



TeamViewer 9 Manual

Management Console

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1 About the TeamViewer Management Console

1.1 About the Management Console

The TeamViewer Management Console is a web-based management platform for intuitively managing your TeamViewer contacts and logging TeamViewer connections.

In addition, the TeamViewer Management Console provides extensive functions for managing several TeamViewer accounts through an administrative account (company profile).

The TeamViewer Management Console can be reached via the Internet using a web browser – as a result, it can be called up independently of the operating system. A local database or a Microsoft SQL server is not required.

Some functions of the TeamViewer Management Console, such as user management and Connection Report, are only available in conjunction with a TeamViewer license and a company profile. However, the basic functions for connection, account and Computers & Contacts management are available to all users.

Note: To be able to use the TeamViewer Management Console, you need a TeamViewer account.

All users have access to the following functions:

- Managing the Computers & Contacts list (add, edit and delete computers and contacts).
- Storing notes and additional information for computers and contacts.
- Direct connection establishment to a computer or contact from within the browser.
- Managing their own TeamViewer account.
- Creation of custom TeamViewer modules (limited).
- Functions of the service queue

Licensed users have access to the following additional functions:

- Creating and managing a TeamViewer company profile.
- Overview of connections and connection details for the computers and contacts.
- Logging and managing the TeamViewer connections.
- Commenting outgoing connections after session end.
- Connection billing based on individually stored charge rates.
- Exporting connection data to Microsoft Excel or as a HTML file for printing purposes.
- Importing TeamViewer Manager data.



- Unlimited creation of custom TeamViewer modules.
- Remote Monitoring with ITbrain™.

1.2 About the manual

This manual describes the most important functions for working with the TeamViewer Management Console. It is intended to help you to better understand the TeamViewer Management Console and its functionality and provide you with initial support.

As described in section 1.1, some functions of the TeamViewer Management Console are available only in conjunction with a TeamViewer license. These functions are described starting with chapter 4. If you do not have a TeamViewer license, it means that it is not necessary to read chapter 4-8.

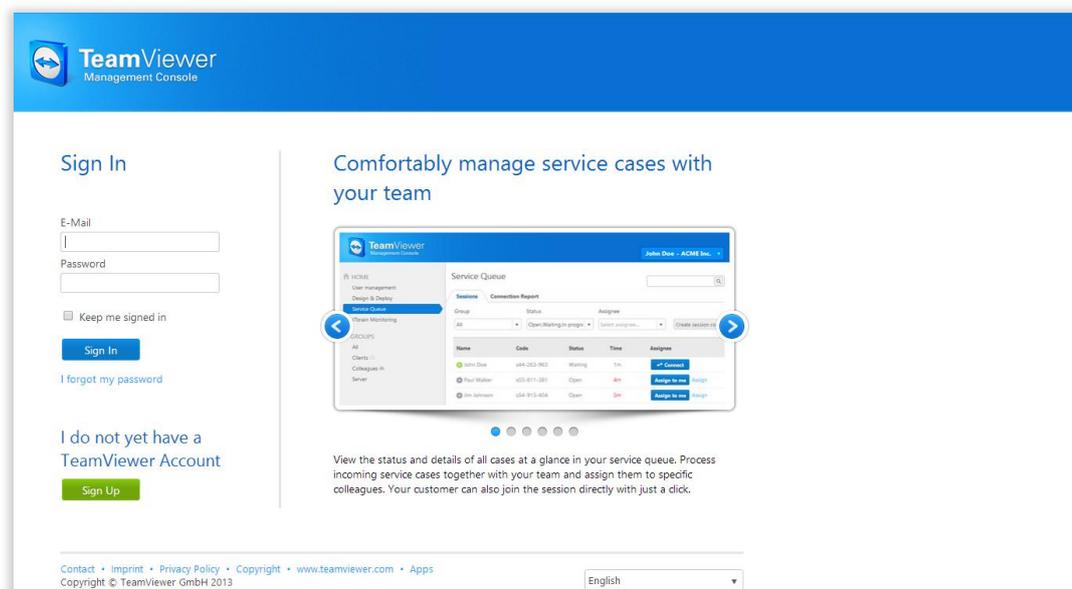


2 General

2.1 Start and Login

The TeamViewer Management Console is a web-based application. To call it up, open the page <https://login.teamviewer.com> in a web browser.

To be able to work with the TeamViewer Management Console, you must first sign in on the left side using your TeamViewer account.



The login screen of the TeamViewer Management Console.

Note: If you do not yet have a TeamViewer account, you can create a new TeamViewer account by clicking the **Sign Up** button.

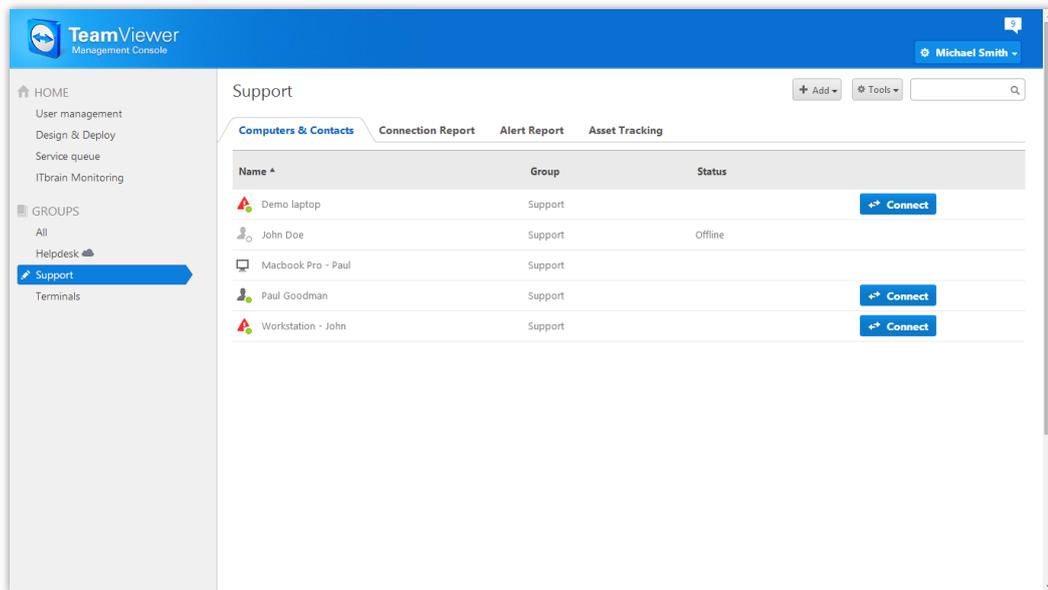
2.2 User Interface

After successfully signing in to the TeamViewer Management Console with your TeamViewer account, the start screen is displayed.

The start screen is divided into three visually separated areas: menu bar (left), title bar (top) and content area. This allows an intuitive and quick operation.



The menu bar and the title bar are permanent elements and, as such, are always visible from any screen of the TeamViewer Management Console.



The start screen after signing in.

Menu bar

The menu bar is used to navigate through the TeamViewer Management Console.

The menu bar displays the groups of your **Computers & Contacts list** as well as the **User management**. Additional actions can be performed by moving the mouse over a menu item or a group or by selecting any of it.

If an entry is selected, the display in the content area of the screen is adapted.

Title bar

Various actions pertaining to your own TeamViewer account can be called up via the title bar.

Content area

The content area displays different pieces of information depending on where you are located on the site.

2.3 My Account

The TeamViewer Management Console enables you to manage your TeamViewer account. Additional changes to your TeamViewer account can be made in the settings of the TeamViewer full version.

Note: If you joined a company profile (*see chapter 4, page 16*) with your TeamViewer account, the editing options of your account may be restricted (*see section 6.3, page 32*).

To edit your TeamViewer account, click **Username | Edit profile** in the title bar.



Editing the profile settings.

General

In addition to the usual details such as display name, email and password, you can also add the following settings.

