



## 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).

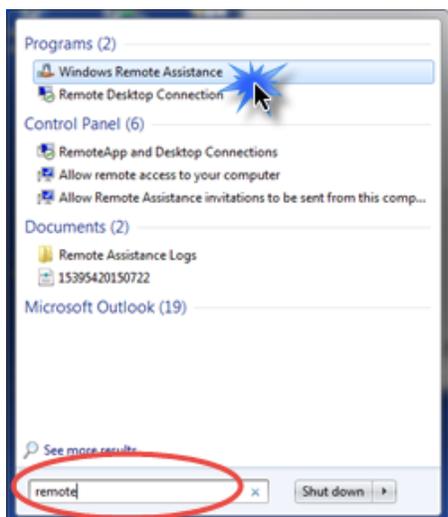
### Inviting Someone to Assist You

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



1. Click the **Windows Start Button** in the lower left-hand corner of your screen
  - a. Search results will start to appear



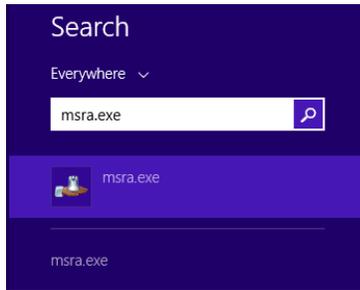
2. Enter the word **Remote** into the search field
3. Click the **Windows Remote Assistance** link
4. The **Windows Remote Assistance Window** will open

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

## Windows 8



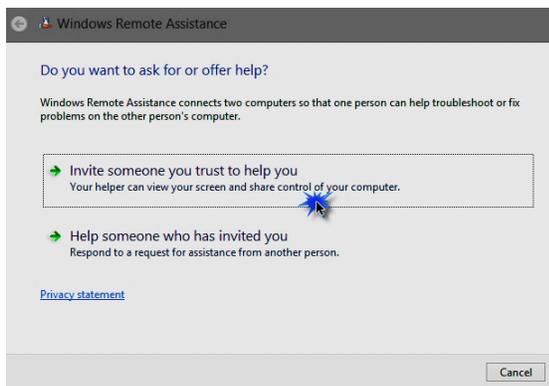
1. Click the **Windows Start Button** in the lower left-hand corner of your screen
2. Enter **msra.exe**



3. The **Search Field** will open
4. Press the **Enter Key** (or click the **Search** icon )
5. The **Windows Remote Assistance Window** will open

