

## Getting Support through TeamViewer

To get help from Costume Inventory Resources with your database you can use a free software called TeamViewer to allow us to log into your computer.

Team Viewer ([www.teamviewer.com](http://www.teamviewer.com)) is a great software that uses the internet to connect two computers. We have used this software for many years and helped hundreds of customers with their questions, setting up the photo folders and helping update their databases. We can help you as if we were sitting right in front of your computer. We can connect within seconds and get your problem solved quickly.

### To use TeamViewer:

1) Go to our website at [www.costumeinventory.com](http://www.costumeinventory.com) to the Support page. Scroll down below the big graphic until you see the blue button that says TeamViewer.

You are currently in preview mode

**Inventory Resources**  
for Theatre Costumes, Props, Equipment, Uniforms, Patterns and more

Home Inventory Databases ID Tags & Labels Tools & Supplies **Support** Resources News About Store Index

**HELP DESK**

Phone / Email Support  
Call: 855-468-8247 (Toll Free USA/Canada)  
1-530-753-7143 (International)  
M-Th 9 - 4 pm, Friday 9 - Noon Pacific Time  
E-Mail: [info@costumeinventory.com](mailto:info@costumeinventory.com)

**Where do I start?**  
This page will give a 6 step guide of how to start your inventory project.

**Resource Guides**  
Our Resource Guides help you with Software Installation, Applying Tags and more.

**F.A.Q.**  
**Frequently Asked Questions**  
View our Frequently Asked Questions where you can get a quick answer.

**User Guides**  
All of our User Guides are on-line. They are easy to read and can be printed if you want.

**Tutorials / Videos**  
Our collection of Tutorials and Videos are here to help you.

**Need help Installing?**  
**Installation Troubleshooting Guide**

**TeamViewer**  
Using TeamViewer for Remote Support!  
Click on the TeamViewer button to go to the TeamViewer.com site.  
Click here for more info on how to install TeamViewer.

**Data Entry Guidebook**  
Download our free PDF file with lots of diagrams and information to help you and your volunteers enter your costume data more accurately.

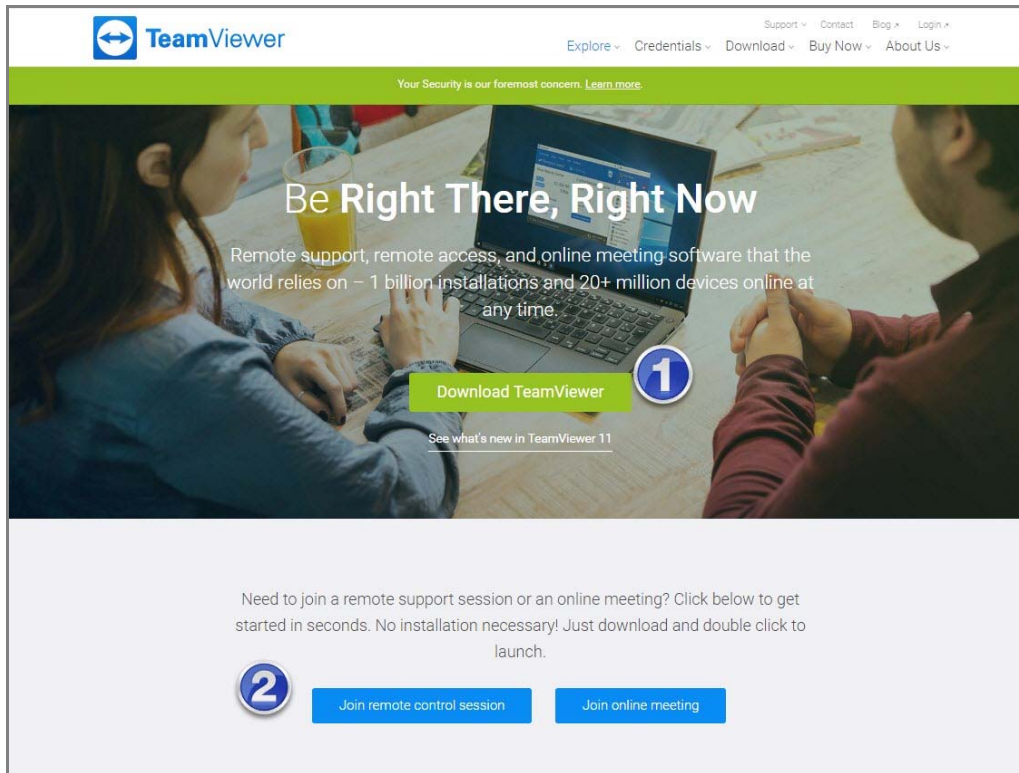
**Quick Start Guides for Inventory Databases**  
[Theatre Props & Sets](#)  
[Uniforms](#)  
[Patterns](#)  
[Lighting](#)  
[Sound](#)

We attend 3-4 Conferences



Click on the button to open the TeamViewer.com site.