- **Two factor authentication:** Secure your TeamViewer account against unauthorized access with another factor in addition to email address and password. To do this, click the **Activate** link and follow the instructions on the dialog.
- **License:** Assign your TeamViewer account a license. Thus you can establish licensed connections from any TeamViewer to which you log in with your TeamViewer account. To do this, click the **Change license** link.
- **ITbrain™:** If you have acquired an ITbrain™ license, the number of monitored devices will be displayed.
- **Custom QuickSupport:** Select an individual module from the dropdown list. Connection partners who connect for a session with a service case that is assigned to you, automatically participate in the session with this module.
- **Custom QuickJoin:** Select a module from the dropdown list. Participants who participate in a meeting via a meeting link use this module.
- **Connection reporting:** If you have joined a company profile or you administer this ([see Chapter 4, page 16](#)), you can also specify here whether your connections should be logged and commented.
 - **Log sessions for connection reporting:** If activated, all outgoing TeamViewer connections (except for meetings) of your account are reported on the TeamViewer Management Console. All logged connections are displayed in the connection report ([see chapter 7, page 34](#)).
 - **Show comment window after each session:** If activated, when terminating each outgoing TeamViewer connection (except for meetings), a dialog opens in the browser. There you can record a comment about the connection ([see section 7.5, page 38](#)).

Apps

Manage your own scripts and apps to which you have granted access in your own TeamViewer account or create your own scripts. If you have apps that have access to your TeamViewer account, you can revoke this access here.



To create a script that you can use with your TeamViewer account, you need a script token. For this, click the **Create script token** button.

Define the following properties for the token:

Property	Description
Name	Enter any name for the script token in the text field.
Description	Enter a description for the script token in the text field (e. g. the later function of the script that you program using the token).
Access level	<p>Specifies the content to which the resulting script has general access. The access can be limited by the subsequent access rights. In this case, the script can access content within a TeamViewer account.</p> <p>If a script requires access to information from a company profile, create a script token in the properties of the company profile (see section 5.2, page 23).</p>
Account management	<p>Specify which account information the script may access.</p> <ul style="list-style-type: none"> – No access: The script has no access to information in your TeamViewer account. – View without email: The script can call up all information in your TeamViewer account with the exception of your email address. – View full profile: The script can call up and display all information in your TeamViewer account. – Edit full profile: The script can display and edit all information in your TeamViewer account.
User management	<p>Specify which information about the User management the script may access.</p> <ul style="list-style-type: none"> – No access: The script has no access to information about your User management. – View users: The script can access and display user accounts of your User management. – View, create and edit users: The script can access and display user accounts of your User management, create new accounts and edit existing. – View, create and edit users and admins: The script can access and display user accounts of your User management, create new accounts and edit existing. This include administrator's user accounts.
Session management	<p>Specify which functions for the management of service cases may be called up in the service queue.</p> <ul style="list-style-type: none"> – No access: The script has no access to service cases in your service queue. – Create, view own and edit own sessions: The script can create service cases and display and edit service cases that are assigned to you. – Create, view all and edit own sessions: The script can create service cases, display all service cases and edit cases that are assigned to you. – Create, view and edit all sessions: The script can create service cases, display all service cases, and edit all.



Property	Description
Group management	<p>Specify which functions may be called up for groups in your Computers & Contacts list.</p> <ul style="list-style-type: none"> – No access: The script has no access to group information. – View groups: The script can display groups in your Computers & Contacts list. – View, create, delete, edit and share groups: The script can create and edit groups, as well as share individual groups with contacts from your Computers & Contacts list.
Connection reporting	<p>Specify which functions may be called up for the management of connection reporting.</p> <ul style="list-style-type: none"> – No access: The script has no access to connection reporting. – View connection entries: The script can display connection reports for your TeamViewer account. – View and edit connection entries: The script can display and edit connection reports for your TeamViewer account. – View, edit and delete connection entries: The script can display, edit, and delete connection reports for your TeamViewer account.
Meetings	<p>Specify which information about your (scheduled) meetings the script may access.</p> <ul style="list-style-type: none"> – No access: The script has no access to information about your (scheduled) meetings. – View Meetings: The script can access and display your scheduled meetings. – View and create meetings: The script can access and display your scheduled meetings, schedule new meetings or start spontaneous meetings. – View, create, edit and delete meetings: The script can access, display and edit your scheduled meetings, schedule new meetings, start spontaneous meetings or delete scheduled meetings.
Token (only available in the properties of the token)	<p>The token is a unique character string with which the script requests access to your account via the API. Only give the token to people or scripts that you trust.</p>

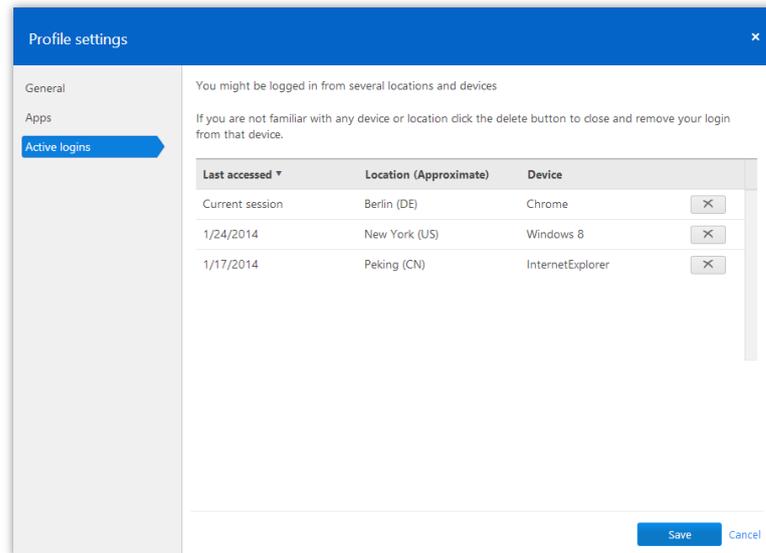
With a script token and the TeamViewer API you can program a script. For more information, visit the Integrations Website integrate.teamviewer.com.

Active account logins

The TeamViewer Management Console provides the option of displaying all active logins of your TeamViewer account. If you forgot to sign out of your TeamViewer account at a computer/device, you can do so by using this function.

To sign out of your TeamViewer account at a remote device, click **Username | Show active logins** on the title bar.

With the  icon next to an active account login, you can close the active login.



Showing active logins.

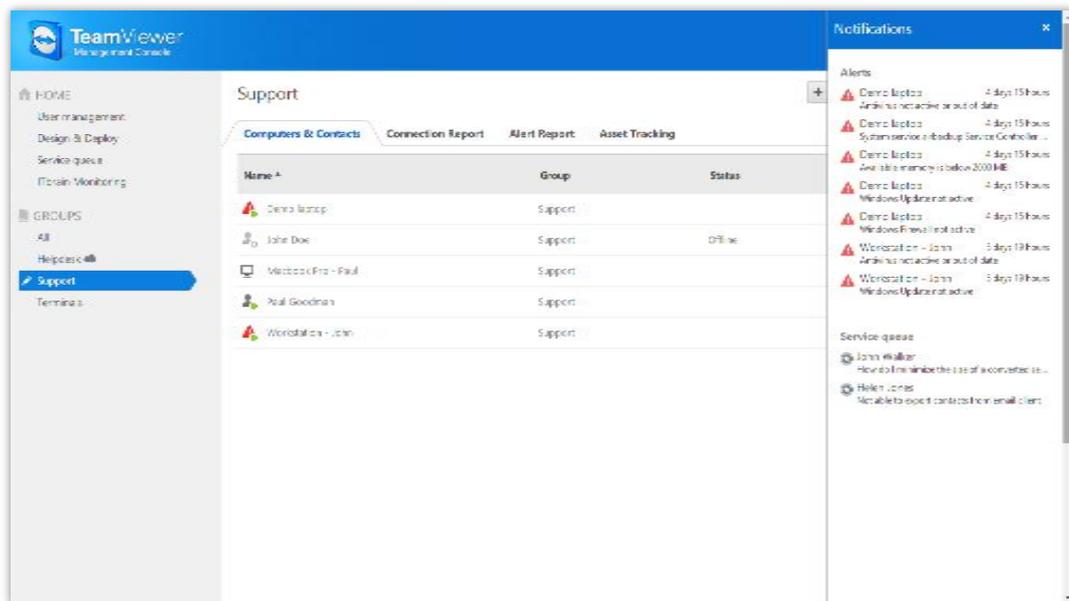
2.4 Notifications

All messages and news are collected and displayed within your Computers & Contacts list in the notifications.

The notifications are linked to your TeamViewer account and in this way, these are available wherever you log in with your TeamViewer account.