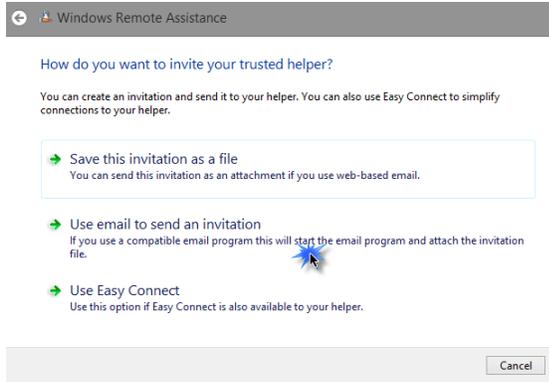
**\*\*CONTINUE TO THE WINDOWS REMOTE ASSISTANCE WINDOW SECTION BELOW\*\***

## Windows Remote Assistance Window

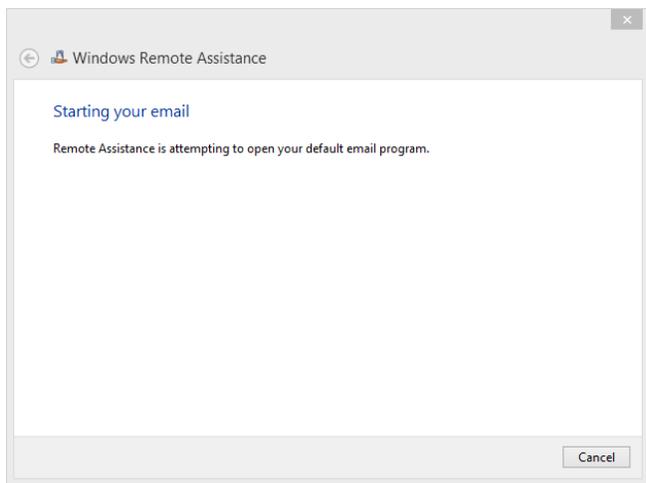


1. Select **Invite someone you trust to help you**

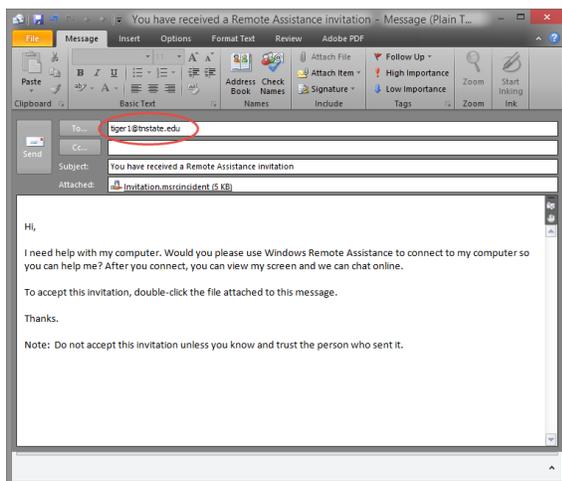
## Windows Remote Desktop Assistance Job Aid



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

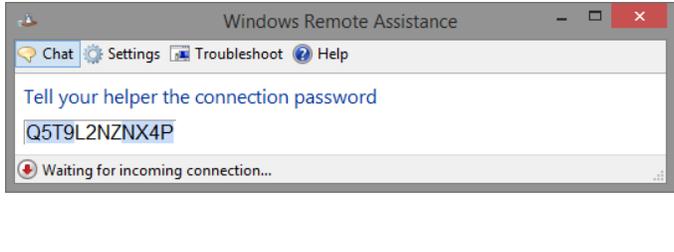


3. A message will appear indicating that an Email will be created

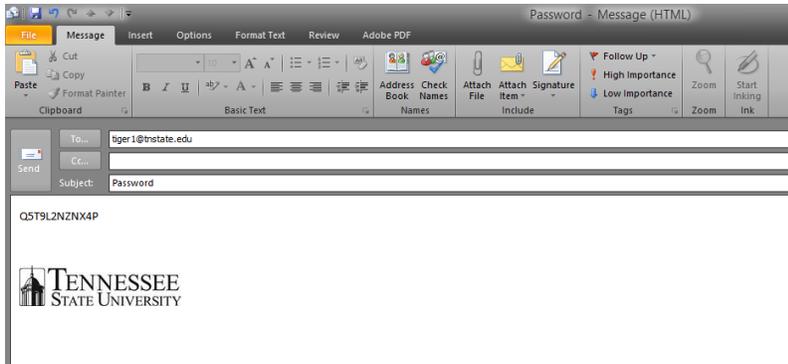


4. The new Email will automatically open with the subject, body of the Email and attachment
5. Enter the recipient's Email address in the **To** field and **Send**

## Windows Remote Desktop Assistance Job Aid



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



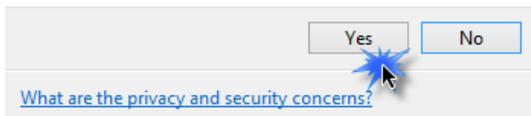
8. Paste the password into an Email to send to the user

## Sharing Your Computer

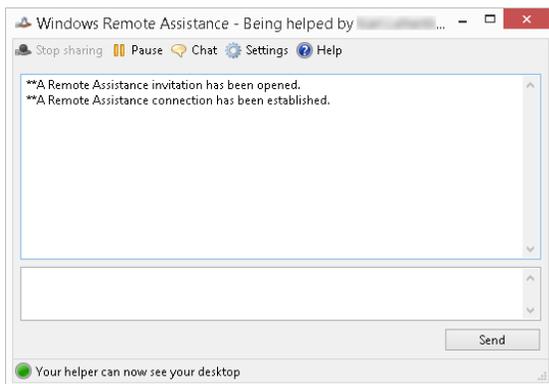
When the recipient of your invitation accepts your request, you will be notified.

