ConnexinViewer

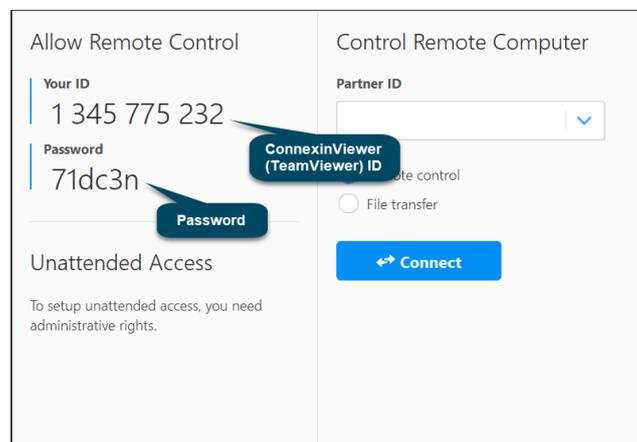Last Modified on 11/04/2020 3:25 pm EST

What is ConnexinViewer?

ConnexinViewer (also called **TeamViewer**) is OP's remote support utility. When reaching out to OP Support, you will likely be asked if it is okay to connect via ConnexinViewer. This will enable the OP Support staff to connect remotely into your PC and assist in resolving the issue you may be experiencing.

Where is it?

ConnexinViewer should be available from all desktops following the installation of the OP Cloud. If you cannot find it on your desktop, go to: **C:\ProgramFiles\ConnexinSoftware** and launch the **connexinviewer.exe** found inside. It can also be downloaded from **Teamviewer's website** or by downloading here: **ConnexinViewer for Windows** or **ConnexinViewer for Mac OSX**.

How do I use it to connect with Support?

After contacting Support and launching ConnexinViewer, OP's Support Team will ask you for your ConnexinViewer ID and password. The ConnexinViewer ID may be a nine-digit or ten-digit ID. You will need to provide that information in order for the Support team to remote into your PC.

Note: If you are experiencing issues launching or downloading ConnexinViewer, contact your IT professional. Your local IT professional can download and reinstall ConnexinViewer on your workstation.