Notifications are displayed for the following events:

- Newly created service cases
- Service cases that were assigned to you
- New contact requests for your Computers & Contacts list
- Alert messages for the integrated system health checks in TeamViewer
- Current ITbrain™ alert messages
- A contact would like to share a group with you



The **Notifications** dialog in the TeamViewer Management Console.

Click the  icon at the end of the line for each notification to open a context menu. This contains all functions that you can also open within your Computers & Contacts list.

- For alerts, you can open the context menu of the computer that triggered the alert.
- For the service queue, you can open the context menu of the service cases.
- For contacts, you can process contact requests.
- For groups, you can process **Share groups** requests.



3 Computers & Contacts

In the TeamViewer Management Console, you can manage the groups, computers and contacts of your Computers & Contacts list in a clear and central way and start remote control sessions.

All groups of your Computers & Contacts list are shown within the menu bar under **Groups**. Upon selecting a group, the computers and contacts from this group are shown in the content area.

3.1 Adding groups, computers or contacts

The TeamViewer Management Console enables you to create new groups, computers and contacts and adding them to your Computers & Contacts list.

Add group

To add a group, select one of the following methods:

- Move the mouse over the **Groups** entry on the menu bar and then click .
- Select an existing group in the Computers & Contacts view. Then click  **Add** and select the **Add group** option.

Add computer

To add a computer, select one of the following methods:

- Select the group to which the computer should be added. Then click  **Add** and select the **Add computer** option.
- Move the mouse over the group to which the computer should be added and click . Then select the **Add computer** option.

Add contact

To add a contact, select one of the following methods:

- Select the group to which the contact should be added. Then click  **Add** and select the **Add contact** option.
- Move the mouse over the group to which the contact should be added and click . Then select the **Add contact** option.

3.2 Editing groups, computers or contacts

Edit group

In the properties of a group, you can edit the following attributes:

- **Name:** Change the name of the group.



- **Charge rate:** Assign a charge rate to the group. Connections that are established to devices within the group are billed with this rate.
- **Custom QuickSupport:** Select a personalized module from the drop-down list. Connection partners, that connect to a session with a service case from within this group, automatically take part with the selected module.
- **ITbrain Monitoring policy:** Choose a policy that is used by ITbrain to monitor computers within this group (*see section 8, page 39*).
- **Shares:** Select the contacts from your Computers & Contacts list that you want to share the group with.
- **Delete:** Delete the group from your Computers & Contacts list.

To do so, select the group you want to edit and then click the  icon in front of the group name.

Note: To delete a group, this group may not contain any computer or contact.

Editing a computer or contact

You can perform the changes familiar from the TeamViewer full version (e. g. Alias, Group or Description) in the properties of a computer or contact. If activated, you can select a ITbrain Monitoring policy for devices within their properties. *See section 8, page 39*.

To edit a computer or contact, choose one of the methods:

- Select the group in which the computer or contact is located. Move the mouse over the computer or contact and click the  icon, followed by **Properties / Edit contact**.
- Click on the name of a computer or contact and select the **Properties / Edit contact** option.

3.3 Share group

You have the option to share groups from your Computers & Contacts list with individual contacts from your list. In this way, entire groups can be made available to other contacts quickly and easily.

For shared groups, you can also assign different permissions to users. Therefore, groups can be changed by either certain users (edit properties, add contacts, etc.) or the groups are only displayed in their Computers & Contacts list and cannot be edited. Connections to any computers or contacts from shared groups can always be created independently of permissions.

The  icon is displayed next to the group name of a group you have shared with any of your contacts.

The  icon is displayed next to a group name of a group that has been shared with you by someone else.

To share a group, choose one of the methods:

- Open the properties of the group and click the **Shares** menu item. Here you can add the contacts with whom you would like to share the group, remove them from the list as well as assign permissions.
- Open the properties of a contact and click the **Shares** menu item. You can then add the groups you want to share with the contact, remove shares from the list as well as assign permissions.



3.4 Connecting with a computer or contact

It is possible to establish a remote control session with a computer or contact from the Computers & Contacts list directly from within the TeamViewer Management Console.

To establish a connection to a computer or contact, select one of the methods:

- Move the mouse over an entry in the Computers & Contacts view and then click  **Connect**.
- Click on the name of a computer or contact and select the **Connect** option.

If TeamViewer is installed on your computer, a connection is automatically established to your partner. If TeamViewer is not installed on your computer, a pop-up window appears and you can decide whether to install TeamViewer or to establish the connection from within the browser.

3.5 Calling up functions for computers or contacts

You can call up additional functions for computers and contacts.

To do so, move the mouse over an entry in the Computers & Contacts view and click the  icon.

The following functions can be called up:

Function	Description
Connect (using password)	Establishes a remote control connection with password entry.
Add to computer list	Adds the computer to your Computers & Contacts list if it was not in your Computers & Contacts list when the connection was established.
Show connections	Displays the connections filtered by the Device in the Connection Report (see chapter 7, page 34).
Properties / Edit contact	Opens the properties of the computer or contact.
Alerts (only computers)	Alert messages through ITbrain™ or the system checks in the TeamViewer full version (see section 8, page 39).
Wake up (only computers)	Wakes the computer through Wake-on-LAN. More information can be found in the <i>TeamViewer Manual – Wake-on-LAN</i> .
ITbrain Monitoring Activate (only computers)	Activate ITbrain™ for the device. See section 8, page 39 . If you do not own an ITbrain license, a trial period is started.



4 Service queue

With the service queue, you organize the spontaneous customer support on the team. Customer cases are collected in the service queue and depicted using a service case. Each service case represents the inquiry of a customer who needs help. After they are created, individual service cases can be worked on individually by colleagues from your team.

The typical application case of the service queue is depicted as follows:

You are an employee in technical support of a company or a service provider for IT support. Your customer reports to you because he has a problem with his computer and he needs technical help. In the TeamViewer Management Console, you create a service case for this customer case and store the name of the customer, his email address, and a brief description of the problem that occurred. Then you can decide who from your team should work on the customer case by assigning the service case to a colleague. The colleague sends an invitation email to the customer. The customer connects to a TeamViewer session and your colleague can solve the problem with various TeamViewer functions such as remote control, file transfer or chat.

Name	E-Mail	Code	Status	Time	Assignee	Group	Description
Brad O'neil	oneil@example.com	s30-264-257	Closed	0m	Michael Smith	Helpdesk	Which apps can I use to generat...
Helen Jones	jones@example.com	s90-909-918	New	1d	+ Connect	Helpdesk	Not able to export contacts from...
John Walker	walker@example.com	s67-796-594	New	1d	Assign to me	Helpdesk	How do I minimize the size of a C...
Ryan Riggins	riggins@example.com	s76-035-399	New	1d	Paul Goodman	Helpdesk	I have problems generating wor...

The service queue with an overview of all service cases and the assignees.

For a clearer depiction, the following designation is specified:

- **Customer:** The person who makes the inquiry because he needs technical support.



4.1 Service case

The service case represents a customer case within the service queue and is represented by a clear, unique session code. For more information about the properties of a service case, [see section 7.2, page 34](#).

Managing the service cases

All service cases that you create or that are assigned to you are displayed and organized on the TeamViewer Management Console under **Service queue | Sessions**.

Within the view, the displayed service cases can be restricted even further. For this purpose, you can filter the service cases above the displayed table by **Group**, **Status** and **Assignee**. If you click an entry in the header of the table, you can sort the requests by column. You can select which columns are displayed in the table and enable or disable the graphical representation of service requests via the **View** menu.

The following possibilities are available to you for the management of a service case:

Assign

By default, service cases that you create are assigned to you. If during the creation of a service case you do not specify an assignee, it is possible to do this in the overview after the fact.

-  Assign the service case to yourself. You are then the assignee and you work on the case.
- **Assign**
Use the link to specify a contact from your Computers & Contacts list as assignee and assign him the service case.

Connect

If a service case is assigned to you as assignee, you can establish a remote session with the icon.

-  Start a remote session. No connection partner is online. Wait until the customer also connects to the session.
-  Participate in the session with service case. The customer has started the connection and already connected to the session.

Edit

Edit a service case after the fact by clicking on the name of the service case on the list of sessions. Alternatively, click  at the end of a case and select the **Edit** option.