Would you like to allow [redacted] to connect to your computer?

After connecting, [redacted] will be able to see whatever is on your desktop.

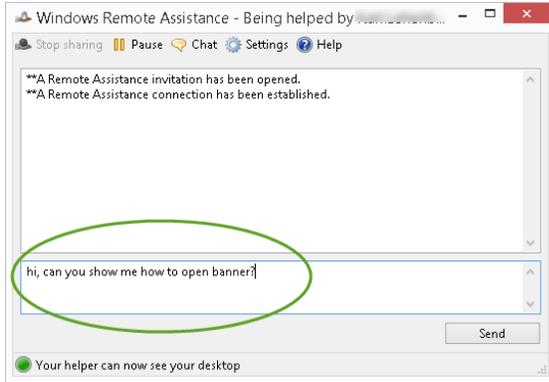


1. A pop up notification will appear asking you if you want to allow the person to **connect** to your computer
  - a. Select **Yes**

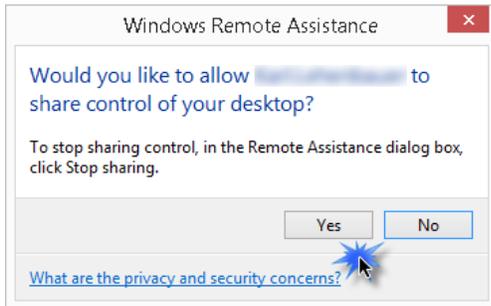


2. The Chat/Control window will open

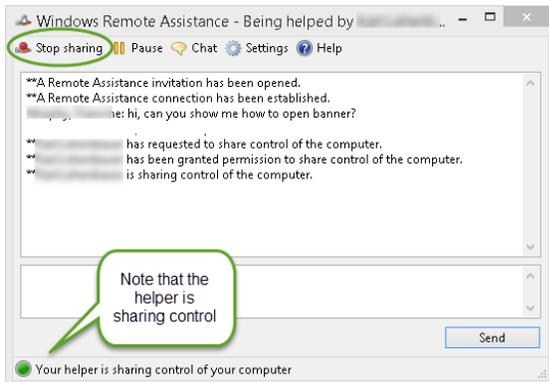
## Windows Remote Desktop Assistance Job Aid



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**
5. The helper will now be able to take control of your computer and can demonstrate/perform the task



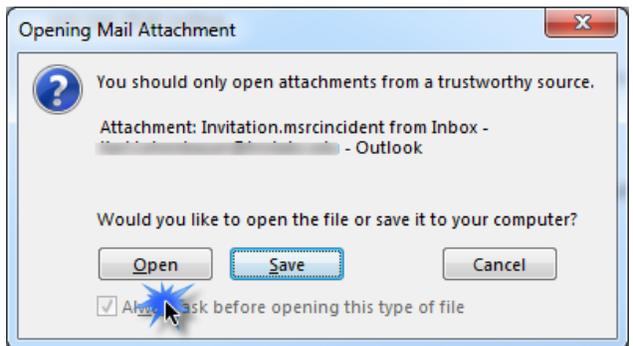
6. You will be able to view the history, chat and status of your session
7. To stop sharing control, click the **Stop Sharing** link  **Stop sharing**

## Assisting via Windows Remote Desktop Assistant

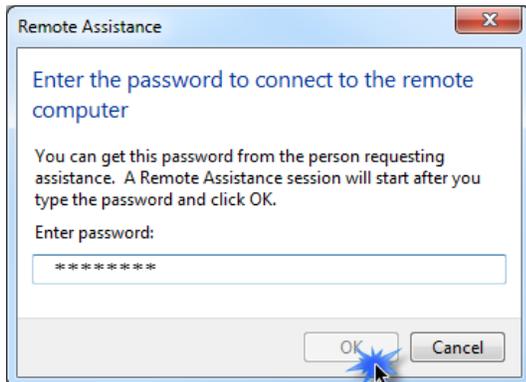
If you will be assisting someone (taking control of his or her computer), this section will help you work through the steps.

