

"MICROSOFT REMOTE ASSISTANCE"

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TuCSon COMPUTER
SOCIETY



An International
Association of Technology
& Computer User Groups

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Notes"**

SUMMARY

"Windows Remote Access" allows any "Windows.." computer to remotely control another "Windows.." computer. The "helper" person can perform repairs and installations on the computer of the "helped" person.

TOPICS

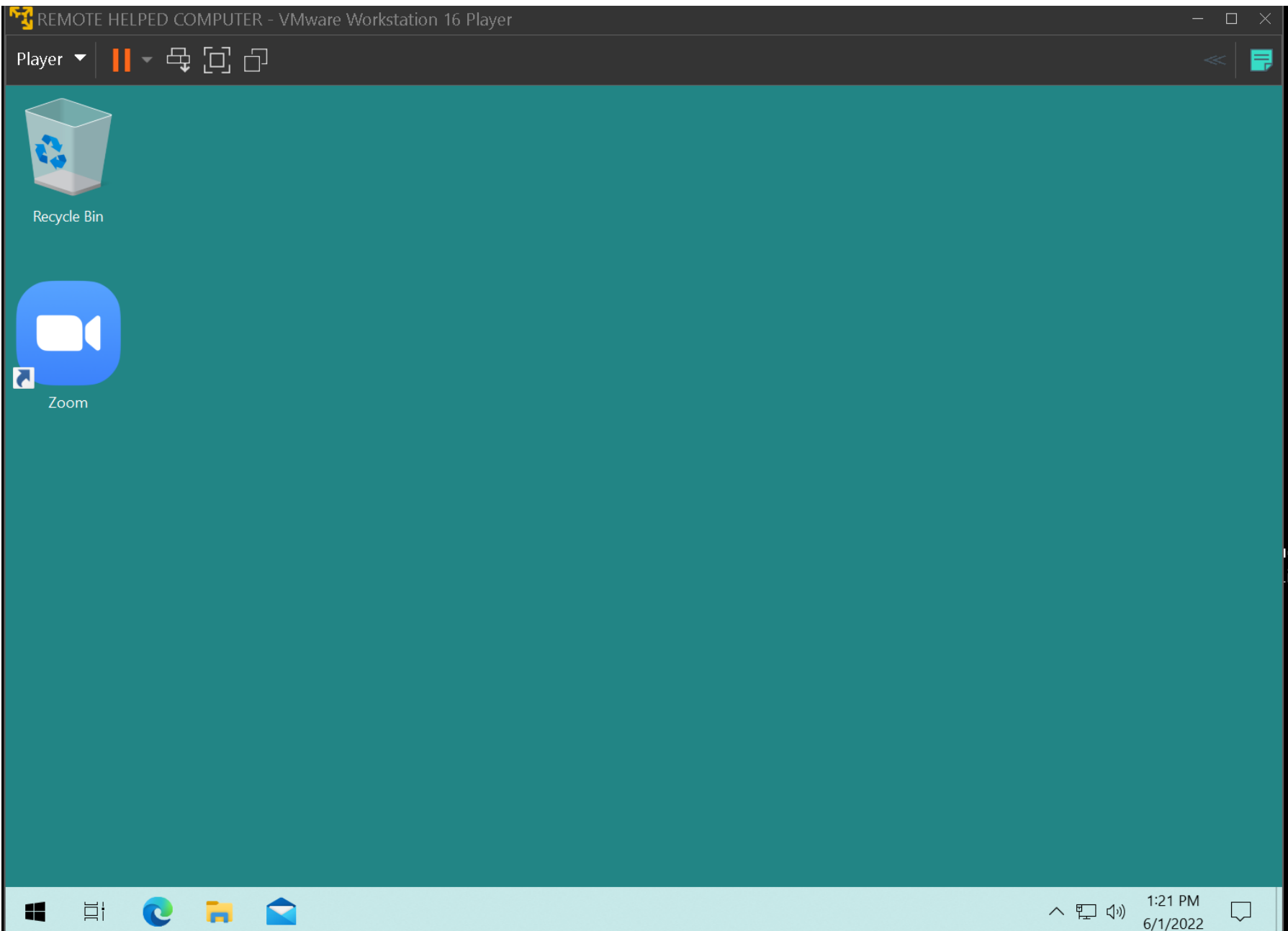
- Basic Concept of "Remote Access"
- Helped Computer: "Allow Remote Assistance"
- "Helped Computer: "Invite someone..to help you"
- "Helper Computer": Take control..

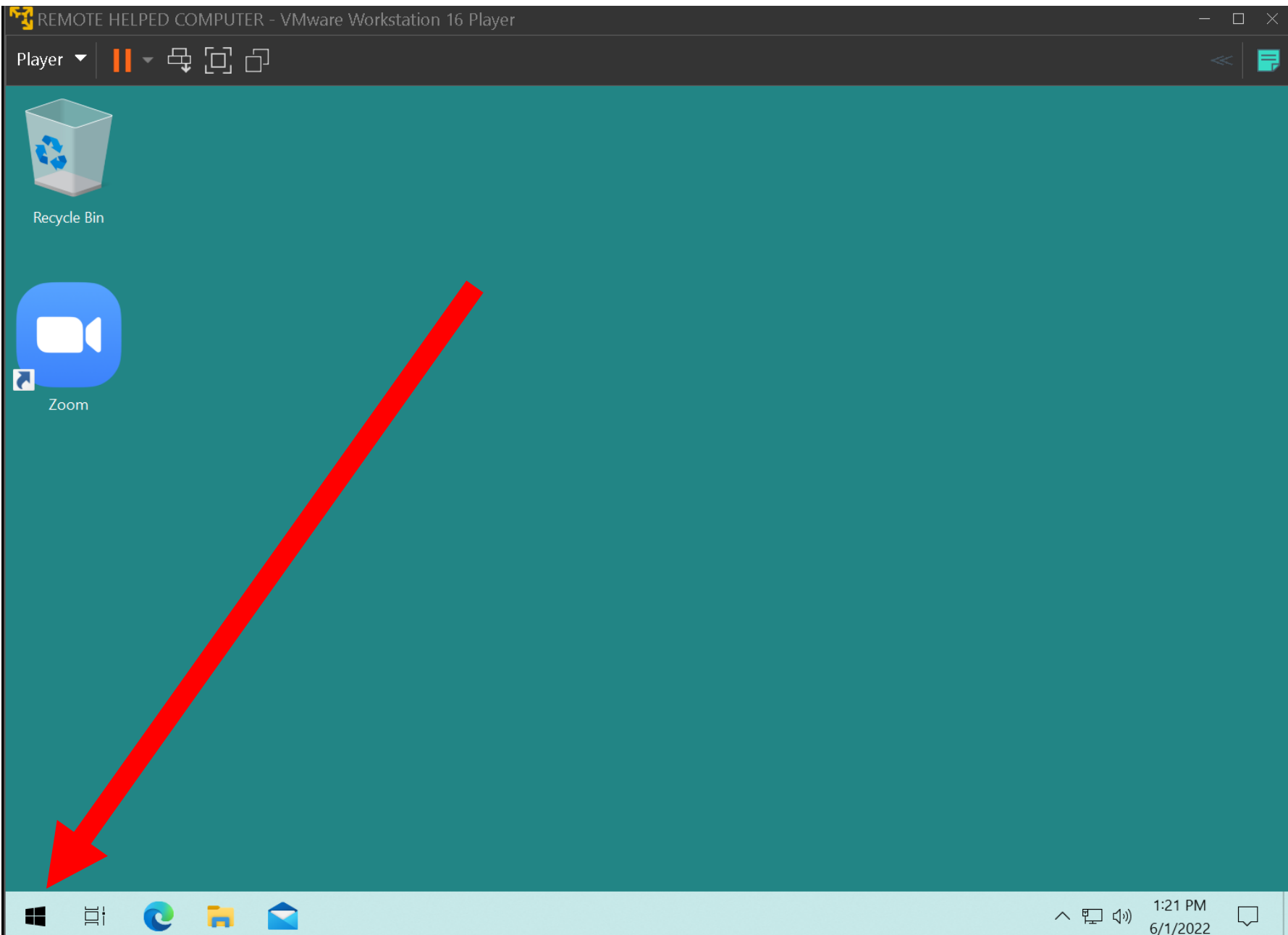
BASIC CONCEPT OF "REMOTE ASSISTANCE"

