



## Lodgit Online Trainings and Remote Maintenance

For online training sessions and our remote maintenance service we use the software TeamViewerQS. It allows us to connect to your computer over the internet to examine the problem. Furthermore, we can also share our screen with you in order to easily demonstrate and teach you the features of our software.

In this PDF document you'll find out

- ✓ where to download the TeamViewer tool,
- ✓ how a remote maintenance or online training connection is established and terminated, and
- ✓ answers to the most frequent questions and concerns of our customers regarding screen sharing and remote access.



## Downloading the TeamViewer QS Application

Please download the free TeamViewerQS QuickSupport tool from the Lodgit Homepage

<http://www.lodgit-hotel-software.com>.

You'll find it on the support page just below the sub-navigation bar (see screenshot).

Or just download it by clicking one of the links below:

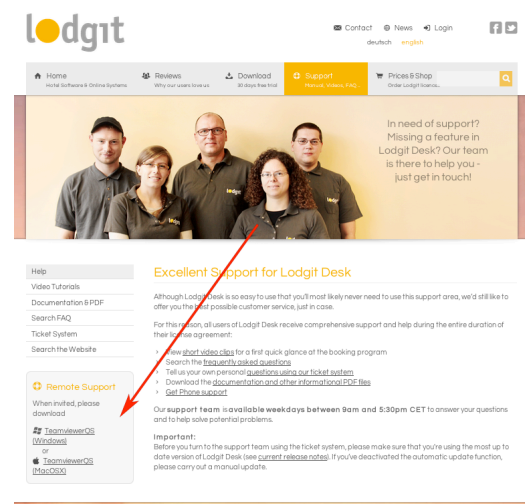
[TeamViewerQS \(Windows\)](#)

[TeamViewerQS \(Mac OS X\)](#)

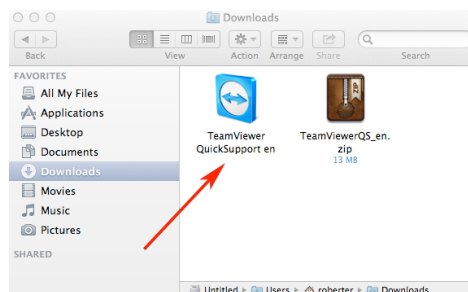
Downloading the software usually only takes a few minutes.

If you're unable to locate the file on your computer once the download is finished please check your browser's recent downloads window. You'll find it

- in Google Chrome by clicking the menu button (right next to the address bar) > Downloads,
- in Firefox by clicking Extras > Downloads,
- in Safari by clicking View > Show Downloads
- in Internet Explorer 9 by clicking Extras > Show Downloads.



## Initiating a TeamViewerQS Session



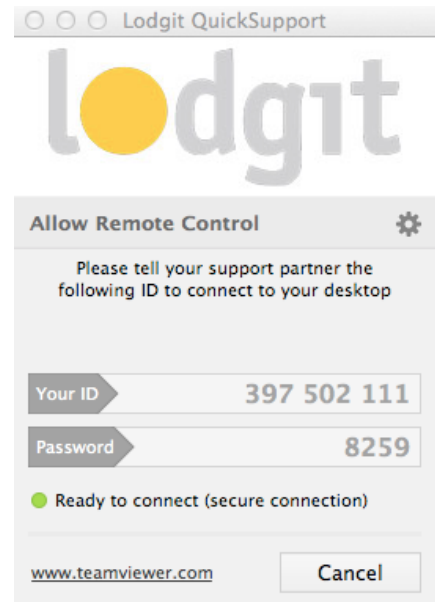
As soon as you've located the downloaded TeamViewerQS application (see screenshot), please double click on it to start it up. If you can only see a ZIP-file please extract it first by double clicking on it.

Once you've started TeamViewer QS, you'll see a window like the one displayed on the right.

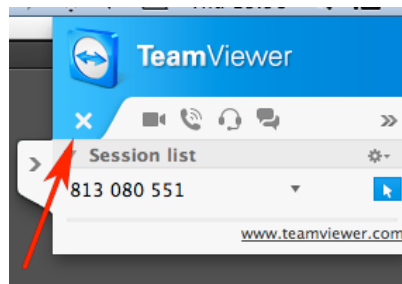


There you'll find your nine digit ID and a four digit password. Please tell us the displayed ID and password over the phone. Using these credentials we can establish a connection to you and see your screen.

Please note: The four digit password will be randomly generated anew every time you start up TeamViewerQS. This ensures that nobody will gain unauthorised access to your computer.



### Terminating a TeamViewerQS session



As soon as a session has started, you'll see an information window on your screen showing you a connection overview (see screenshot).

Clicking the small x icon will terminate the connection immediately.



## Questions and Concerns

When it comes to granting access to your computer from a distance over the internet, many people get a bit nervous at first. For a good reason – after all, there is probably sensitive and private data stored on your machine that we are not supposed to see. This is why we'd like to answer some important questions here:

TeamViewerQS is a screen sharing tool. This means that once a connection is established we are able to see what is happening on your screen just the way you see it. Please close all windows and applications with sensitive and private data before beginning a training or remote maintenance session with us.

TeamViewerQS enables us to temporarily take control over your mouse and keyboard. You can see what we're doing on your screen and cancel anytime by simply moving the mouse cursor yourself.

Establishing a connection is only possible if the TeamViewerQS tool is open and running both on your as well as on our side. Closing the tool during an active session will terminate the connection immediately and abort the session. Furthermore, the connection is always password protected. A new password will be generated and displayed on your computer for each and every session. It is not possible for us to setup a screen sharing connection without this password and gain unnoticed access to your computer.

After the training or maintenance session, you may feel free to remove the tool from your computer again. Removing TeamViewerQS does not impact the functionality of Lodgit Desk in any way. However, if you want a new maintenance or training session you'll have to download the tool again.

**Further questions?** Please let us know using our ticket system at [www.lodgit.com/ticket](http://www.lodgit.com/ticket), sending us an e-mail to [info@lodgit.com](mailto:info@lodgit.com) or calling us: +49 341 4206944