

# TeamViewer: Creating a new session

## What

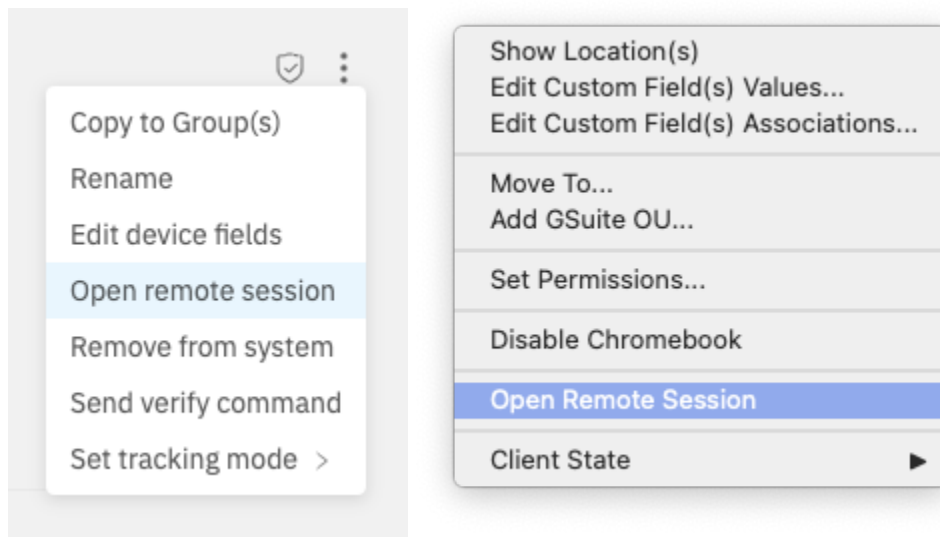
Creating a remote session to a device is simple once all pre-requisites are met.

## When/Why

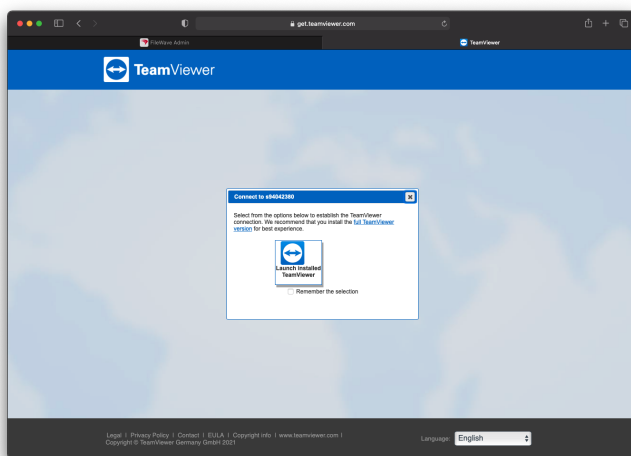
We will create a new session whenever we need remote access to an endpoint. Typically this is done in response to a service call from a customer in the field.

## How

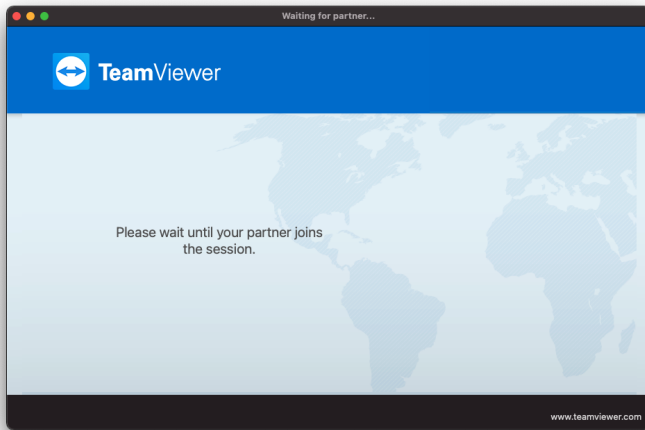
From any device in the admin console that meets pre-requisites (web and native shown below), you can choose to "Open Remote Session" from the context menu. (Note that the admin user must have rights, and the client itself must have reported the right "state" to be controlled)



The admin workstation (must be a Windows or Mac device to begin a TV session) will open a browser tab to get.teamviewer.com that will in turn prompt to launch the installed TeamViewer app. Depending on your browser settings, you may have to modify allowing pop-ups to see the page open.



Note that you can save your setting for this so that it doesn't prompt the next time. We'll choose to launch the installed version and then the TeamViewer App itself will launch this page:



This window will remain open, waiting for the remote user to accept the session. If they begin the session, you will be redirected to the remote session. If no response is sent, the session will time out.

#### Related Content

See the following articles to see how the endpoints of various operating systems respond to this request:

- [TeamViewer: Android EMM Session Overview](#)
- [TeamViewer: Chrome OS Session Overview](#)
- [TeamViewer: iOS/iPadOS Session Overview](#)
- [TeamViewer: macOS Session Overview](#)
- [TeamViewer: Windows Session Overview](#)