Edit all information in the properties of the service case. There you will also find the link to participate in the TeamViewer session and the session code for the case.

- **Code:** Identifies a service case uniquely and serves to establish a TeamViewer session (e. g. s12-345-678).
- **Link:** Serves to participate in a TeamViewer session with service case (e. g. <https://get.teamviewer.com/s12345678>).

Close session

If you have created a session or you have write rights for the group in which the case is located, it may be necessary to close the session. Close a session, e. g. if an assignee has finished with it and the customer's problem is solved.

To do this, click  at the end of a case and select the **Close session** option.



Status of a service case

The status of a service case is displayed in the list of sessions in the **Status** column. A service case can have the following statuses:

- **New:** Service case was created. Neither the assignee nor the customer has connected to the session.
- **Online:** One of the connection partners has connected to the session.
- **In progress:** Both connection partners have connected to a remote session. This is the case if the assignee starts the session and the customer connects to it or if the customer starts the connection and the assignee requests a remote session.
- **Closed:** The session was closed by the assignee or the creator of the case (see above).
- **Expired:** The case was not closed within 24 hours.

Depending on the status, the icon of the service case appears different.

Icon	Description
	The service case is assigned to you. Wait until the connection partner connects to the session.
	The service case is assigned to another assignee. He can work on the case.
	The service case is assigned to you and the connection partner has connected to the session. Work on the case.

4.2 Creating a case

Generally, you create service cases if a customer needs help. Via the case on your Computers & Contacts list, you can then connect to your customer without entering TeamViewer ID and password or call up other functions on the Computers & Contacts list.

Service cases are connected with the Computers & Contacts list and are created in a group. In order to structure cases, you can create them in different groups for a better overview.

Example: You are the producer of several software products, then you create service cases for product A in a group "Product A" and service cases for product B in a group "Product B," and so forth.

You must share the groups with the colleagues who work on the service cases.

Example: Colleague A is supporter for product A, therefore you share the group "Product A" with him so that you can specify your colleague A as assignee for these cases.

Depending on the problem, create an individual service case by clicking the **Create service case** button on the list of sessions.



Define the properties of a service case on the **Create service case** dialog.

On the dialog, you define the properties of the case. A service case includes the following information:

- **Name:** Name of the customer making the inquiry.
- **E-Mail:** Email address of the customer for the case.
- **Description:** Description of the problem of the customer case.
- **Group:** Group on your Computers & Contacts list in which the service case is created.
- **Assignee:** Contact from your Computers & Contacts list who works on the service case.

Then click the **Save** button. The service case appears in the overview and it can be worked on.

4.3 Assigning a case

By default, service cases that you create are assigned to you. However, you can also assign service cases to other assignees. This way you can coordinate customer cases and service cases, assign contacts from your Computers & Contacts list. You must share the groups in which the service cases are located with the contacts.

Example: *Colleague A is supporter for product A, therefore you share the group "Product A" with him so that you can specify your colleague A as assignee for these cases.*

In order to assign the service case to a contact, you have various possibilities:

- When creating a service case, select another assignee than yourself.
- Click in the overview on the **Assign** link (only available if the service case has not yet been assigned to anyone).
- Select the **Assign** option when clicking on the  icon next to a service case.

Note: Contacts from your Computers & Contacts list with write rights for the group in which the service cases are located can also assign assignees.



4.4 Working on cases

If a service case is assigned to you, you can work on it and contact the customer in order to solve the problem.

Example: You are colleague A and supporter for product A. A colleague has shared the "Product A" group with you and assigned you the service case of a customer who has problems with product A.

Depending on the problem, the TeamViewer Management Console and the TeamViewer full version offer you various possibilities for solving the problem.

- Establish a remote session to the customer in order to solve problems directly on the customer's computer.

To do this, click the  **Connect** or  **Connect** button.

The following possibilities are only available in the TeamViewer full version. Read the *TeamViewer Manual – Remote Control*.

- Start a meeting in order to explain facts to your connection partner, for example.
To do this, click the **Presentation (Prompt for confirmation)** button.
- Chat with the connection partner in order to investigate the case or solve smaller problems quickly.

To do this, click .

- Send files to the connection partner, e. g. manuals or pre-prepared instructions for frequently-asked questions.

To do this, click .

- Copy e. g. log files from your connection partner's computer in order to be able to specify problems.

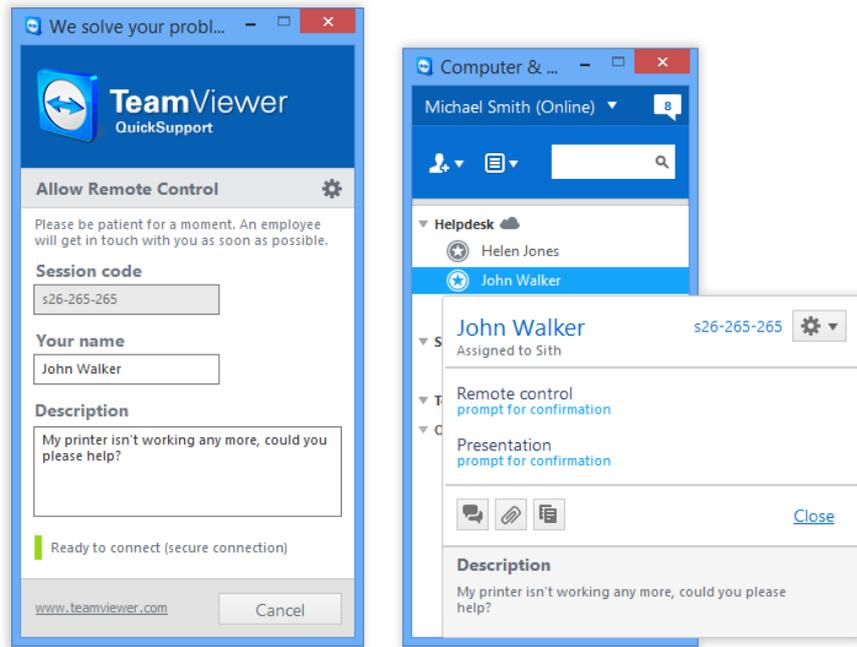
To do this, click .

4.5 Inquiry via custom QuickSupport module

You can configure custom QuickSupport modules so that they create a support case as soon as they are executed. To do this, check the **Automatically add users to your service queue** box when creating a custom QuickSupport (*see section 9.1, page 40*).

This presents you with the following advantages:

- You do not have to create service cases yourself
- Customers can describe their problem themselves directly in the module
- You only have to assign the cases to one assignee



Custom QuickSupport module with service case and problem description.



5 Company profile

With the TeamViewer Management Console, it is possible to centrally manage several TeamViewer accounts inside a company by one or several users. For this purpose, a company profile is required. Users with an existing TeamViewer account can join a company profile, and it is possible to create new users who are automatically linked with the company profile.

All users who joined a company profile using their TeamViewer account are centrally managed by one or several users with administrative rights (administrators).

A company profile is required for **connection reporting**, **user management** and **connection commenting**.

Note: Creating a company profile in the TeamViewer Management Console requires a TeamViewer 8 (or later) Premium, Corporate, Professional or Enterprise license.

