

# WINDOWS REMOTE DESKTOP ASSISTANCE JOB AID OTS

# Introduction

There is a quick, easy and free feature available on Windows computers that can help you get assistance without having to wait for the person who can help you to come over to your office; it is called **Windows Remote Assistance**. Windows Remote Assistance allows you to grant temporary access to another user to view and/or control your computer (they must be on the same network).

## **Inviting Someone to Assist You**

Your first step is to send an invitation to the person you want to assist you. Please be sure that this person is aware that you will be sending this invitation. The first steps are different for **Windows 7 and Windows 8**. Follow the instructions for your operating system.

#### Windows 7



 Click the Windows Start Button in the lower left-hand corner of your screen

 Search results will start to appear

Programs (2)
A Windows Remote Assistance
Remote Desktop Connection
Control Panel (6)
15 RemoteApp and Desktop Connections
Allow remote access to your computer
Allow Remote Assistance invitations to be sent from this comp
Documents (2)
Remote Assistance Logs
15395420150722
Microsoft Outlook (19)
P See more results
remote × Shut down +
Shut down

- 2. Enter the word **Remote** into the search field
- 3. Click the Windows Remote Assistance link
- 4. The Windows Remote Assistance Window will open

\*\*CONTINUE TO THE WINDOWS REMOTE ASSISTANCE WINDOW SECTION BELOW\*\*

#### Windows 8

Search	
Everywhere 🗸	
msra.exe	<b>Q</b>
msra.exe	
msra.exe	

- 1. Click the **Windows Start Button** in the lower left-hand corner of your screen
- 2. Enter msra.exe
- 3. The Search Field will open
- 4. Press the Enter Key (or click the Search icon (P))
- 5. The Windows Remote Assistance Window will open

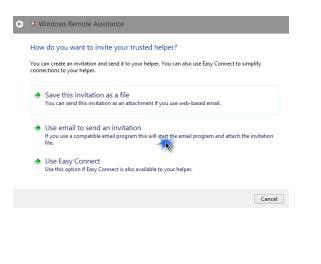
\*\*CONTINUE TO THE WINDOWS REMOTE ASSISTANCE WINDOW SECTION BELOW\*\*

## Windows Remote Assistance Window

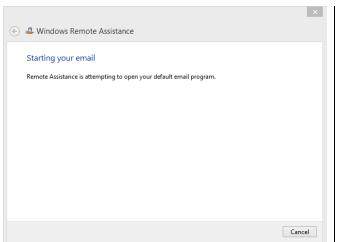
1	ant to ask for or offer help?
	mote Assistance connects two computers so that one person can help troubleshoot or fix the other person's computer.
Invite	e someone you trust to help you
Yourh	elper can view your screen and share control of your computer.
	someone who has invited you
Respo	nd to a request for assistance from another person.
rivacy state	ment

1. Select Invite someone you trust to help you

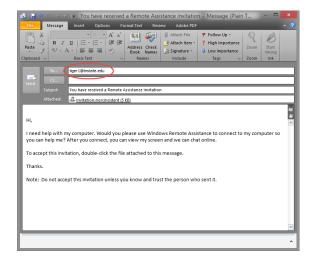
#### Windows Remote Desktop Assistance Job Aid



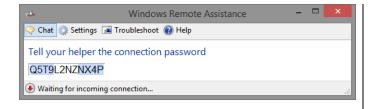
2. The next window will open, Select Use Email to send invitation



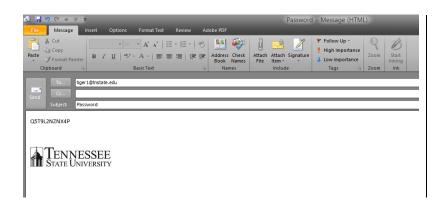
3. A message will appear indicating that an Email will be created



- 4. The new Email will automatically open with the subject, body of the Email and attachment
- 5. Enter the recipient's Email address in the **To** field and **Send**