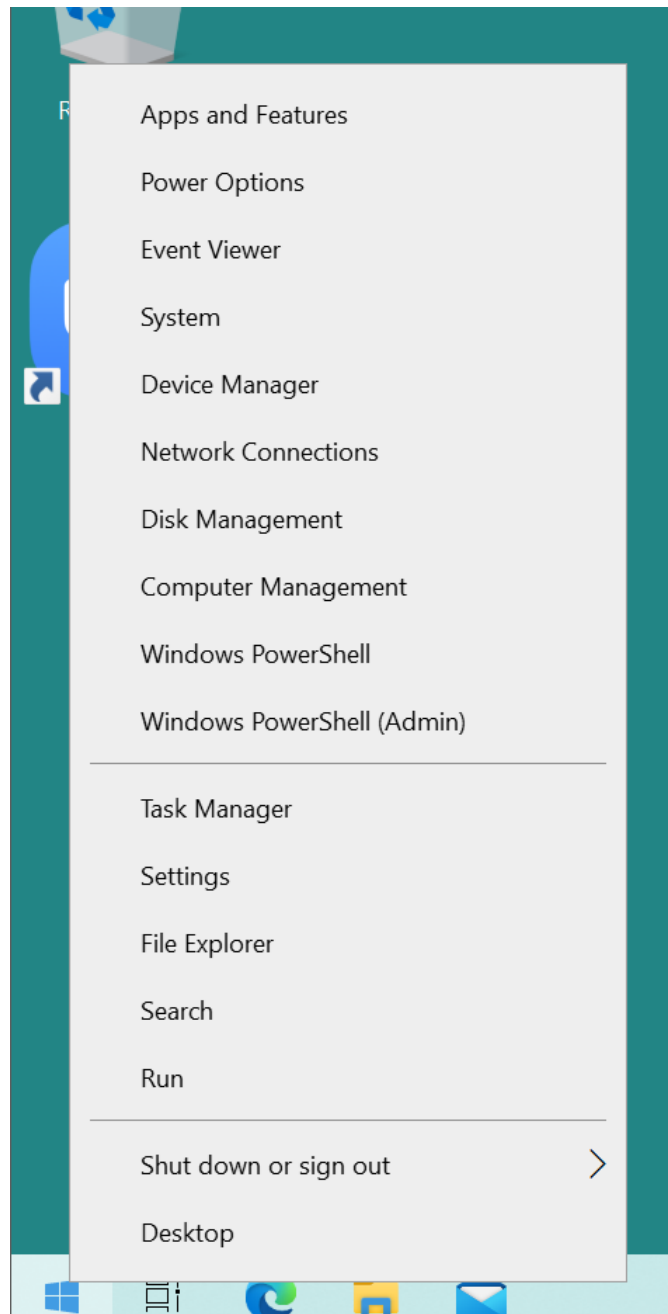
- "Helper computer" connects securely through the "Internet" to control the "Helped" computer"
- Saves the helper from having to physically visit the helped computer