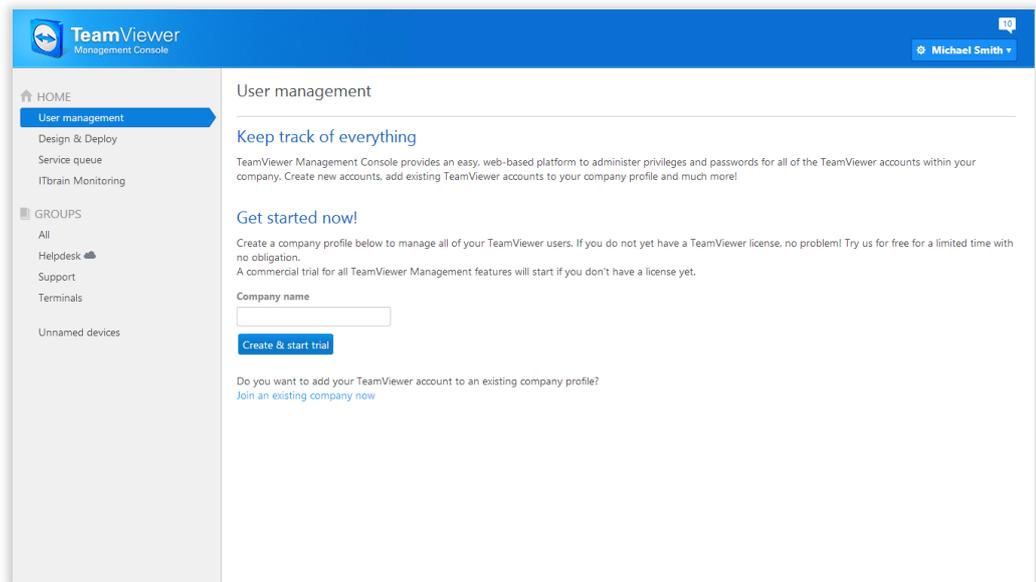
5.1 Creating a company profile

To illustrate the content of this section, an application case for creating a company profile is used below:

In a company, you are responsible for a team of employees who assist customers with their computer problems by using TeamViewer for remote control. You have a TeamViewer account in which you stored all the relevant computer IDs or TeamViewer contacts of the customers. In order to give your employees only the information and permissions relevant to the individual customers, it would be helpful if you could individually adapt the TeamViewer accounts of your employees. For this reason, you create a company profile. Afterwards, you can create new users or link existing TeamViewer accounts with this profile, thereby centrally managing all the TeamViewer accounts of your employees and adapting them to your requirements.

To create a company profile, click **User management** in the menu bar. In the text field in the content area, enter a **Company name** and confirm it by clicking the **Create & start trial** button.

You have now created a company profile and are the administrator of this profile.



Creating a TeamViewer company profile.

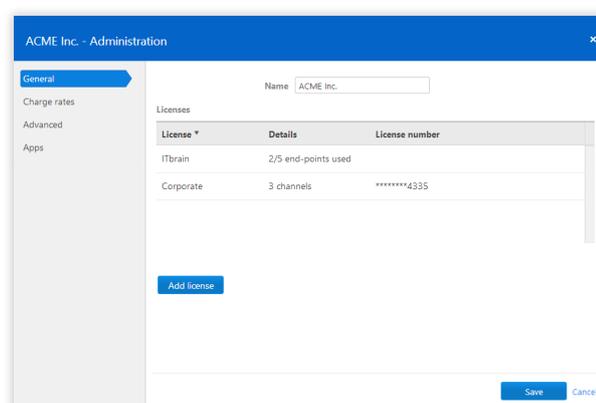
As administrator of a company profile, you have the following possibilities:

- Edit a company profile (define charge rates, define individual text fields for the properties of a computer, manage licenses), *see section 5.2, page 23.*
- Manage users (create, edit, delete), *see chapter 6, page 30.*
- Assign permissions for users, *see section 6.3, page 32.*
- Manage connections (view, edit, delete), *see chapter 7, page 34.*
- Export connection data (HTML, CSV), *see section 7.3, page 35.*
- Import TeamViewer Manager data, *see chapter 8, page 39.*
- Share groups from the Computers & Contacts list with users, *see section 6.2, page 31.*

5.2 Editing a company profile

Once you create a company profile or if you are an administrator of an existing company profile, you can define additional properties. You can complete the profile by adding TeamViewer licenses, creating charge rates and defining connection settings.

To edit the company profile, click **Username | Administer company name** on the title bar.



Editing a company profile.



General

Description

Name It shows the name of the company assigned by the administrator. If needed, this name can be changed by any administrator.

Licenses It shows the overview of all licenses available for the company profile. If users join the company, whose account is linked with a license, this license is also available to the company. Additional TeamViewer licenses for the company can also be added ([see section 5.4, page 27](#)).

Charge rate

With the help of a charge rate, you can define how much a connection will cost. If a TeamViewer account, which joined your company profile, establishes a connection to a customer, the costs of the connection are calculated based on the predefined charge rate ([see section 7.4, page 36](#)).

With the **Add new rate** button, you can define several different charge rates for the billing of connections.

The charge rates created can be assigned to groups from the Computers & Contacts list ([see section 7.4, page 36](#)).

Advanced

Description

Minimum connection duration Specify the duration at which a connection should be logged in the TeamViewer Management Console. To do so, enter the minimum time in seconds which a connection has to last in order to be logged. All connections above this time limit will be logged.

Maximum connection break to merge (minutes) If a brief interruption occurs during a connection, you can merge several connections to one connection for billing purposes. Define up to which interruption duration connections should be merge.

Include breaks If enabled, the duration of the interruption is taken into account when the connections are merged.

Custom QuickSupport Select which custom QuickSupport module on the company level should be used.

If no custom module is defined for groups and users, they inherit the selected module. If a customer connects to a session with service case that was created within the company profile, the selected module is executed at the customer.

Custom QuickJoin Select which custom QuickJoin module on the company level should be used.

If no custom module is defined for groups and users, they inherit the selected module. If a customer connects to a meeting that was created within the company profile, the selected module is executed at the customer.



Description

Custom fields Create user-defined custom fields. They are displayed in the properties of a computer where you can store corresponding values for these fields.

Apps

As administrator, manage a company profile, scripts, and apps, to which you have granted access to information of the company profile or create your own scripts. If you are using apps that have access to your company profile, you can revoke this access here.

To create a script that you can use with the company profile, you need a script token. For this, click the **Create script token** button.

Define the following properties for the token:

Property	Description
Name	Enter any name for the script token in the text field.
Description	Enter a description for the script token in the text field (e. g. the later function of the script that you program using the token).
Access level	<p>Specifies the content to which the resulting script has general access. The access can be limited by the subsequent access rights. In this case, the script can access content within a company profile.</p> <p>If a script requires access to information from your TeamViewer account, create a script token in the properties of the company profile (see section 5.2, page 23).</p>
User management	<p>Specify which possibilities for management of the users of a company profile are possible with the script.</p> <ul style="list-style-type: none"> – No access: The script has no access to information for users of a company profile. – View users: The script can call up all users of a company profile. – View, create and edit users: The script can call up all users of a company profile, create new users, and edit user information. – View, create and edit users and admins: The script can call up all users (including administrators) of a company profile, create new users, and edit user information.
Session management	<p>Specify which functions for the management of service cases may be called up in the service queue.</p> <ul style="list-style-type: none"> – No access: The script has no access to service cases within the company profile. – View all sessions: The script can display all service cases of the company profile. – Create and view all sessions: The script can create service cases and display service cases of the company profile. – Create, view and edit all sessions: The script can create service cases, display all service cases, and edit all.



Property	Description
Group management	<p>Specify which functions may be called up for groups in your Computers & Contacts list.</p> <ul style="list-style-type: none"> – No access: The script has no access to group information. – View groups: The script can display groups in your Computers & Contacts list. – View, create, delete, edit and share groups: The script can create and edit groups, as well as share individual groups with contacts from your Computers & Contacts list.
Connection reporting	<p>Specify which functions may be called up for the management of connection reporting.</p> <ul style="list-style-type: none"> – No access: The script has no access to connection reporting. – View connections entries: The script can display connection entries within the company profile. – View and edit connection entries: The script can display and edit connection entries within the company profile. – View, edit and delete connection entries: The script can display, edit, and delete connection entries within the company profile.
Token (only available in the properties of the token)	<p>The token is a unique character string with which the script requests access to your account via the API. Only give the token to people or scripts that you trust.</p>

With a script token and the TeamViewer API you can program a script. For more information, visit the Integrations Website integrate.teamviewer.com.

5.3 Joining a company profile

Every TeamViewer account can join any company.

Caution: If you join a company with your TeamViewer account, you will lose control over your TeamViewer account! Do not join any company you do not know or do not completely trust! This process cannot be undone!

To join a company with a TeamViewer account, click the **User management** entry in the menu bar. Next, click the **Join an existing company now** link in the content area and enter the e-mail of a company administrator. Finally, confirm the process by clicking the **Join company** button.



Join a company
✕

If you join a company, the company's administrator takes over full management of your account.

E-Mail address of the company administrator

i You'll lose control over your account! The company's administrator can connect to and control all your computers. Don't join a company you don't know or fully trust!

I allow to transfer my account

Join company
Cancel

Joining a company.

