

GETTING KNOX CONNECTED

Knox uses TeamViewer for two things: scheduled monitoring and integrity work on your server (Part A), and ad-hoc support sessions on any user's machine (Part B). Ten minutes covers both.

PART A - UNATTENDED ACCESS ON THE SERVER

Required for monitored tiers, monthly data integrity checks and all after-hours work.

- 01** On the server, open teamviewer.com/download in a browser and download TeamViewer for Windows (the full version, not QuickSupport).
- 02** Run the installer. Choose "Default installation" and accept the license. Open TeamViewer when it finishes.
- 03** Note the TeamViewer ID shown on the main screen. This 9 or 10 digit number identifies the server.
- 04** Set a permanent password: click the gear icon (Settings), open Security, and under "Personal password (for unattended access)" enter a strong password twice and click OK.
- 05** WhatsApp the TeamViewer ID and the permanent password to +27 84 707 0702, with your company name.
- 06** During onboarding, email your Permanent Access Register to info@knoxfindata.co.za: a list of every person and provider holding permanent access to this server. Knox works alongside them and needs to know who they are. Update it whenever someone is added or leaves.
- 07** Knox confirms the connection within one working day. Nothing further is needed on your side.

PART B - AD-HOC SUPPORT SESSION (ANY MACHINE)

- 01** Open teamviewer.com/download and download TeamViewer QuickSupport.
- 02** Run it. No installation happens. It shows an ID and a one-time password.
- 03** WhatsApp the ID and password to your Knox consultant on +27 84 707 0702. The session appears on your screen and you can watch everything we do.
- 04** When the session ends, close QuickSupport completely. Closing it retires the password, and a fresh one is generated the next time you open it.

SECURITY NOTES

A permanent password is standing access to your server. By providing it you accept that risk, which is exactly why the Permanent Access Register exists: everyone holding standing access is recorded, and the password must change whenever a recorded person or provider leaves. Tell us when it changes so monitoring continues. Knox connects only for the purposes agreed in your service agreement, and every TeamViewer connection is logged on your side and ours.