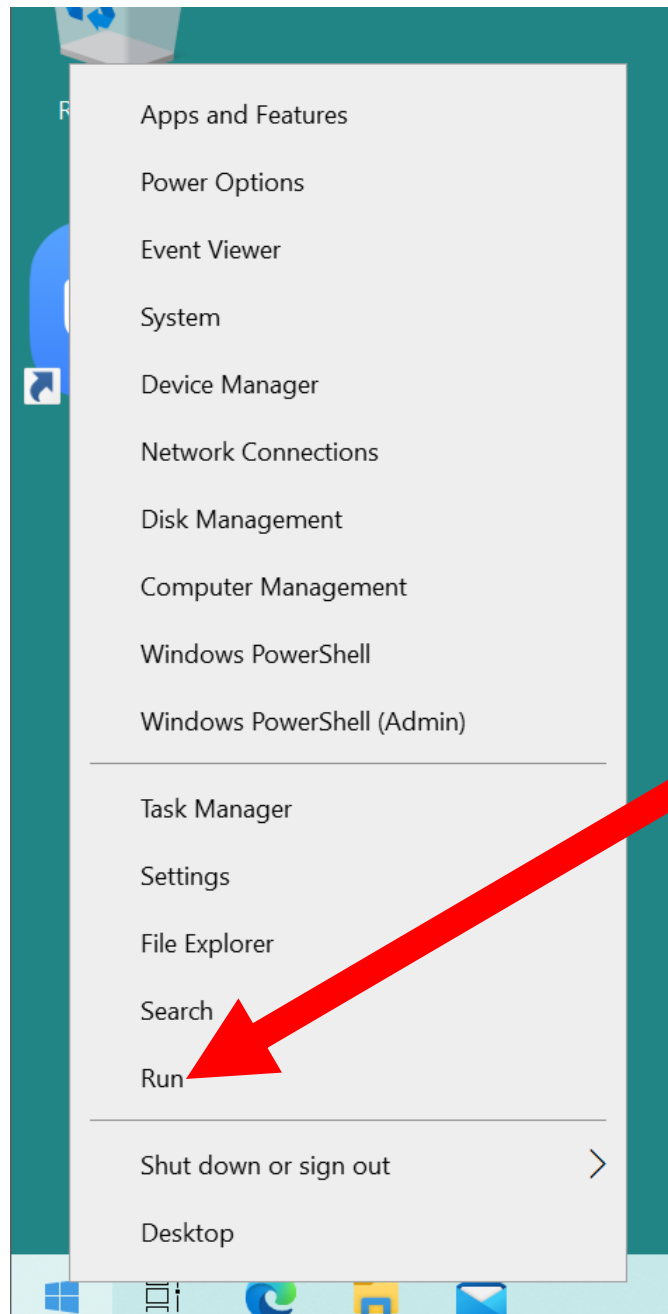
REMOTE "HELPED COMPUTER" USER INVITES SOMEONE TO HELP

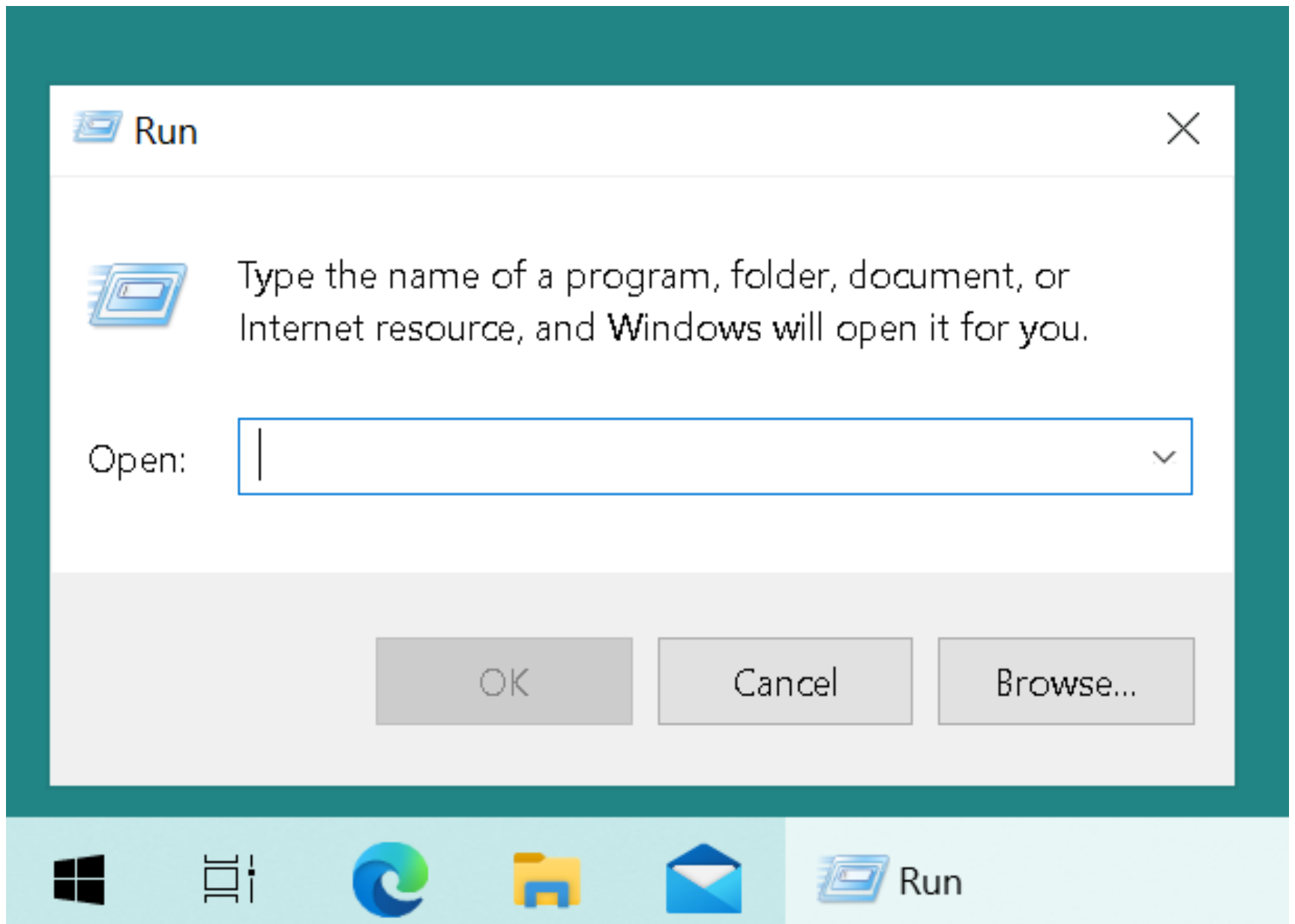
- Right-click on the "Start" button
- Click on "Run"
- Type
msra
in the "Open" box
- Click on "Invite someone you trust to help you"

