immediately and at no extra cost (*see our published terms and conditions for providing support services*).
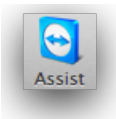
Our branded TeamViewer Quick Support tool is a fully-licensed product, available within goPayroll and accessed from the Tools menu (or from your Desktop).

goPayroll users can download our latest TeamViewer support tool from Tools..Remote Support - we recommend saving it to your desktop for ease of access in future.

> ⚠️ This aspect of our support is so fundamental to providing training and assistance that without using it your subscription will effectively be unsupported.

Starting the TeamViewer Quick Support tool

When you start the TeamViewer Quick Support tool, the following (*or similar*) should be displayed:

NOTE: our version uses our corporate branding - anything different is NOT supplied by SmoothPay.

After a few seconds (assuming your firewall/security etc is not "blocking") a 9-digit number will be displayed.

Give the ID number to SmoothPay support so they can connect to your desktop..

If you are using your own TeamViewer then you will need to supply your ID and Password (or stop your TeamViewer and allow the SmoothPay one to run instead).

International clients

We recommend using a headset for communications via TeamViewer for best support and training (a headset also cuts out extraneous noise and gives near telephone-quality) - and you can use the headset with Skype, iTunes etc. (and look cool at the same time)

We use a bluetooth (wireless) headset made by Logitech, but there are many types available ranging from a few to hundreds of dollars.

Alternatively, speakers and mic are able to be used, however often the echo and noise make this option almost unusable.

If neither option is available then the built-in chat tool is quite usable, just a little slower, or call our helpdesk (use Skype to phone our helpdesk number, or your normal landline).

> Cost of phone calls to sites outside New Zealand are not covered by your subscription - calls over TeamViewer are generally free (internet charges may apply).

Is it safe?

Your system security is paramount, as is the quality and effectiveness of the support we provide.

TeamViewer was selected as our support tool because it provides a temporary, on-demand service (*you start it and control it*), it is secure (*the entire session is encrypted*) and as long as you're using SmoothPay's branded version then only the HelpDesk have the password to access your TeamViewer session.

So, yes, we believe our edition of TeamViewer is safe to use (*though you should read the next section: We have TeamViewer already installed*).

We have TeamViewer already installed

At SmoothPay we pride ourselves on utilising leading-edge technologies that help us provide better systems and services.

However, we're often mimicked and increasingly we are seeing sites that have installed their own version of TeamViewer (*often free versions that restrict access in 5-minute blocks, are old versions etc*), which effectively prevents our edition of TeamViewer from starting. If a current TeamViewer session is running or is started as a system service then it will be displayed instead of our own version.

It may be that someone requires access to your computer via TeamViewer anytime they wish (*it could be yourself or management wanting to remote in, or your technician who wants to "manage" your computer*), however this does present a security risk - and it also adds significant overhead to our helpdesk support when access is requested.

> If TeamViewer doesn't display our corporate logo, then it's not our version and we may not be able to provide support.
>
> You can usually close the running version by exiting the existing TeamViewer session and closing it down (sometimes you need to right-click the TeamViewer icon in the system tray (Windows) and choose Exit TeamViewer to stop the current version. On Mac systems you should be able to close TeamViewer using the Quit option. If TeamViewer has been installed as a service then you need to stop that service so that Smoothpay's version can run instead.
>
> In the event that SmoothPay's branded version of TeamViewer cannot be used, then support may be withdrawn unless an alternative support method (paid service) is selected.

We prefer not to have our systems accessed in this way

It is your computer system, and we respect your right to not receive support this way.

However, this method of support, especially in a system with as many complexities as payroll, is a critical component of, and essential to, our helpdesk service and we may not be able to provide alternative support without additional payment (*TeamViewer direct-to-desktop support is provided free as part of your normal support subscription - see also our published terms and conditions*).

Alternative methods of support

> If you require support but cannot or will not provide access via SmoothPay's TeamViewer support tool, then additional, per-incident support charges apply (minimum of 1 hour).

Typically, the helpdesk will need access to your data, as so many variables and settings affect processing, and it's difficult, if not impossible, to provide solutions or guidance without seeing the actual data.

If you are requested to supply your data, then proceed as follows:

1. email your database (*you can download your latest backup from Tools..Restore*) to the HelpDesk, or
2. you can request that we retrieve it from the goPayroll server
3. email any any questions, scanned documents that illustrate a particular issue, etc. to aid us in fully understanding the issue

In some situations it may be possible to provide guidance or assistance by talking you through the issues and what you see on screen.

Firewall exceptions

Though generally not an issue, in some cases we have difficulty accessing clients using TeamViewer, even though they have managed to get an ID from TeamViewer's secure servers.

The following ports are used by TeamViewer, in preferred order, and you may need to make exceptions in your firewall or security rules to permit access from outside your system:

Port	Protocol	Comment
5938	TCP and UDP	Default channel used by TeamViewer connections
443	TCP	Fallback if 5938 is not available
80	TCP	Last resort - slow and unreliable.

Feedback

We're always keen to do better!

Any and all feedback is appreciated and if you feel we could include better examples, provide more explanation, provide references to additional information, make a process easier to use, or you spot something that isn't working the way it's supposed to - please let us know.