### 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.

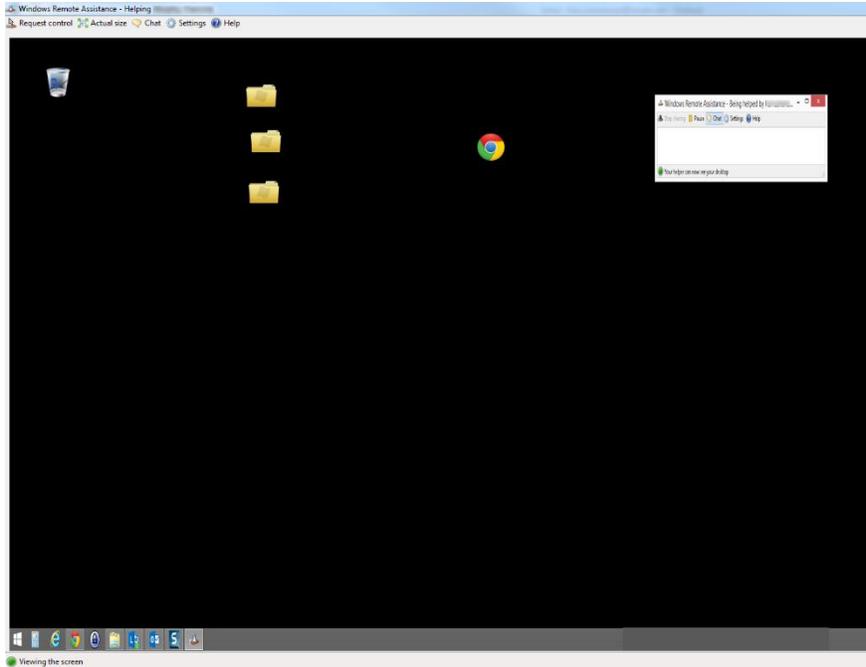


1. Select the Email attachment
2. The Open Attachment Window will display
  - a. Select **Open**

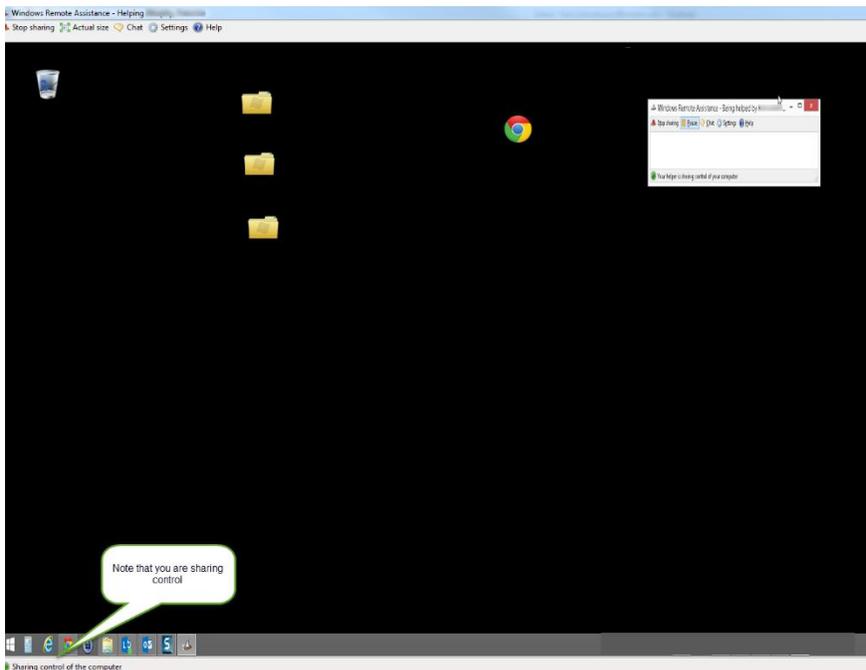


3. Copy and paste the password that was Emailed to you into the **Password** field
  - a. Click **OK**

## Windows Remote Desktop Assistance Job Aid



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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