

How to Get Help from IT Staff

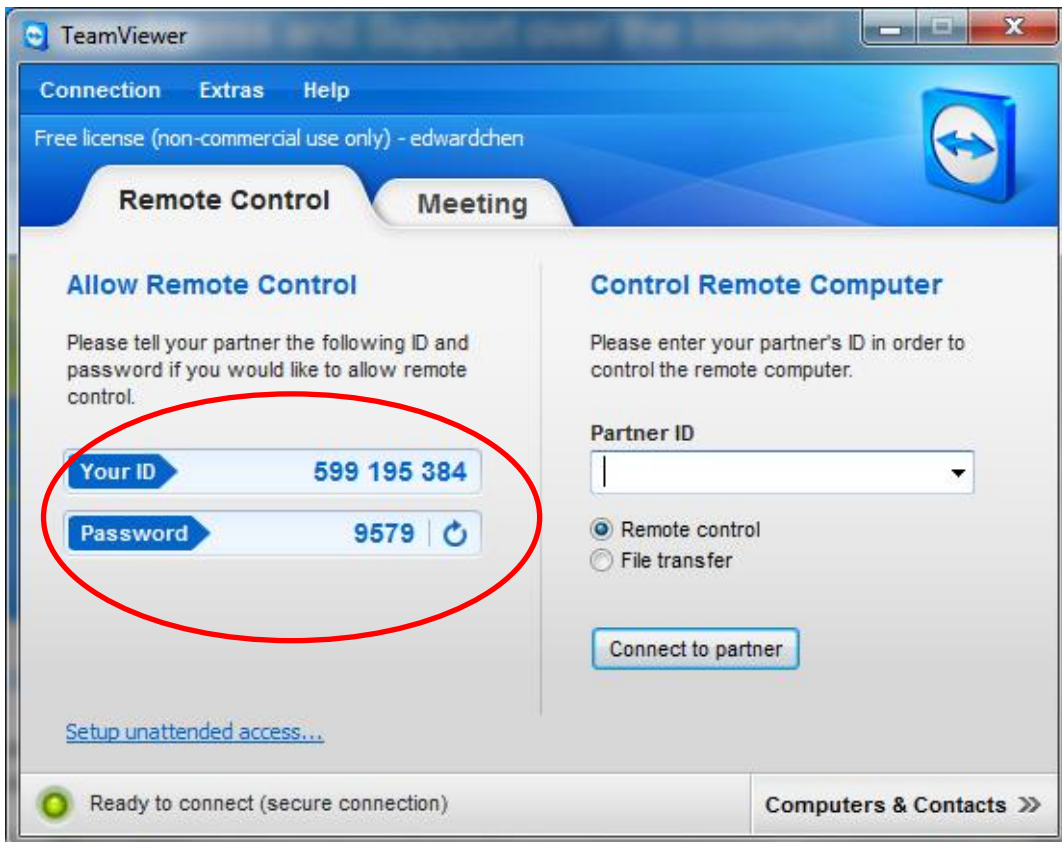
1. Download the Remote Control software "TeamViewer" from <http://www.teamviewer.com>



Click [Start Full Version] and follow the instructions to download and **install** the software in your computer.

- Select **[personal / non-commercial use]** to get a free license

2. Execute TeamViewer



3. Call IT Staff (e.g. Edward Chen +1-301-924-4855 x 168). Report Your ID, for example, 599195384 and password (9579).