

Live Support

Remote Access Live Support offers White & Case partners, associates, and employees immediate assistance with remote working problems and direct information about system resources.

For Urgent Issues

Use this option to resolve **urgent** and business-critical issues by contacting a Service Desk analyst. You may request a TeamViewer QuickSupport session at any time, from any location, and even from any computer - you only need an Internet connection.

Step 1: Contact the GTS Service Desk via telephone or email.

Step 2: Start a QuickSupport session* by clicking the appropriate icon below.



→ You may run the executable directly (click **Run** in the subsequent two dialogs) or save it locally to your Desktop and run it whenever you need it.

* Mac users: QuickSupport requires Mozilla Firefox.

Step 3: When prompted, communicate the **ID** and **Password** displayed in your QuickSupport viewer to the Service Desk analyst and tell them what type of support you need (e.g. remote support, file transfer, etc).

→ For security reasons, the password is reset for each new support session.

For Non-Urgent Issues

If you have an issue that does not require immediate assistance, please contact the GTS Service Desk via telephone or email.