

# USING TEAM VIEWER

Team Viewer is a program used by the Conference IT department to connect remotely to a computer. This helps us in the IT department to update, repair and configure your computers throughout the state from our office. We will never connect to your computer without your knowledge and consent.

The following procedures are carried out while on the phone with the Conference IT department.

From the Conference website (www.umcsc.org) go to “Offices”, “Connectional Ministries”, and click on “Information Technology”.



You should be at this page now. Scroll to the bottom of the page.  
(Next slide)



# South Carolina Conference of the United Methodist Church

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Bishop Holston

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## Information Technology



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Please feel free to use us as a resource in any of your technology needs, including but not limited to email setup and support, hardware/software recommendations, cloud-based services, web hosting services, etc... The Information Technology department is here to help our churches, districts, agencies, and conference.



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Click on the “Windows computer” link or the “Mac computer” link (red circle) depending on the type you have. A box will open at the bottom of the page asking if you want to “Run” or “Save” the file. Click on “Run”.

(LAN) and webfacing servers

☒ Data security and reliability

**Remote Help**

“ If you are instructed by the IT department, click your type of computer to download remote connection software. [Windows computer OR Mac computer.](#)

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The People of the United Methodist Church

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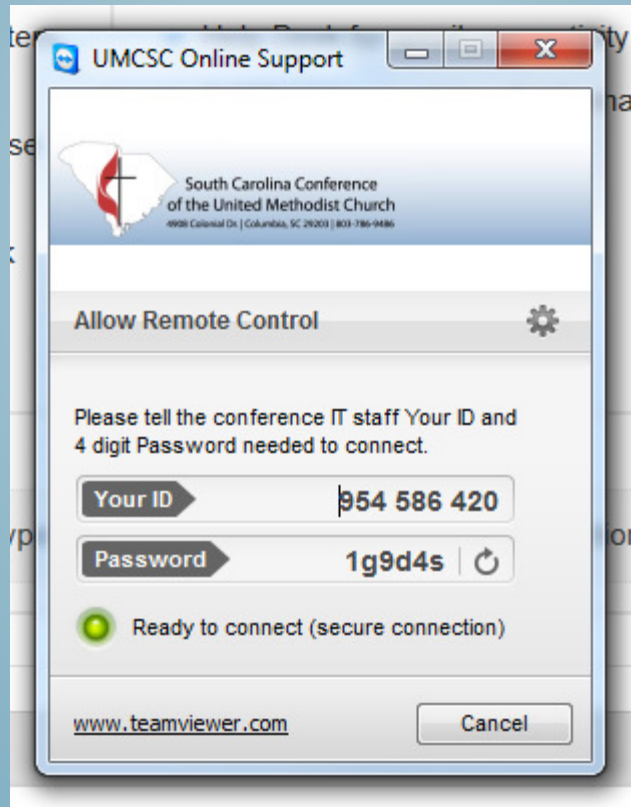
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Do you want to run or save **UMCSCIThelpWIN.exe** (2.99 MB) from **umcsc.org**?

You should see this box now. Give the ID # and the Password to the Conference IT director or assistant on the phone.



You will see your mouse pointer seemingly moving by itself. This is the IT person controlling the mouse from his computer. Do not use your mouse or keyboard. This will interfere with the work the IT department is doing.