



If you encounter any issues with your seneye system, please email [support@seneye.com](mailto:support@seneye.com), and our support team will get back to you as quickly as possible. Our office hours are 09:00 - 17:00 (GMT) Mon - Fri.



### **Teamviewer**

Sometimes, such as with problems relating to your PC or network, the support team will need access to your computer to fully diagnose a problem. In this case, we will ask you to download teamviewer using the following link:

<https://get.teamviewer.com/seneye>

Once you have downloaded teamviewer, we will then ask you to provide us with the ID number and password, and set up a time that is convenient for you to teamview with us. Ideally, this will be between 09:00 - 17:00 (GMT) Mon - Fri.

We will then be able to remotely take control of your computer to resolve any issues you are encountering.