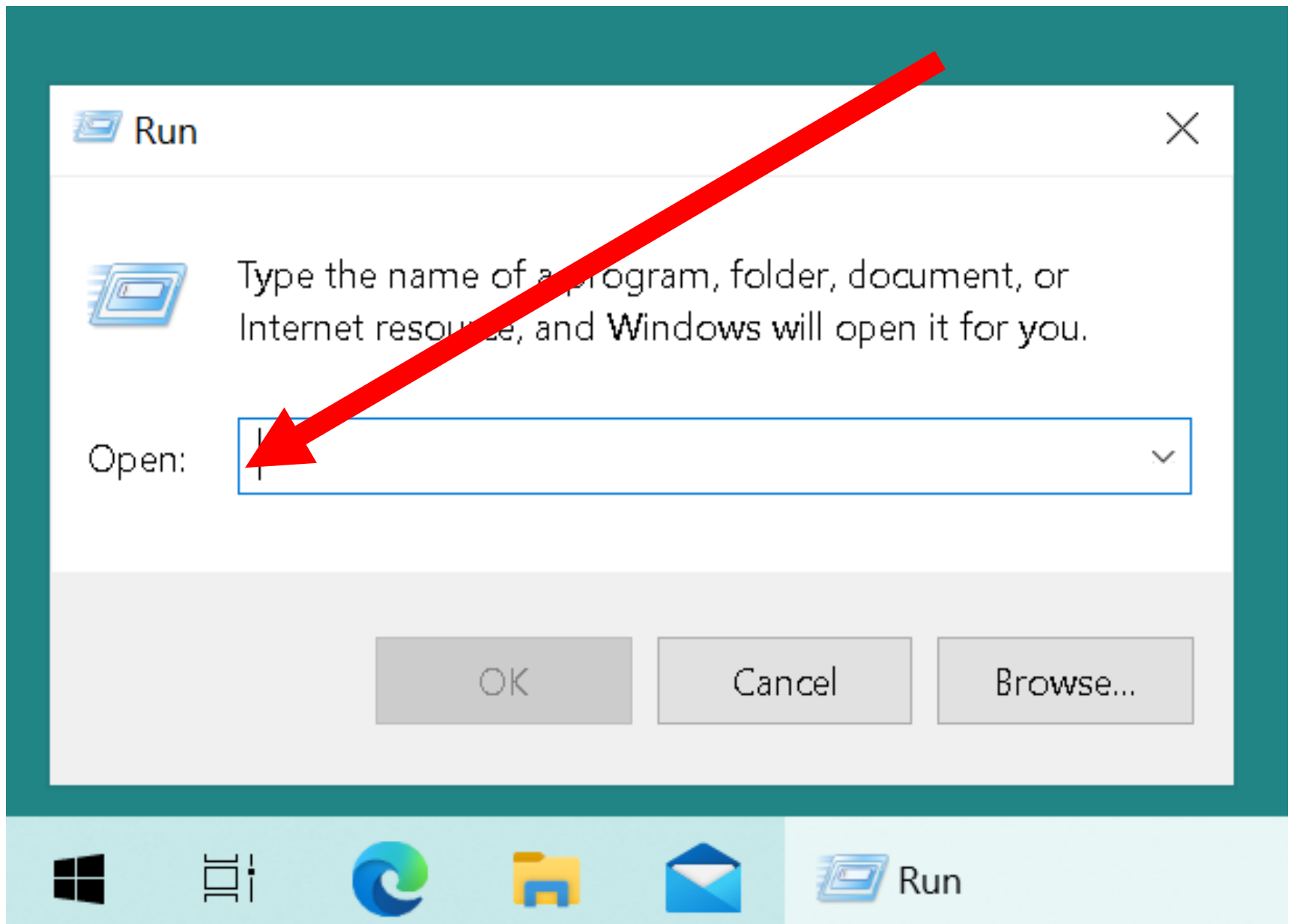


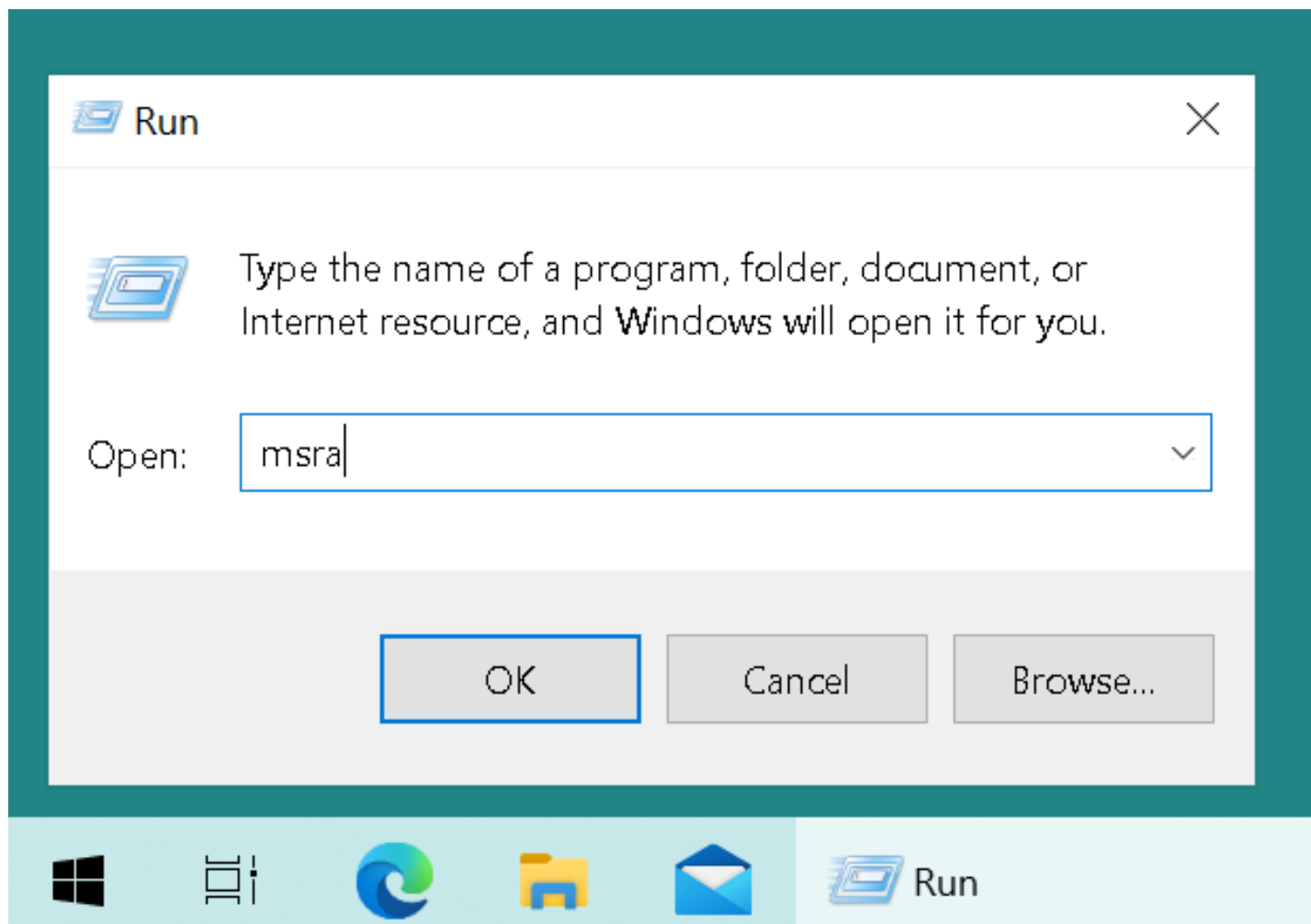


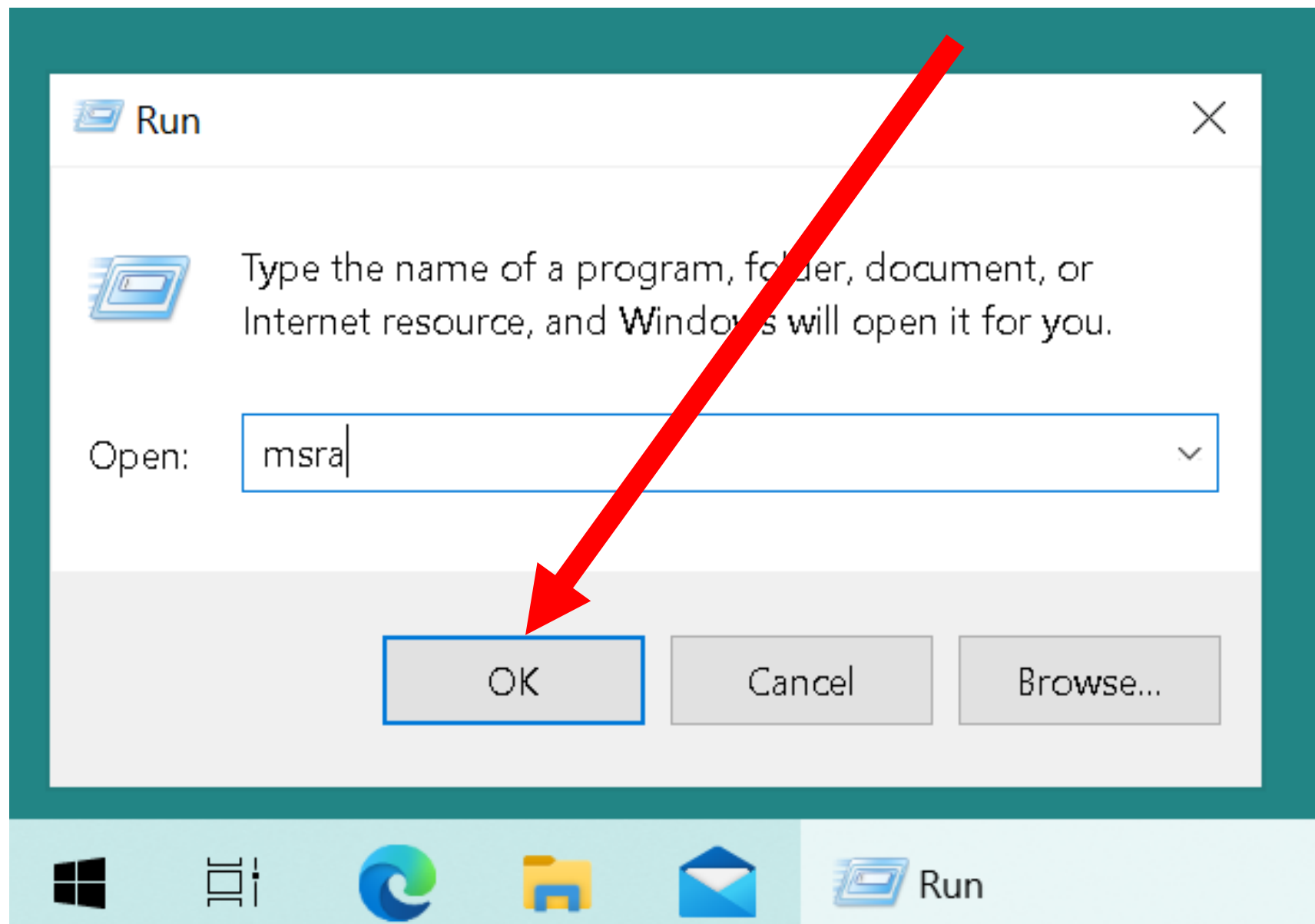














Windows Remote Assistance



Do you want to ask for or offer help?

Windows Remote Assistance connects two computers so that one person can help troubleshoot or fix problems on the other person's computer.