Confirming users as company administrator

After a user has joined a company, the administrator of the company profile receives an e-mail and the user appears in the administrator's view of the user management ([see chapter 6, page 30](#)).

The administrator must confirm the user. As an administrator of the company profile, click the **Accept** button in the User management to confirm the user.

Name	E-Mail	Letzter Zugriff	
Paul Mayer Administrator	mayer@example.com	23.11.2013 08:46	
Marc Hudson	hudson@example.com	02.07.2013 12:48	Annehmen
John Smith Firmenadministrator	smith@example.com	Heute	Annehmen
Amanda White	white@example.com	27.11.2013 15:04	

Confirming new users.

5.4 Licensing

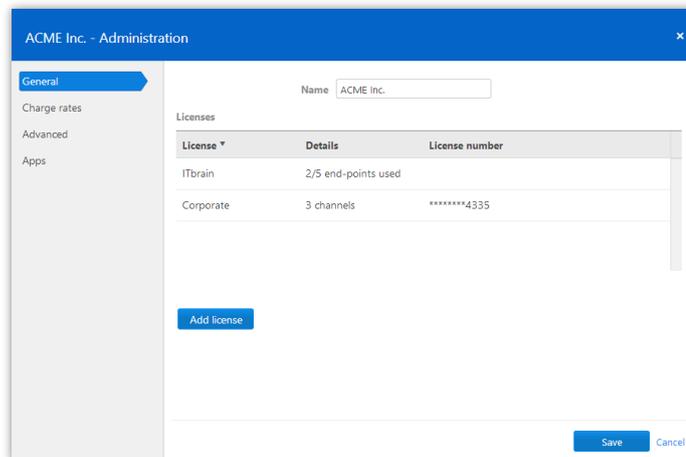
Within a company profile, it is possible to use several TeamViewer licenses and to assign them to individual users. There are two basic options how TeamViewer licenses will be linked with a company profile.

- Administrators of the company profile add new licenses to the company.



- Users, who linked a TeamViewer license with their TeamViewer account, provide it automatically when they join a company.

If a license is linked with the TeamViewer account of the person who is creating a company profile, this license is automatically assigned to the company. As a result, it is available to all users of the company.

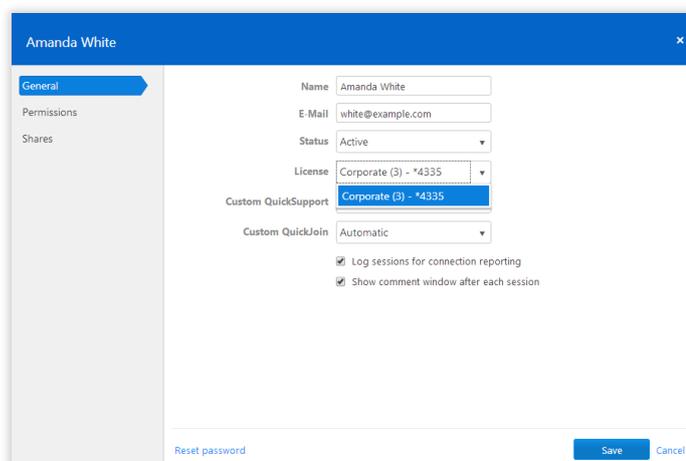


Managing licenses of a company profile.

Note: If no TeamViewer license is linked with the account creating a company profile, the use of the company profile in the TeamViewer Management Console is limited to a test period of 15 days.

If a user joins a company and has linked a TeamViewer license with his TeamViewer account, this license is automatically assigned to the company. This is also the case when a user, who is already a member of a company, links a license with his TeamViewer account.

As administrator of a company, you can manage the licenses of all users in the **Company profile**. You can assign additional licenses to users of your company as needed via the **User management** ([see chapter 6, page 30](#)).



Assigning licenses to company users.



Note: If you joined a company profile, the administrator can view your license and, if needed, assign it to additional company users. This means: Each user who owns a TeamViewer license loses the sole right to the use of this license upon joining a company. After joining, the administrators of the company profile have control over the license.



6 User management

Note: The functions described in the following sections require a TeamViewer account with administrative rights. You receive these rights after creating a company ([see section 5.1, page 22](#)) or after an administrator of the company profile has given you the rights for this purpose ([see section 6.3, page 32](#)).

The TeamViewer accounts that have joined your company profile can be centrally managed in the **User management**. This is done by one or several administrative users.

The following functions are available in the User management:

- Add user
- Edit user
- Deactivate user
- Assign user-specific permissions
- Manage user-specific connections
- Share groups

Example: You are the administrator of a company profile. To avoid having to edit and manage the 200 users of your company profile by yourself, you can adjust the permissions of individual users so that they may manage other users as well as the company profile.

6.1 Create user

In case not every employee of your company has a TeamViewer account, or new employees are entering the company, you can create and configure new TeamViewer accounts within a company profile.

To create new users for your company, go to **User management** and click **Tools | Add user**. The properties described under [section 6.2, page 31](#) can be defined for new users.



Adding a user.

You then forward the login data you defined to your employees.

If all the employees of your company already have a TeamViewer account, you can ask them to join the company profile with their account in the TeamViewer Management Console. For more information, read [section 5.3, page 26](#) or click **Tools | Add existing account** in the User management and follow the instructions in the dialog.

6.2 Edit user

You can subsequently edit the properties of a user of your company.

To edit a user account, choose one of the methods:

- Go to **User management** and click the  icon, followed by **Edit user** after hovering over a user.
- Go to **User management** and click on the name of a user.

The following properties can be defined for users:

General

Properties	Description
Name	Username of the TeamViewer account.
E-Mail	E-mail address of the TeamViewer account.
Password	Password for the TeamViewer account.
Status	Select whether the user is Active or Inactive . If you select inactive, the user is deactivated and the account cannot be used. This is necessary, e. g. if a user leaves your company or you want to block the use of an account for some other reason.
License	Select which license should be assigned to the user.



Properties	Description
Custom QuickSupport	Select which custom QuickSupport module the user should use. If a customer connects to a session with service case that is assigned to the user, the selected module is executed at the customer.
Custom QuickJoin	Select which custom QuickJoin module the user should use. If the customer connects to a user's meeting, the selected module is executed at the customer.
Log sessions for connection reporting	If enabled, outgoing connections of the user are logged and displayed in the Connection Report.
Show comment window after each session	If enabled, the user can write a comment about this connection after the end of any connection.

Permissions

Users can be assigned different rights. Depending on the permissions, users have different options for the management of other users and connections.

For more information, see [section 6.3, page 32](#).

Shares

Groups from the Computers & Contacts list can be shared with users ([see section 3.3, page 14](#)).

To do so, choose the group you want to share with a user from the **Add group...** drop down list, followed by clicking the **Add** button.

6.3 User rights

Users of the company profile can be assigned different permissions.

In addition to the regular permissions as a user, a TeamViewer account, which joined a company, can receive additional rights as **Connection administrator**, **Administrator** or **Company administrator**.

Permissions

The following permissions can be assigned in the properties of a user:

Rights	Description
Manage administrators and company settings	If enabled, the user can manage other users, administrators and the company profile. This also includes adding administrators or editing a company profile.
Manage users	If enabled, the user becomes the administrator and can manage other users. This also includes creating users or editing users.



Rights	Description
Allow group sharing	If enabled, the user can share groups from his Computers & Contacts list with his contacts.
Allow full profile modification	If enabled, the user himself can modify all of his properties in the TeamViewer options under Computers & Contacts .
Connection reporting	Select whether and which connections the user may view in the Connection Report. <ul style="list-style-type: none"> – View None: The user does not see any connections. – View all connections: The user can see the connections of all the users of the company. – View own connections: The user can only see his connections. – View own and shared connections: The user sees his connections and the connections of all users from shared groups.
Modify logged connections	If enabled, the user can edit connections in the Connection report (<i>see section 7.3, page 35</i>).
Delete logged connections	If enabled, the user can delete connections in the Connection Report (<i>see section 7.3, page 35</i>).
Monitoring	Select whether and how the user may use the ITbrain™ monitoring functions. <ul style="list-style-type: none"> – Manage & assign policies: The user may create and edit policies for monitoring and assign computers or groups. – Assign policies: The user may assign monitoring policies to computers or groups. – View & acknowledge all alerts: The user can see and confirm alerts for monitoring. – View & acknowledge own alerts: The user can only see and confirm alerts from computers that are assigned to him. – None: The user cannot use the ITbrain™ monitoring functions.
Asset tracking	Select whether and how the user may use the ITbrain™ asset tracking. <ul style="list-style-type: none"> – View all assets: The user can see all tracked computers. – View assets: The user can see his own tracked computers. – View none: The user cannot see any tracked computers.
Customization	Select whether and how the user may use customized modules. <ul style="list-style-type: none"> – Manage all customizations: The user can create customized modules under Design & Deploy and manage all modules. – Manage own customizations: The user can create customized modules under Design & Deploy and manage his own modules. – None: The user cannot create and see any customized modules.

