⊖ **Team**Viewer

Was commercial use detected on your TeamViewer ID?

First Name	Richard
Last Name	Schaefer
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Country	United States of America (the)
Affected ID's	1432009869

Why are you using TeamViewer

I've been using TeamViewer for a couple of years for personal use. Over the last couple of weeks I've been trying to log on to my cousin's computer to check something out on Outlook and the connection has been disconnecting right after connecting. I'm not sure if I may have entered incorrect information the last time I downloaded the TeamViewer software. Team Viewer disconnects in less than a minute and then it won't let me logon to my cousin's computer. It keeps saying I can try again later, but it still does not work. Do I have to change something in my configuration to get TeamViewer working? I'm retired and am 73 years old. I help my family and friends when I can, but I am not being paid.

Please advise. Thanks.

Date, Signature   Richard A. Schuff 1/12/2021