→ Invite someone you trust to help you

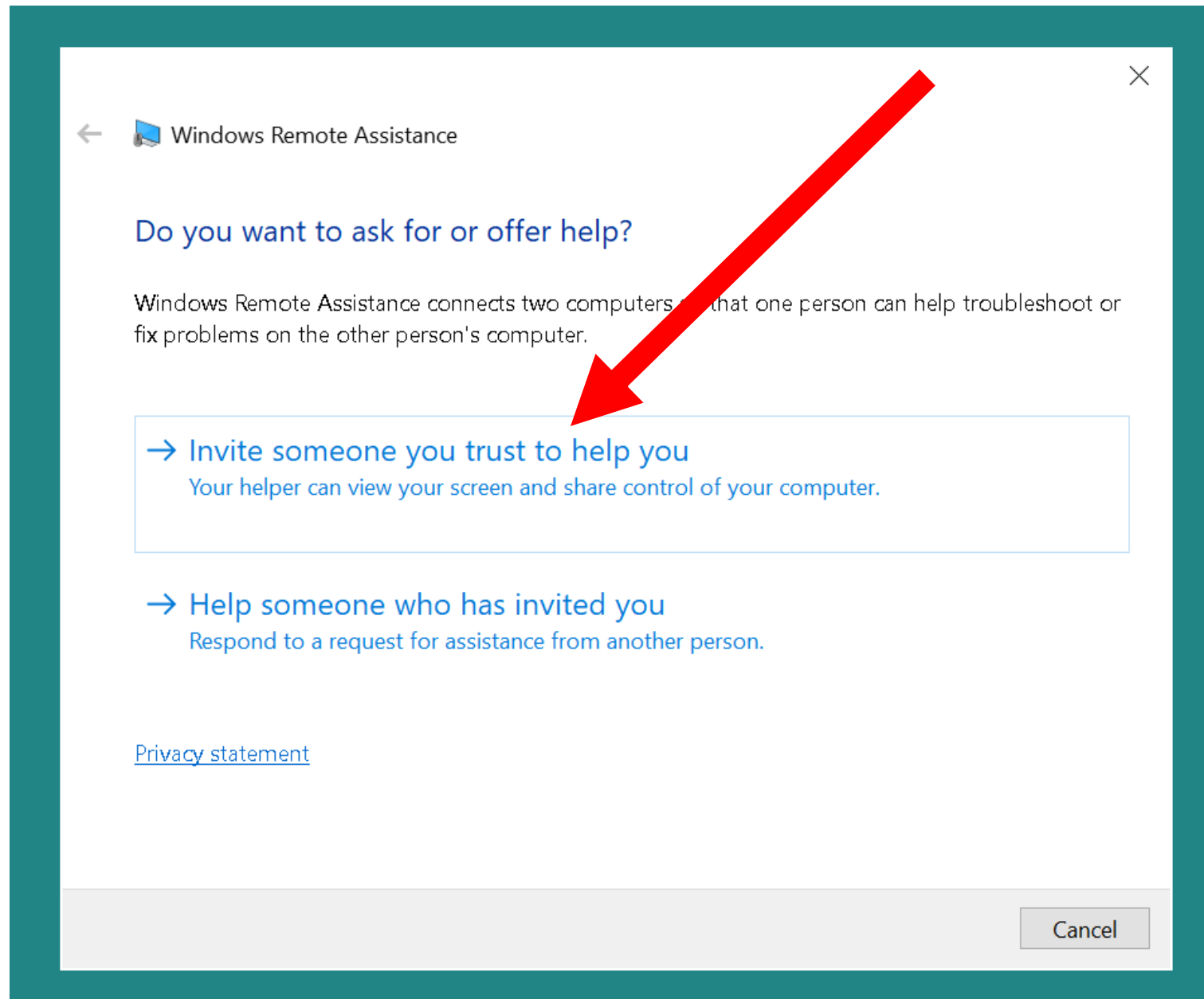
Your helper can view your screen and share control of your computer.

→ Help someone who has invited you

Respond to a request for assistance from another person.

[Privacy statement](#)

Cancel



"QUICK ASSIST" (continued)

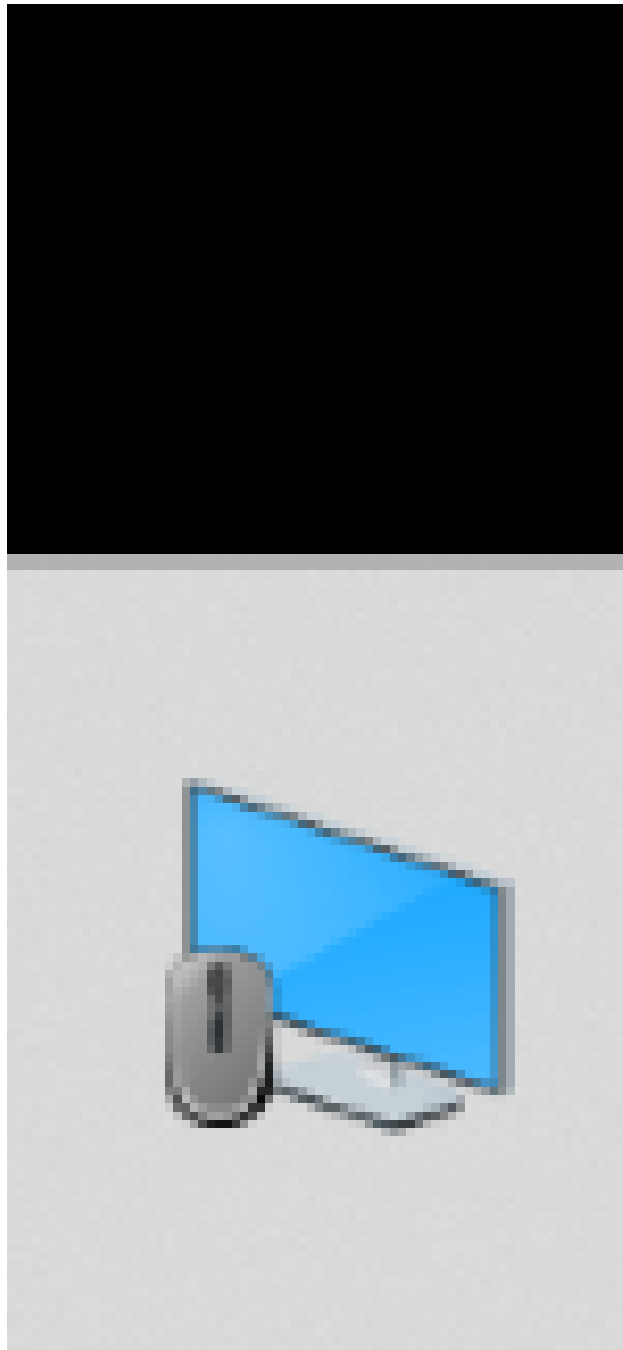
- If you run `shell:appsfolder` in a Run box and you locate "Quick Assist" in the list of apps, and then you right click on it and then click on "Create shortcut", then it looks like this on the Desktop of Windows..:



msra.exe -
Shortcut

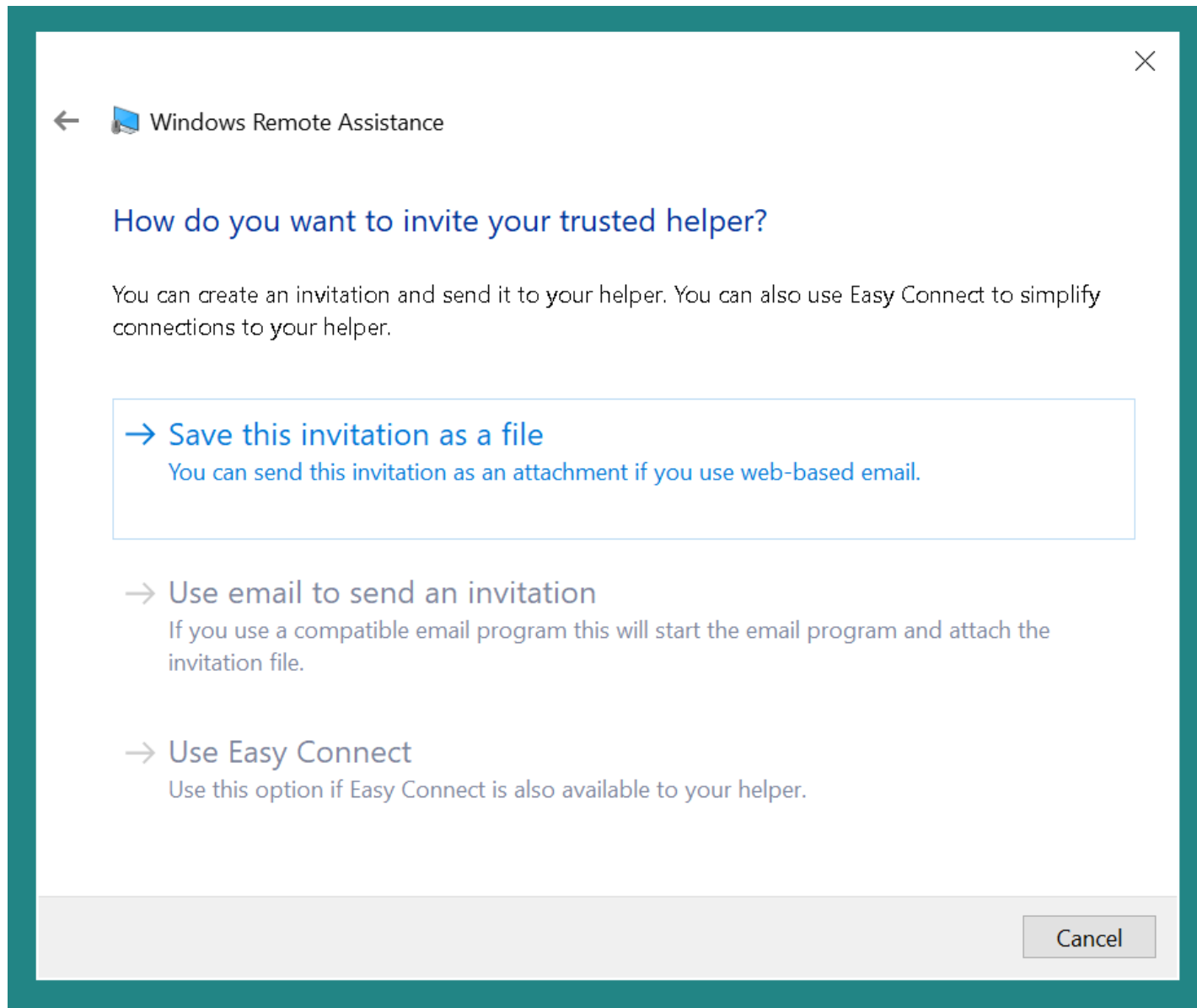
"QUICK ASSIST" (continued)