The permissions result in the following designations:

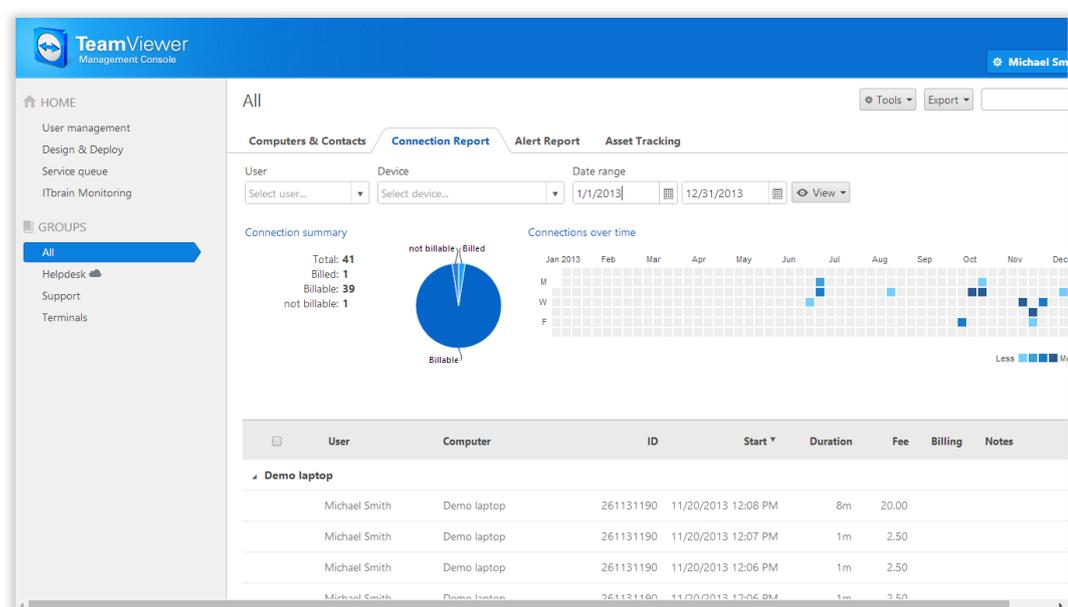
- **User** is everyone who joined a company profile with his TeamViewer account.
- **Administrator** is every member of a company who has the right to **Manage users**.
- **Company administrator** is every member of a company who has the right to **Manage administrators and company settings**.



7 Connection Report

With the TeamViewer Management Console, it is possible to log and manage all outgoing TeamViewer connections (except for meetings) of the users of a company profile. Whether Windows or Mac, browser-based or from a smartphone, all connections can automatically be logged.

The Connection Report can also be used as the basis for billing or for authoring comments about TeamViewer connections.



The Connection Report.

7.1 Log connections

In the TeamViewer Management Console, all outgoing connections of the users of a company profile can be logged. This makes it easier, for example, to prepare bills for chargeable support times for customers and provides a precise summary of previous connections.

Connections are logged only if this function is enabled in the TeamViewer account of the users (enabled by default) and if they are logged into TeamViewer with their account.

7.2 Show connections

The connection data are displayed on the **Connection Report** tab sorted by group.

To call them up, select the desired group on the menu bar.



The following information can be displayed for every connection using the **View** menu:

Columns

- **User:** Name of the user who initiated the connection.
- **Computer:** Computer name of the remote computer.
- **ID:** TeamViewer ID of the remote computer.
- **Group:** Group within your Computers & Contacts list to which the remote computer was added.
- **Start:** Start time of the connection.
- **End:** End time of the connection.
- **Duration:** Duration of the connection in minutes.
- **Fee:** Incurring costs for the connection based on the defined charge rates.
- **Billing:** Indicates whether the connection will be billed or not.
- **Notes:** Comments that were added to the session.

Group by

Under **View | Group by**, you can group the connections by user or computer. For grouped connections, the overall duration and the bill are displayed.

Other

Under **View | Other**, can enable or disable the graphical representation of the number of logged connections.

Within the view, the displayed connections can be restricted even further. For this purpose, you can filter the connections above the displayed table by **User**, **Device** and **Date range**. If you click an entry in the header of the table, you can sort the connections by column.

7.3 Managing connections

The TeamViewer Management Console provides extensive functions for managing the logged connections.

These functions can be called up via the menus  and  in the Connection Report.

Export

Function	Description
Print list	Creates an *.html document with all the displayed connections.
Export to csv	Creates a *.csv file with all the displayed connections. Download this file to your computer to open your connections, e. g. in Microsoft Excel.



Tools

Function	Description
Billable	All selected connections are included in the calculation of the connection costs. If deactivated, the selected connections are excluded in the calculation of the connection costs.
Billed	All selected connections are marked as already billed.
Merge selected	All selected connections are merged. You can select whether breaks will be included or excluded. The  icon is displayed at the beginning of the line.
Unmerge selected	All selected merged connections are separated again and displayed as individual connections.
Delete selected	All selected connections are deleted.
Import from TeamViewer Manager	It imports all the connection data from the TeamViewer Manager (see chapter 8, page 39).

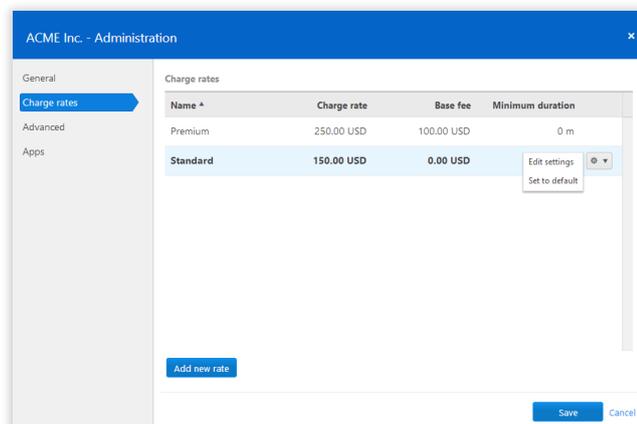
Note: To select several connections, click the check box in front of the according connection entries.

To edit individual connections directly, or to call up some of the functions described above, click the  icon at the end of the line while moving the mouse over a connection.

7.4 Billing connection costs

Within your company profile, you can perform calculations for connection costs of outgoing connections of all users of the company profile.

The costs of a connection are calculated based on a charge rate. Any number of charge rates can be stored for a company profile.



Overview of all charge rates in the company profile.



Creating charge rates

The charge rates are stored in the company administration by an administrator of the company profile.

The following values can be defined for a charge rate:

- **Name:** Name of the charge rate.
- **Rate:** Calculated costs per hour.
- **Currency:** Currency of the charge rate.
- **Base fee:** One-time fixed costs per connection (independent of the rate).
- **Minimum duration:** Duration of a connection (in minutes) in which the base fee is being billed. After the end of this time, the defined rate is used for any further calculation.

Adding a new charge rate.

Using charge rates

The billing of TeamViewer connections is done for each group. For this purpose, charge rates created can be assigned to the groups from the Computers & Contacts list.

This makes it possible, e. g. to assess different connection costs for different customers.

To assign a charge rate to a group, select a group on the menu bar and click the  icon in front of the group name. You can select a charge rate from the **Rate** drop-down list.

Assigning a charge rate.



7.5 Comments

As administrator of a company profile, you can define for users whether they should write a comment about this connection after the end of a logged TeamViewer connection.

This requires that the options **Log sessions for connection reporting** and **Show comment window after each session** are enabled in the properties of the respective TeamViewer account ([see section 6.2, page 31](#)).

