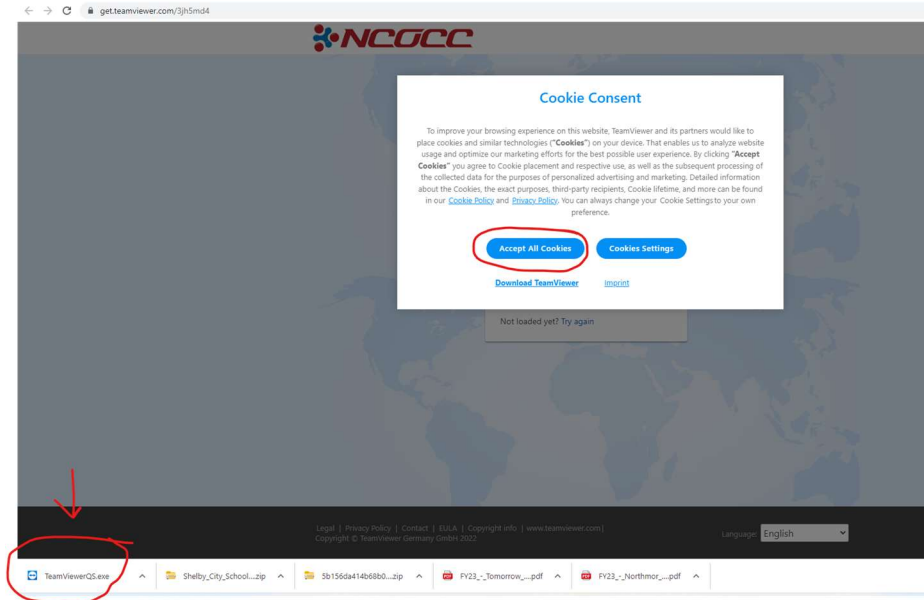# Troubleshooting a Teamviewer Connection with NCOCC
Make sure you have followed the steps below

- Click (Accept All Cookies) as shown below.
- Click on the **TeamviewerQS.exe** download in the lower left-hand corner of your browser window.

- Click (Accept) to the disclaimer popup illustrated below.
- Read your ID button shown on the right (**keep the app open to not close this box**)