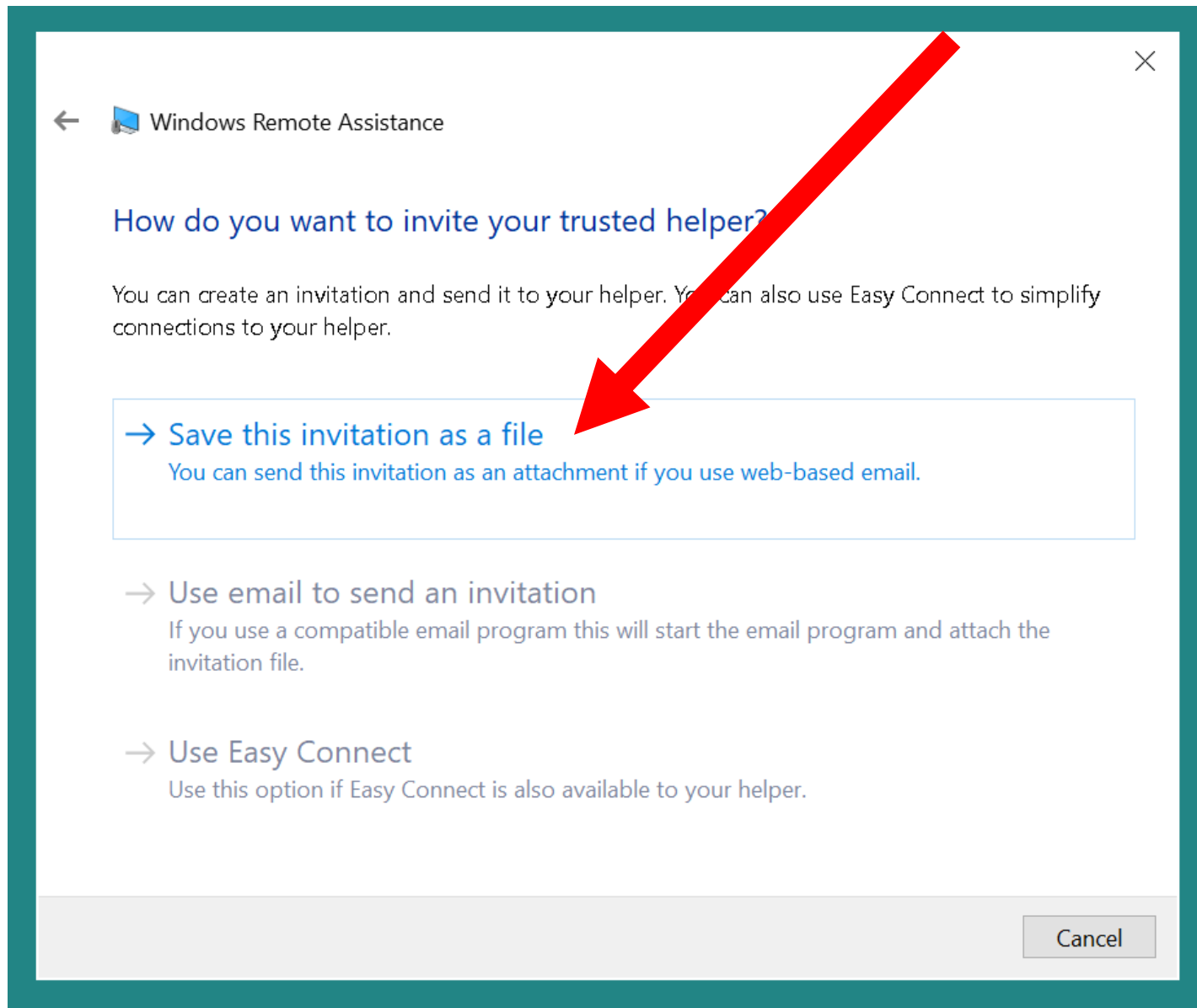
- If "Quick Assist" is running and you right-click on the Taskbar" button and tell it to "Pin to taskbar", it looks like this

