

USING REMOTE ASSISTANCE

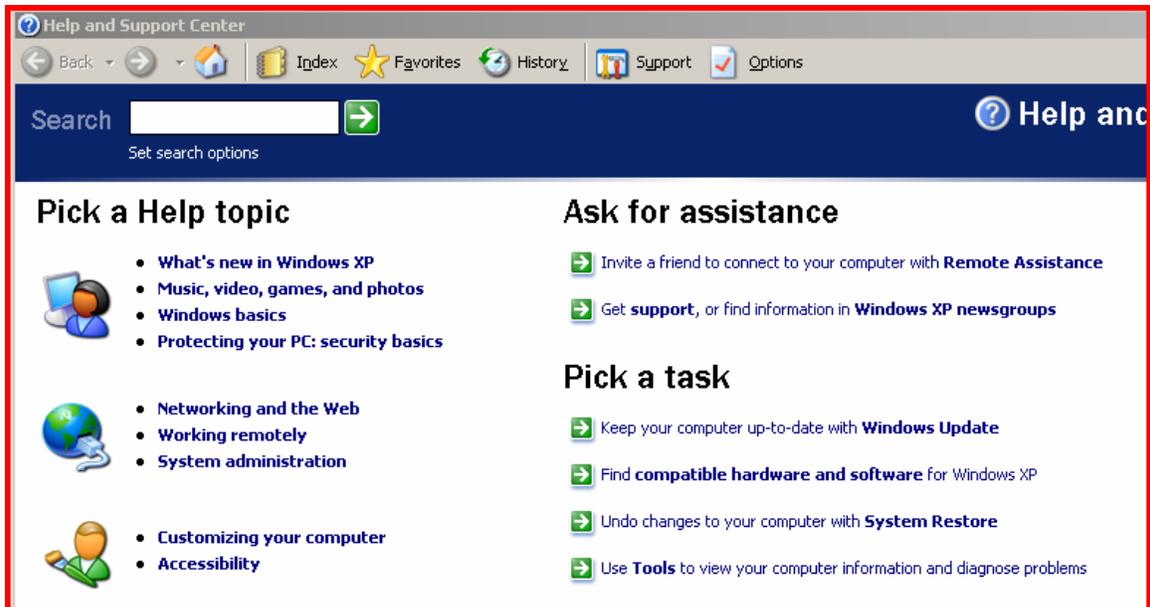
Prepared by Chuck Strickland

October 2008

To request help:

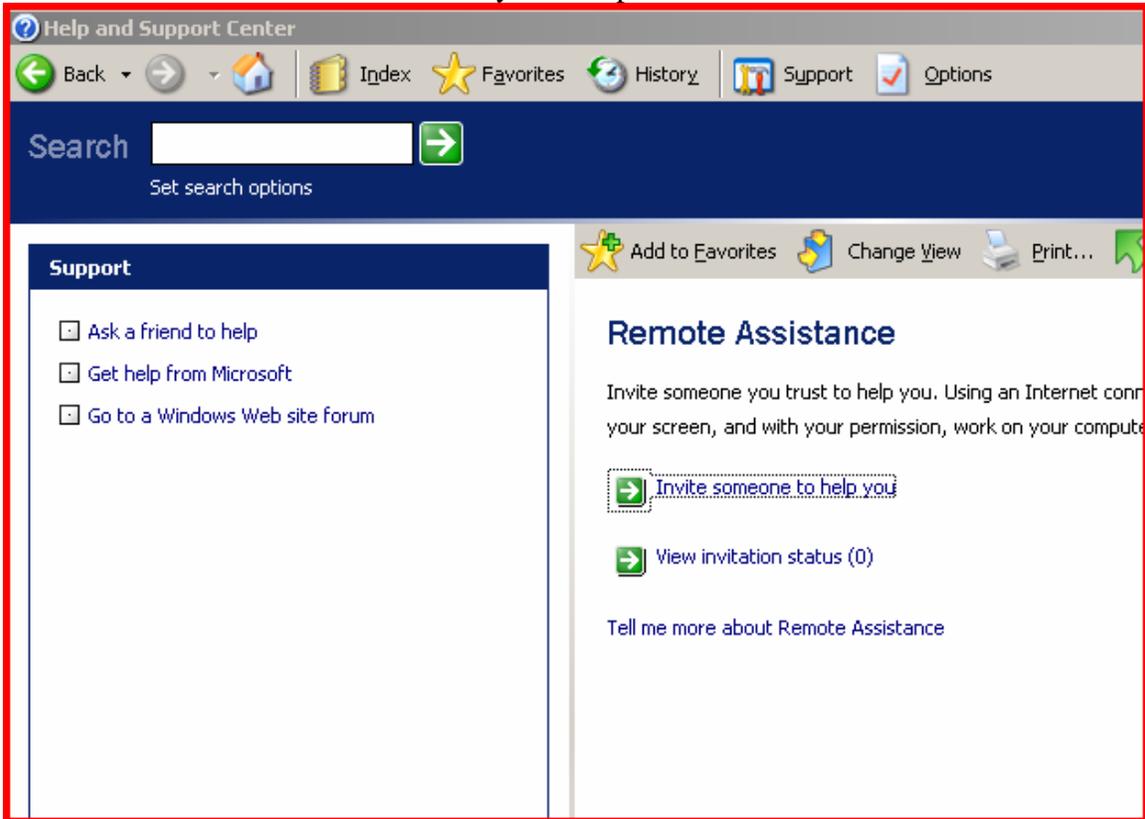
Click on Start and then Help and Support.

