

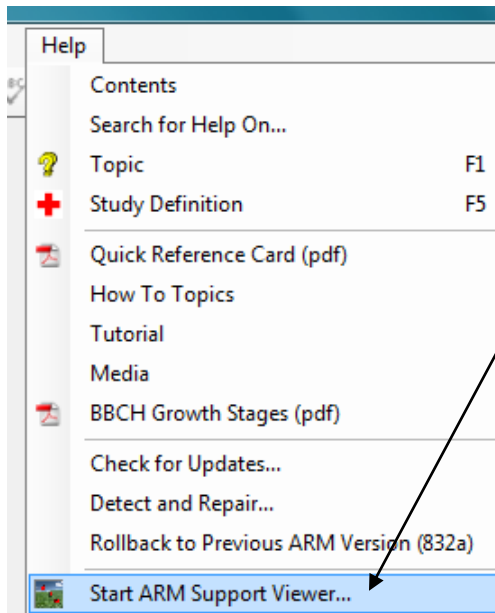
What to Expect when Using the ARM Support Viewer by TeamViewer

ARM version 8.3.2 or newer installs an ARM Support Viewer program as part of ARM. This "Support Viewer" is a licensed and customized version of the TeamViewer "Quick Support" program.

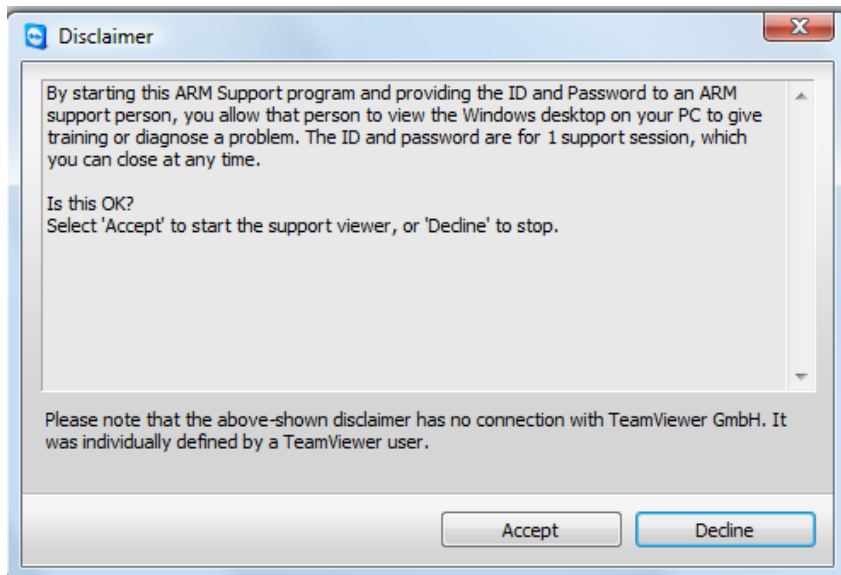
The ARM Support viewer:

- Does not install any new software on your computer.
- Temporarily hides your Windows desktop background so only current programs are visible.
- Shares your **entire computer desktop** to allow diagnosing issues that occur from other programs that are running. (We recommend that you **close email and any confidential documents** *before* providing your connection ID and Password to a GDM support partner.)
- When the ARM Support Viewer is running, both the GDM support partner and you have control of your computer. If a GDM support partner needs to view files on your computer, then we will ask your permission to do so. At any time you can to close the session (see below).

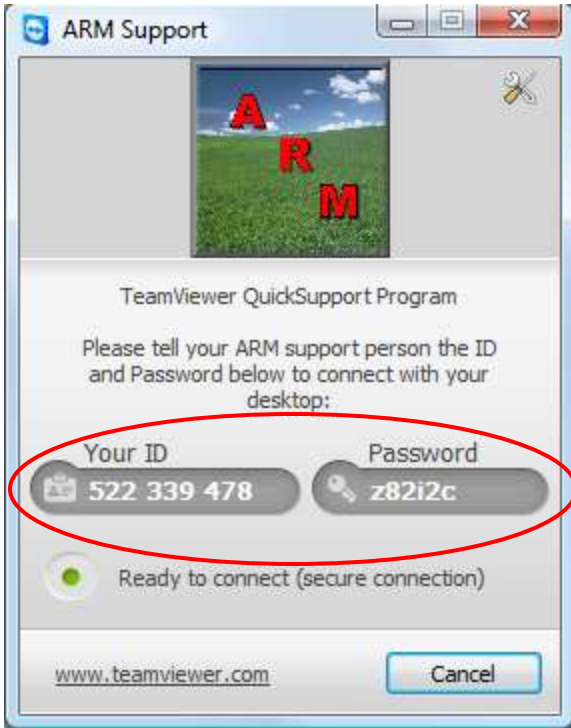
To begin, display ARM Help, then Start ARM Support Viewer:



After a few moments the Disclaimer screen appears, click Accept button if agree:

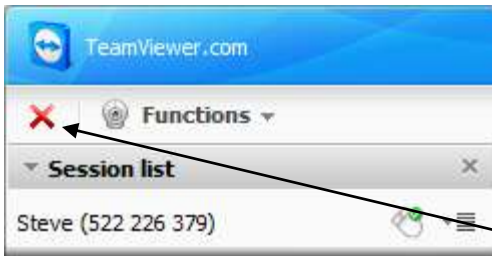


Next read Your ID and Password to your GDM employee. We must enter these on our computer before we can see your computer on our screen.



The ARM Support password is different each time you start the ARM Support viewer, so it is impossible for GDM to see your computer screen before you tell us the password.

This TeamViewer window is visible when a GDM employee is connected:



You may **disconnect** a session **at any time**, just click on the red **X** in the TeamViewer screen. Next, select Cancel button to close the ARM Support viewer.