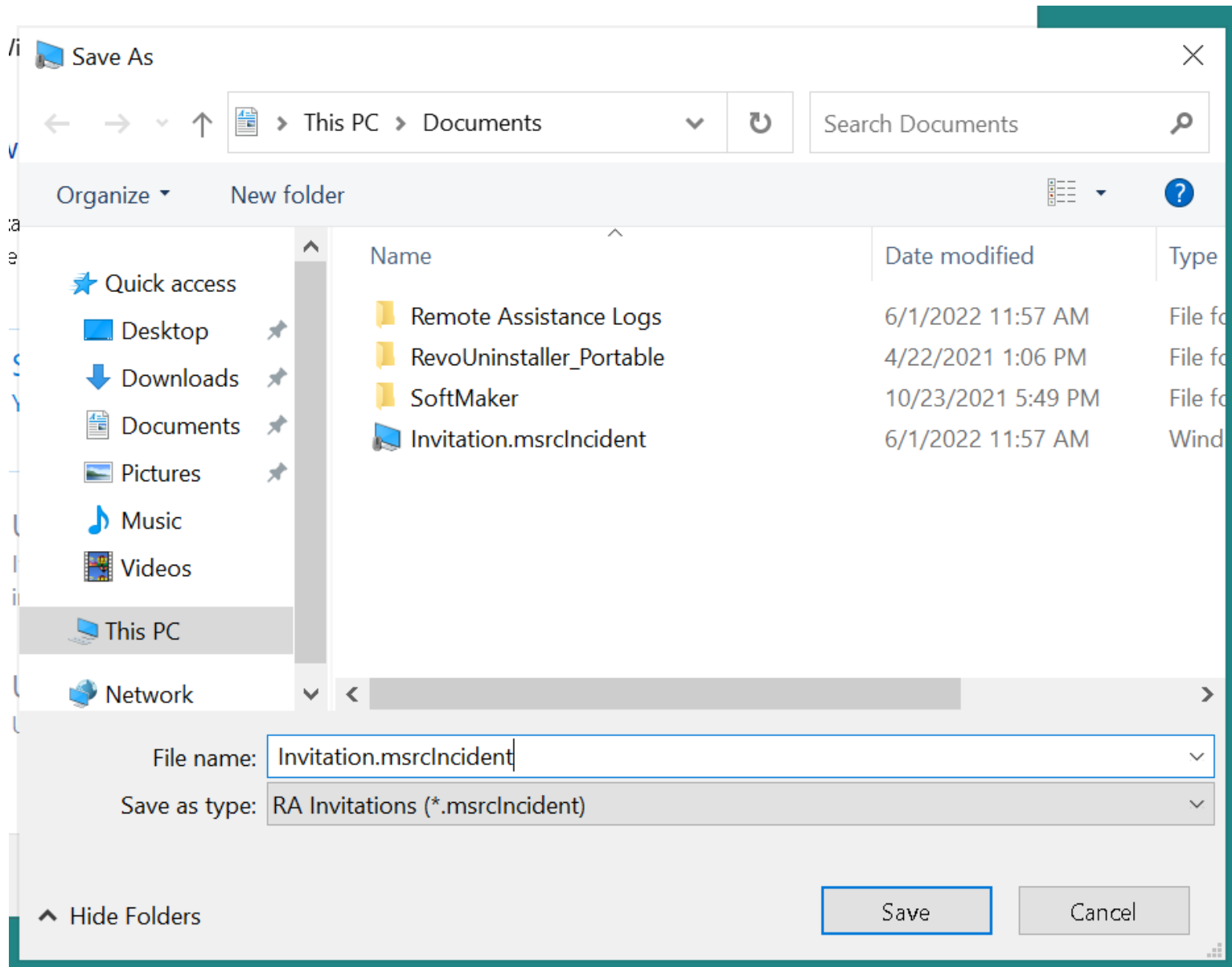


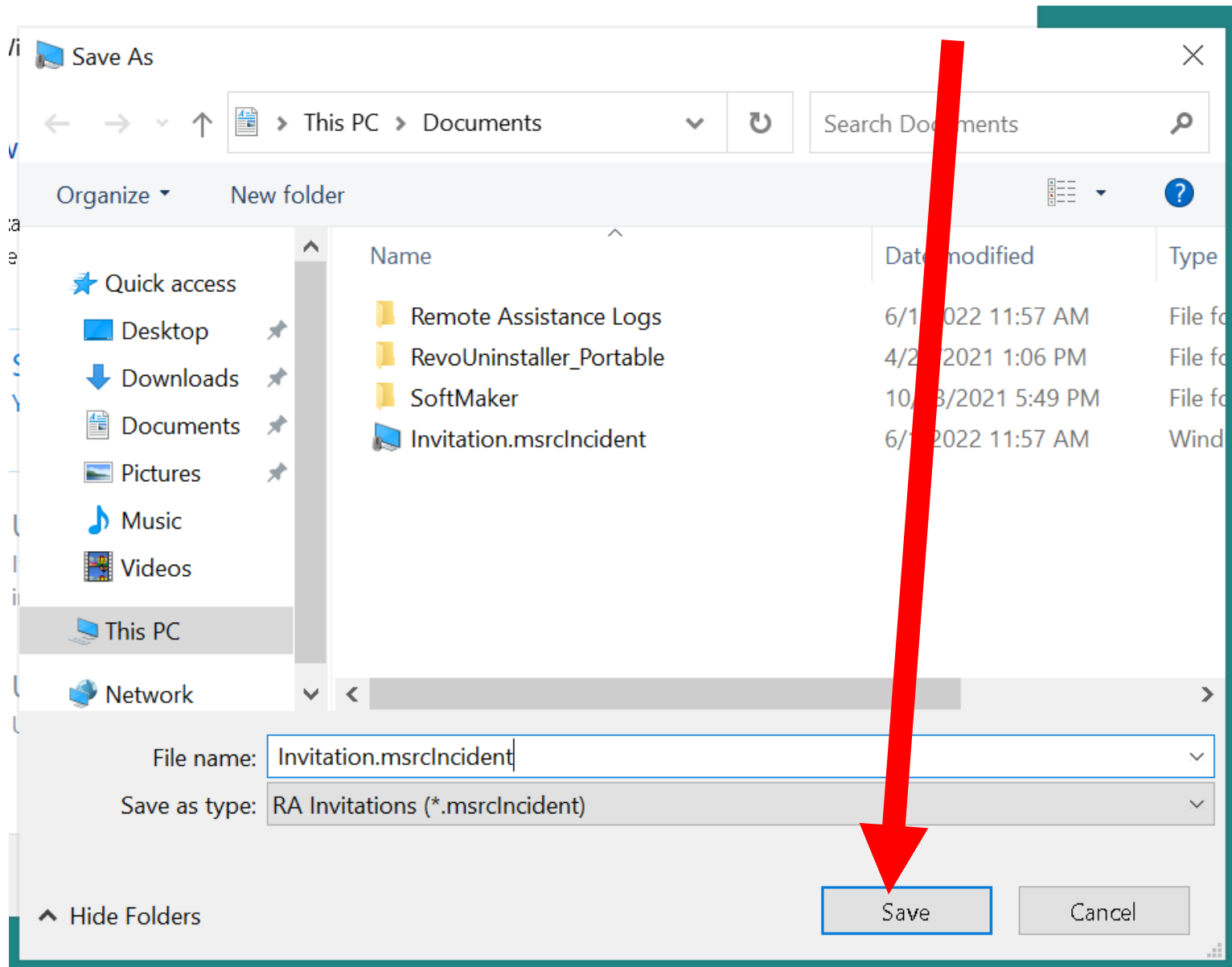
REMOTE "HELPED COMPUTER" USER INVITES SOMEONE TO HELP (continued)

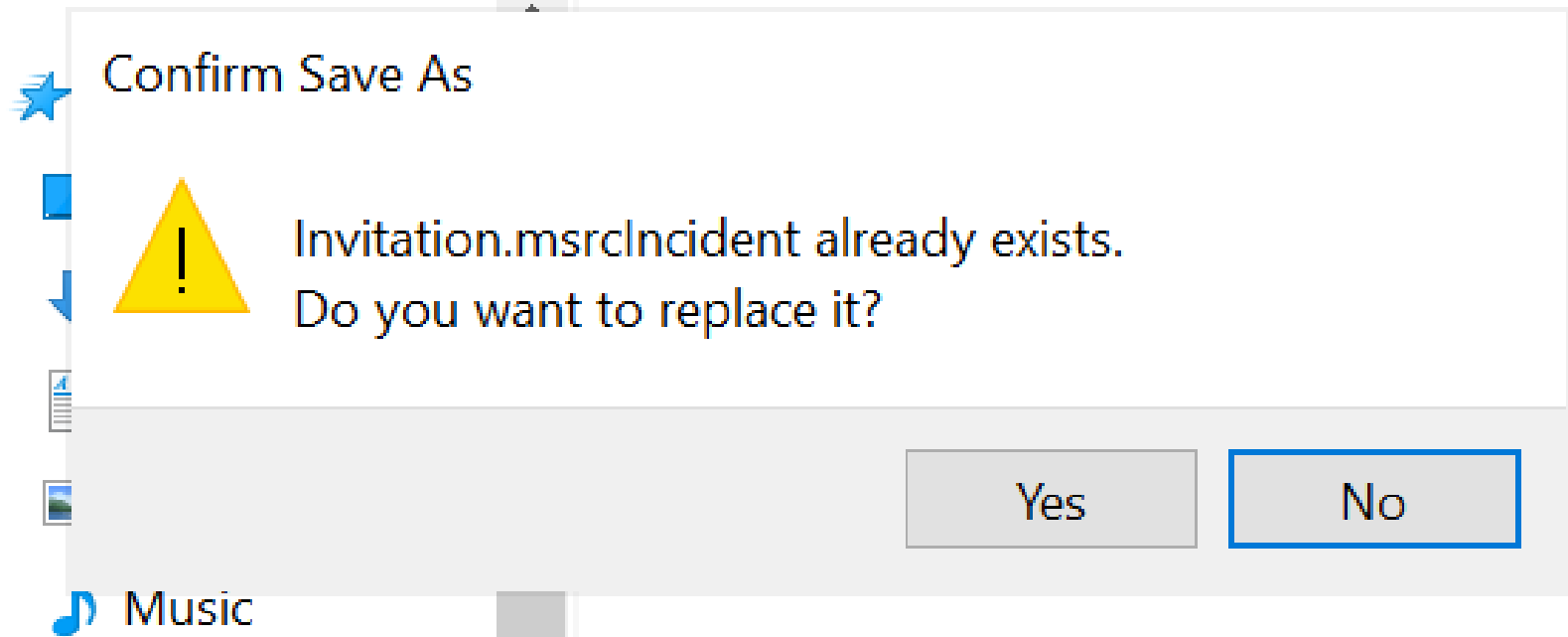
- Click on "Save this invitation as a file"
- Click on the "Save" button.
- If a dialog box says "Invitation.msrcIncident already exists. Do you want to replace it", click on the "Yes" button