Look for Ask for Assistance – it will look like this



If you have a Dell or HP computer, you may have to dig a little to find this view.

Click on “Invite a friend to connect to your computer with **Remote Assistance**.”



Click on “Invite someone to help you.” And you will see:



Click on “Save invitation as a file (Advanced)”. This will work with all mail clients. You will see:

Remote Assistance - Save Invitation

Enter your name

From (the name you would like to appear on the invitation):

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you that this invitation will remain open.

Enter your name and select a time limit in hours or days. Click Continue

Remote Assistance - Save Invitation

Require the recipient to use a password

For security reasons, it is strongly recommended that you set a password that the recipient must use to password.

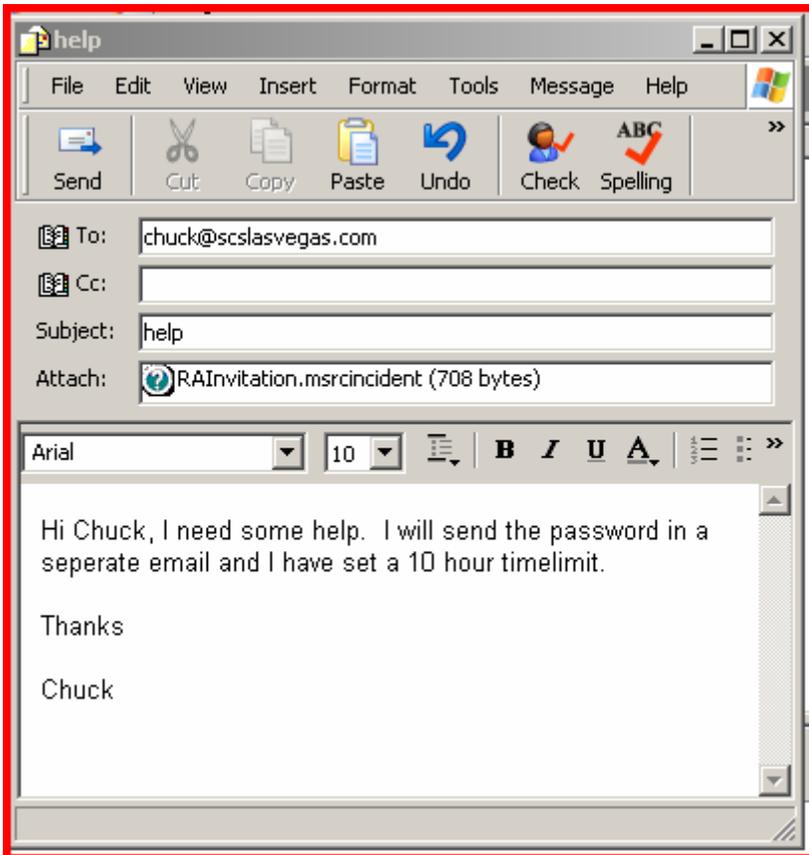
Type password: Confirm password:

Important You must communicate the password to the recipient.

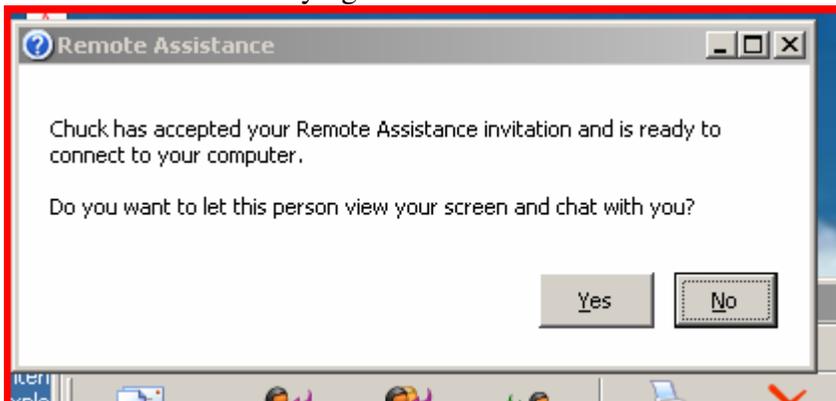
Now enter the password you want to use in both password boxes and remember what it is so you can send it to the person you are getting help from.

Click on "Save Invitation". In the save as" box, click on Desktop on the left and then click on Save to save it on your desktop. You can close the help window now.

