Instructions (MAC & PC)

Mac:

Go to [WWW.FTSComputerRepair.com](http://WWW.FTSComputerRepair.com)

On Home Page Scroll to Remote Tech Support section and Click on “Download Support Client”

Save Download file and then run download file.

Steps 2: **Installation**

Click **continue**

Click **agree**

If it asks if you are using for personal use or business, choose **“Both”**

Click **install** > May prompt you for your Admin password you use to login > Click **install software**

Click **close**

Step 3: **Setup in new window**

Click Continue

Will prompt you to Name the Computer and create a password

Please Name computer your **first and last name**

use **123456 for password**

**Then click continue**

Click Finish > New window click **OK to allow FTS Computer Repair**

**For Windows users**

Step One:

Click “Download Support Client” From [www.FTSComputerRepair.com](http://www.FTSComputerRepair.com)

Step Two: **Installation**

A window will appear asking you to save the installation file “TemaViewer\_Host..”

Click **Save**

The Installation will appear at the bottom of the browser once downloaded > Double click to run the installation

Click **Yes** in the pop up window

Check Box to **“Show advance settings”**

Click **Next**

Select option that says, “**both of the above”**

Click **Next**

Select **“I accept terms”**

Click **Next**

**\*Do not check any options on the next window just click Next.**

Click **Finish**

Once the installation has finished Click **Close**

A New window will appear proceed to next step

Step 3: **Setup**

Click next to setup unattended access

**Name your computer as your first and last name**

**\*In** **password field use 123456 > Click next**

Click **Finish**

New window popup click **Allow and Finish**

You’re done