

## INSTALLATION APPOINTMENT



Name: Your Name

Email: [yournamegywint@gmail.com](mailto:yournamegywint@gmail.com)

Opportunity: Department install GVVINT GT

Phone #: 555-1212

Alt Phone #: N/A

Language Priority: ENG/SPA

Appointment Date and Time: Date & time of your installation.

If you have not received a phone call from IT after 5 minutes of your scheduled appointment time, please call 1(800) xxx-xxxx.

**Please change the time zone settings in your Gmail account to reflect Eastern Standard time.**

Read the following instructions carefully for your upcoming IT appointment as well as some information to assist you with being prepared for the day of your installation.

The following **MUST** be complete **PRIOR** to the day of your scheduled appointment:

1. *Genuine and activated copy of Windows Operating System and all necessary Operating System/Service Pack updates have been completed (Windows 8.1, 10 or 11 are compatible)*
2. *Net Framework 4.5*
3. *Google Chrome*
4. *Satellite internet and wireless connections of any type, including hotspot will cause an automatic failure.*

5. *The Windows PC must be connected via cable (hardwired) to your modem/router **at the location you will be servicing the client**, on the day of your appointment and at all times during certification.*
6. *A **USB** Noise canceling headset is a requirement (no USB/Bluetooth wireless)*
7. *The latest version of TeamViewer must be installed. Please review the below instructions to download and install the appropriate version of TeamViewer for your computer –*
  0. *Determine if your computer is 64-bit or 32-bit*
    1. *If 64-bit, [click here](#)*
    2. *If 32-bit, [click here](#)*

**Refer to our Tech requirements as needed:** <https://greatvirtualworks.com/become-an-agent/tech-req/>

If you are unavailable within 20 minutes of your scheduled installation time, this will result in an automatic failure.

**Friendly Reminder:**

To ensure you never miss an update, please add Cavinol and Great Virtual Works as a “Safe Sender” to your email contacts. This guarantees that any email communications from Cavinol and Great VirtualWorks are delivered to your inbox.

Regards

SAMPLE