Open your email and send the RAIinvitation file that is saved on your desktop to the person you want to help you. If you used a password, send them a separate email with the password.

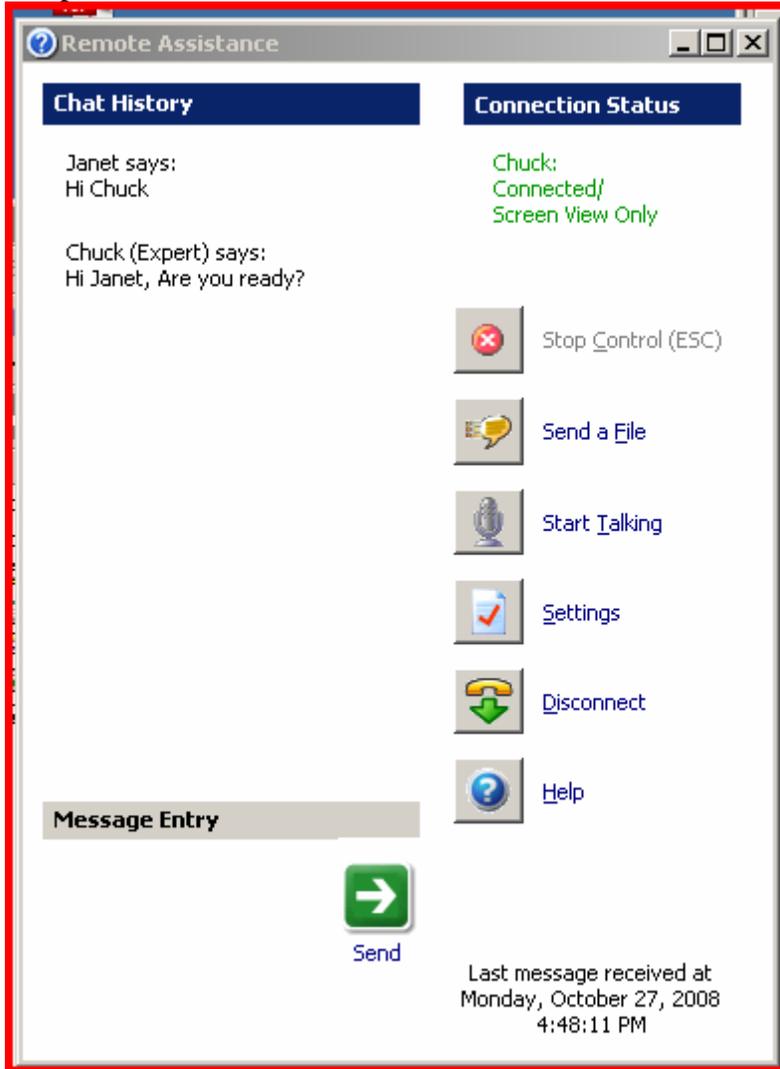


When your friend gets the email and opens it and enters the password, you will see a notification that he is trying to connect that looks like this:

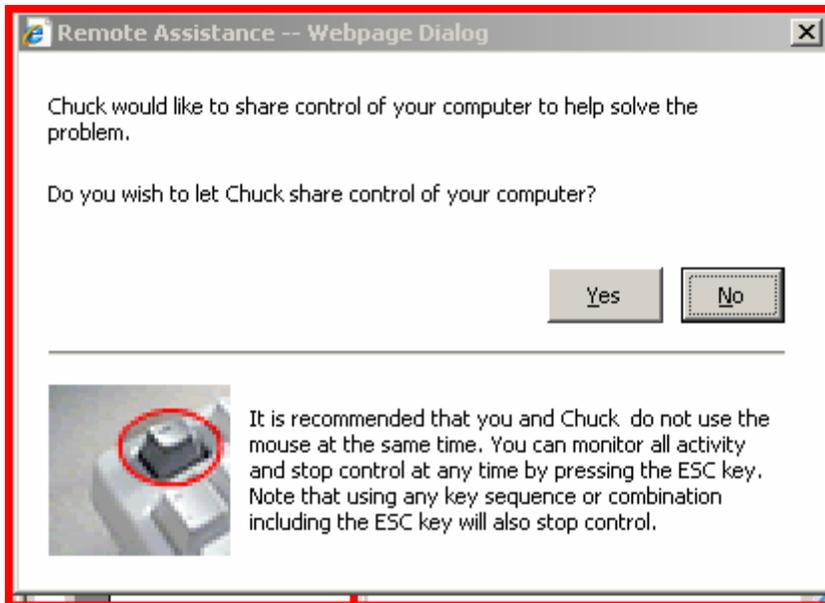


Click on "Yes" and you will see the remote assistance window.

In the remote assist window you can chat or allow the other person to take control of your computer.



As you can see here, Chuck is talking to Janet and he is currently only viewing her machine. If chuck wants to take control, he will request it and you will see:



You will have to click on the Yes button to allow control.