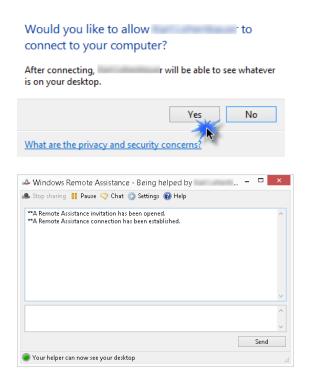
- 6. A password will be generated (The recipient of the Email will not be able to open the attachment without the password)
- 7. Copy the password



8. Paste the password into an Email to send to the user

# **Sharing Your Computer**

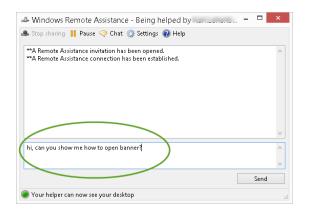
When the recipient of your invitation accepts your request, you will be notified.



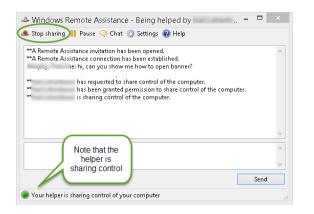
 A pop up notification will appear asking you if you want to allow the person to connect to your computer

 a. Select Yes

2. The Chat/Control window will open



	Windows F	Remote	Assistar	nce	×
-	ou like to all ontrol of you		op?	-	to
To stop sha click Stop s	aring control, in sharing.	the Rem	ote Assista	ince dia	log box,
			Yes		No



3. Use this window to chat with the helper and to control access

- 4. The helper will request **control** of your computer
  - a. Click Yes
- The helper will now be able to take control of your computer and can demonstrate/perform the task
- 6. You will be able to view the history, chat and status of your session
- To stop sharing control, click the Stop Sharing link
   Stop sharing

## Assisting via Windows Remote Desktop Assistant

If you will be assisting someone (taking control of his or her computer), this section will help you work through the steps.

#### **Accepting the Invitation**

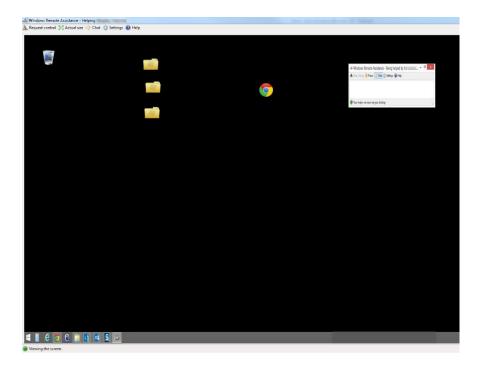
You will receive the two Emails sent to you by the person needing assistance, one with the invitation and one with the password.



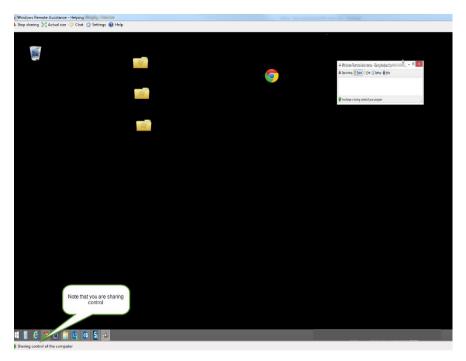
Remote Assistance	×
Enter the password computer	to connect to the remote
	d from the person requesting sistance session will start after you ick OK.
* * * * * * * * *	
	OK Cancel

- 1. Select the Email attachment
- 2. The Open Attachment Window will display
  - a. Select Open

 Copy and paste the password that was Emailed to you into the Password field
 a. Click OK



- 4. You will see the desktop of the person you are assisting
  - a. They will be asked if they want to share his or her desktop



5. Once you are sharing control of the computer, you can move through and help the person as if you were sitting at their desk

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