2) On the TeamViewer site you will have 2 options - one to “Download” and Install TeamViewer (1) and “Join Remote Control Session” (2)

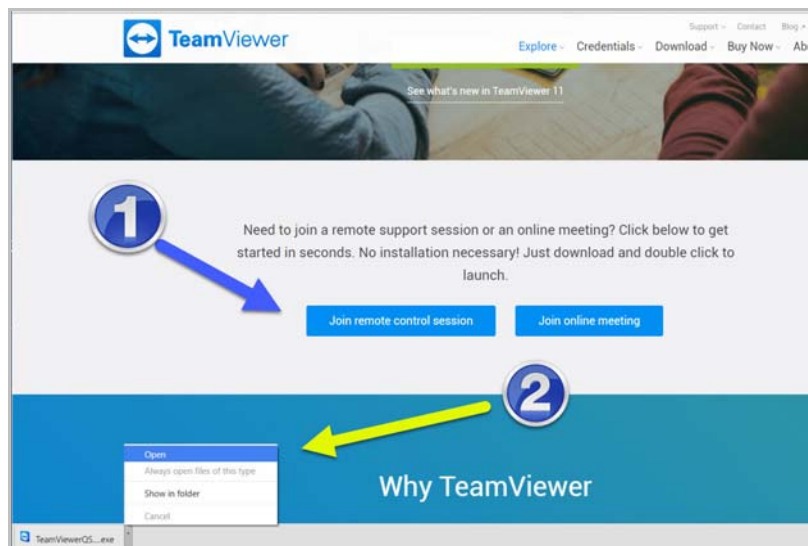


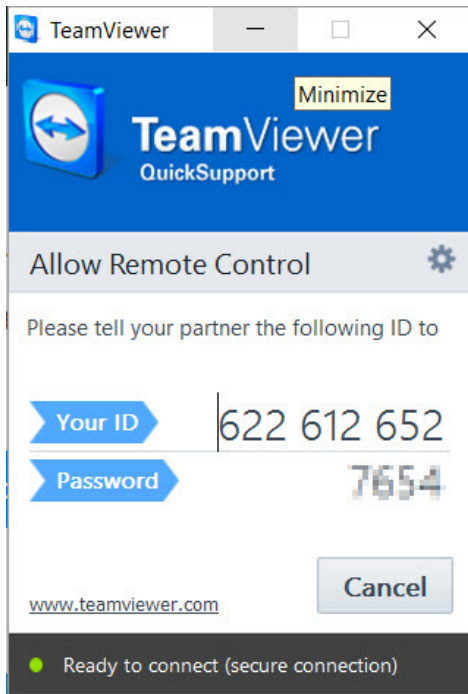
**Option 1:** Download and Install - this is the full, FREE version of TeamViewer. It is free for Personal or ‘Client’ use. As Costume Inventory Resources holds a full license you can use the free version while I am helping you.

**Option 2:** Join Remote Control Session - this will download and install a very small version to allow you connect to my TeamViewer session.

***I recommend option 2*** - Join the Remote Control Session.

3) Click on the button an a small TeamViewer file will download. Once it downloads, click Open.

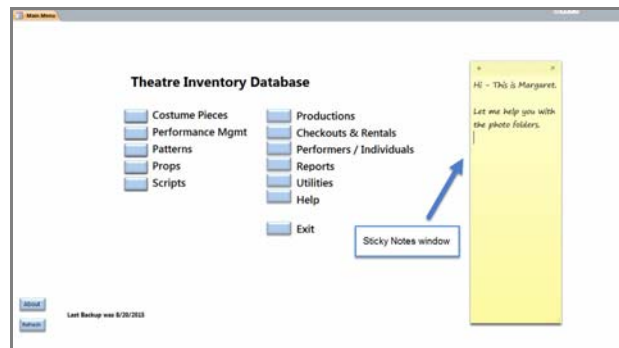




4. You will see an “ID” and “Password” fields. The ID field is the ID that Team Viewer has assigned your computer. That number doesn’t change. The Password will change every time you re-start TeamViewer.

5. Call (855-468-8247 - toll free USA and Canada) or email us at ([info@costumeinventory.com](mailto:info@costumeinventory.com)) when you are ready. When you are talking with Costume Inventory Resources support staff - they will ask you your ID and Password. Read your ID and Password to us. Don’t worry about us logging into your computer any other time as the password will always change.

If you are outside the USA or Canada (and cannot call) you will need to email us the ID and Password. Once we are connected we usually communicate with you by opening a window with “Sticky Notes” (part of Windows Accessories) or a “Notepad” file.



*Your computer screen - showing Sticky Notes where we both can write to each other.*

6. Once we are logged in - we will see your screen and be able to control the mouse and keyboard. That way we can show you how to use the features of the database, make modifications to your database or help link your photos to the database records.

7. When we are finished we will log off your computer and you will have full control again.

TeamViewer is a highly respected, safe software application that allows 2 computers to be linked. We, Costume Inventory Resources, can only access your computer if you allow us to by giving us the ID and Password. The Password changes every time you re-open TeamViewer. We cannot gain access at any other time.