Note: For the connections of the users to be logged, the users have to be logged into TeamViewer with their TeamViewer account.

Creating a comment

If the requirements described above are met, a new window is opened after the end of a TeamViewer connection. The user can add a comment about the session in this window.

Comment

Please comment your connection with 262626262 at 1/15/2013 2:21 PM

Comment

Nothing to comment

Save

Writing a comment about a completed session.

Editing comments

Comments for TeamViewer connections can subsequently be edited with the corresponding permission.

To do so, move the mouse over the desired connection in the Connection Report and click the  icon, followed by **Edit comment**.



8 ITbrain™ Monitoring

With ITbrain™ you monitor the online status, disk health, the CPU and memory usage of a device, and much more. Set up email notifications for all of these checks so that you are warned early if necessary. With the integrated function for asset tracking, you can also create reports about all of your IT assets very easily.

Note: For each computer that you would like to monitor, you must acquire an ITbrain™ endpoint. The ITbrain™ license is linked to a TeamViewer account and can be used independently of your TeamViewer license.

Call up ITbrain™ on the menu bar with the **ITbrain Monitoring** button.

Computers that you are monitoring with ITbrain™ must fulfill the following requirements:

- The computer must be assigned to your TeamViewer account.
- ITbrain™ must be activated on the computer.

Using the tabs in the content area, you call up all functions for ITbrain™.

- Click the **Alert Report** tab to display alert messages for the monitored computers. Here you can also see the status of each alert.
Alerts are also displayed on the context menu of each computer (with a click on the computer name).
- Click on the **Asset Tracking** tab to display information (software, hardware, etc.) about the monitored computers.
- Click on the **Policies** tab to define which factors (checks) are checked and monitored.
Assign these to the monitored computers or define policies for complete groups.

You can also call up some of the functions mentioned above using the groups in the Computers & Contacts list.

For detailed information about ITbrain™ and how you set it up, see the *TeamViewer Manual – ITbrain™*.



9 Customize & deploy

In the Management Console you have the opportunity to customize some TeamViewer modules according to your wishes. This option is available for the **QuickSupport**, **QuickJoin** and **Host** modules.

Customized modules distinguish themselves through the following characteristics:

- They are linked to your TeamViewer account
- They are stored in the Management Console
- They can be customized at any time
- They are always available via a link (with the latest adaptations)
- They are always available in the latest TeamViewer version
- They can be created in an unlimited number
- They can be called up via customized links
- They can be customized individually for customers and your company

In addition to using the standard modules, you can create one or more customized modules. This way, additional functions are available to you (e. g. the adaptation of the design with company logo and individual colors and the automatic integration of your partner into Computers & Contacts or automatic participation in a defined meeting).

To create customized modules, click **Design & Deploy** on the menu bar.

9.1 Creating a customized QuickSupport module

To create a customized QuickSupport module, click the **Add QuickSupport** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

Important: Unrestricted use of the customized TeamViewer QuickSupport module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.1.1 Individual QuickSupport preferences

The following can be configured:

General

Setting	Description
Name	Serves to identify the modules in the overview of your customized modules.



Setting	Description
Language	Sets the language for the recommended entries in the next two fields as well as the language of the software.
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.
Permanent link	Serves to call up the module. Provide this link to your customers. You can also define the link yourself. To do this, click the Edit button (only available after creating the module).

Access

Settings	Description
Use random password	If the option button is selected, a new random temporary password for establishing a connection will be generated every time the QuickSupport module is started.
Use a predefined password	As an alternative to a random password, you can assign a personal password to the QuickSupport module. However, this will exclude the functions underneath the Use random password option.
Password strength	Lets you select the complexity of the temporary password.
Automatically add users to your service queue	If the box is checked, each user of this QuickSupport module will automatically appear in your service queue as soon as the QuickSupport module is started. An individual service case is created for each instance.
Allow user to enter a description	If the box is checked, users of the customized QuickSupport can enter a problem description for their service case before a session has been started.
Group	Select a group to which the service cases created by the QuickSupport module should be added.



Advanced

Settings	Description
Show disclaimer on start	Here you can enter an optional disclaimer to be displayed before TeamViewer QuickSupport starts. Your users must accept it in order to be able to run TeamViewer QuickSupport.
Use Legacy Integration	If the box is checked, you can specify whether users of the module may write you chat messages before a session has been started.

9.2 Creating a customized QuickJoin module

To create a customized QuickJoin module, click the **Add QuickJoin** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

Important: Unrestricted use of the customized TeamViewer QuickJoin module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.2.1 Individual QuickJoin Preferences

As described in the previous section, you can create individual QuickJoin modules. The following can be configured:

General

Setting	Description
Name	Serves to identify the modules in the overview of your customized modules.
Language	Sets the language for the recommended entries in the next two fields as well as the language of the software.
Title	Lets you edit the window title.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text	Lets you edit the welcome text in the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.
Background color	Lets you edit the background color. Click in the left field to display a color box and select a color.



Setting	Description
Permanent link	Serves to call up the module. Provide this link to your customers. You can also define the link yourself. To do this, click the Edit button (only available after creating the module).

Access

Setting	Description
Meeting ID	Enter the Meeting ID of a scheduled meeting in the text field. When starting the module, the user is automatically connected to this meeting.
Password	If a password is defined for the Meeting ID you entered above, you have to enter it in the text field.

9.3 Creating a custom Host module

To create a customized Host module, click the **Add Host** button.

Note: All the data transmitted on this website is encrypted for your security (SSL protocol).

Important: Unrestricted use of the customized TeamViewer Host module requires a TeamViewer license. Otherwise, the connection is automatically aborted after five minutes.

9.3.1 Custom TeamViewer Host settings

As described in the previous section, you can create individual TeamViewer Host modules.

The following settings can be configured:

General

Setting	Description
Name	Serves to identify the modules in the overview of your customized modules.
Language	Sets the language for the recommended entries in the next two fields as well as the language of the software.
Title	Lets you edit the window title.
Text	Lets you edit the welcome text in the main window.
Logo	Select your own logo, which will be displayed in the top part of the main window.
Text color	Lets you edit the font color. Click in the left field to display a color box and select a color.



Background color Lets you edit the background color. Click in the left field to display a color box and select a color.

Permanent link Serves to call up the module. Provide this link to your customers. You can also define the link yourself. To do this, click the **Edit** button (only available after creating the module).

Access

Setting

Automatically add computers to Computers & Contacts If the box is checked, every computer on which the TeamViewer Host module is installed will be automatically added to your Computers & Contacts. To use this function, enter the login information for your TeamViewer account in the corresponding fields. Select a group name for these computers in your Computers & Contacts list.



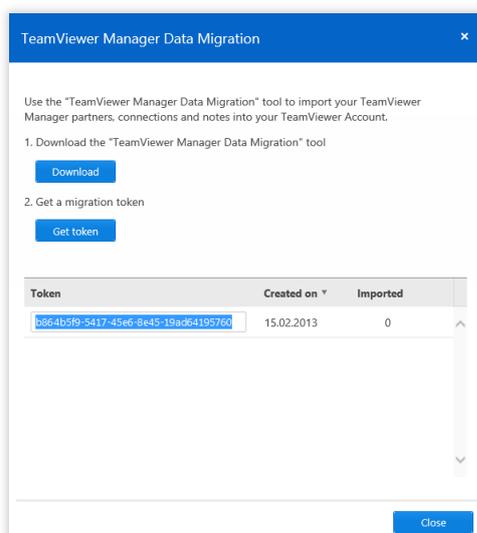
10 TeamViewer Manager data

If you are already using TeamViewer Manager, you can import data that were logged and entered in the TeamViewer Manager into the TeamViewer Management Console.

All the information stored in TeamViewer Manager, such as computers, costs or comments, are automatically adopted.

The TeamViewer Manager Migration Tool is required to import TeamViewer Manager data into the TeamViewer Management Console. It is used to import the database of the TeamViewer Manager into the TeamViewer Management Console. Any number of databases can be imported.

To import TeamViewer Manager data into the TeamViewer Management Console, select any group and click **Tools | Import from TeamViewer Manager** in the content area. Next, follow the instructions in the import dialog.



Importing TeamViewer Manager data.

In the Import dialog, you can also delete imported data.

To do so, click on the  icon next to a migration token in the Import dialog and then click **Delete (incl. imported connections)**.