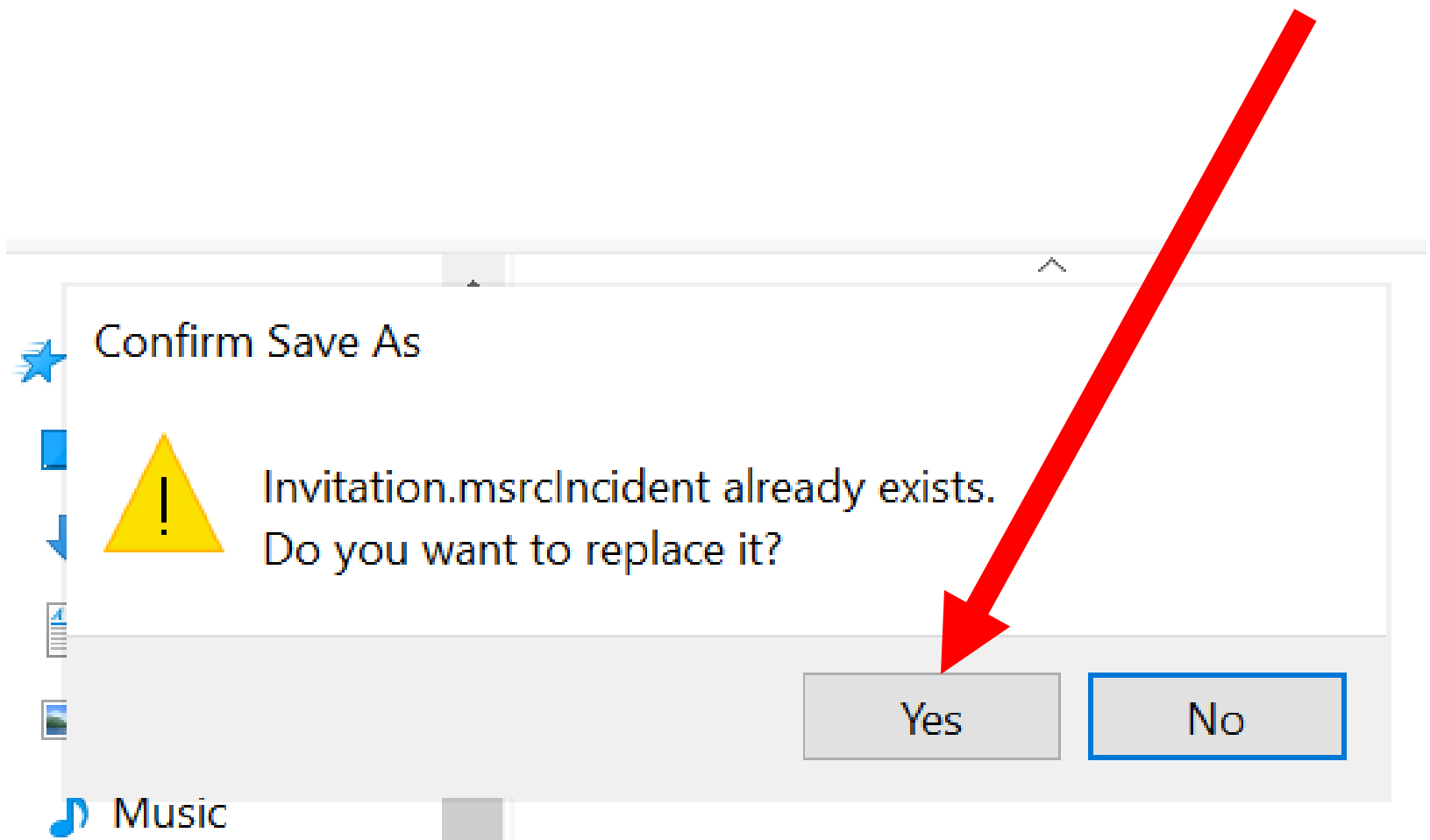






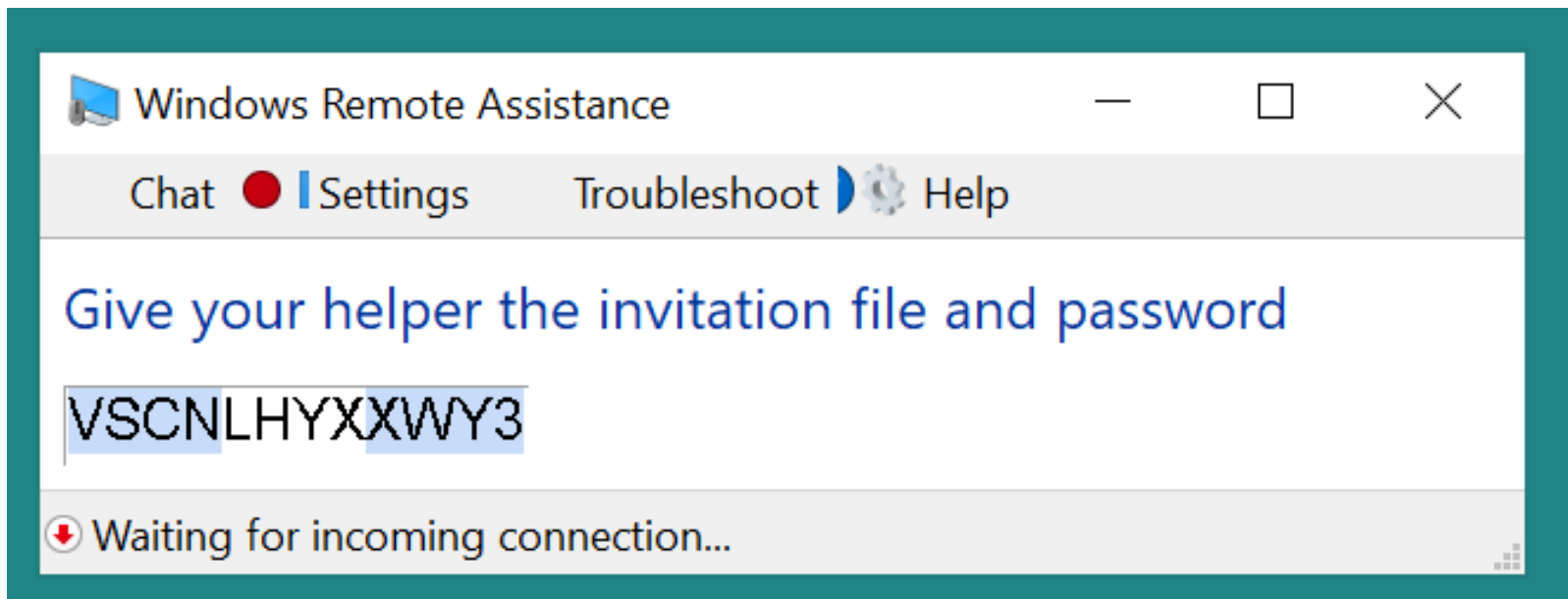


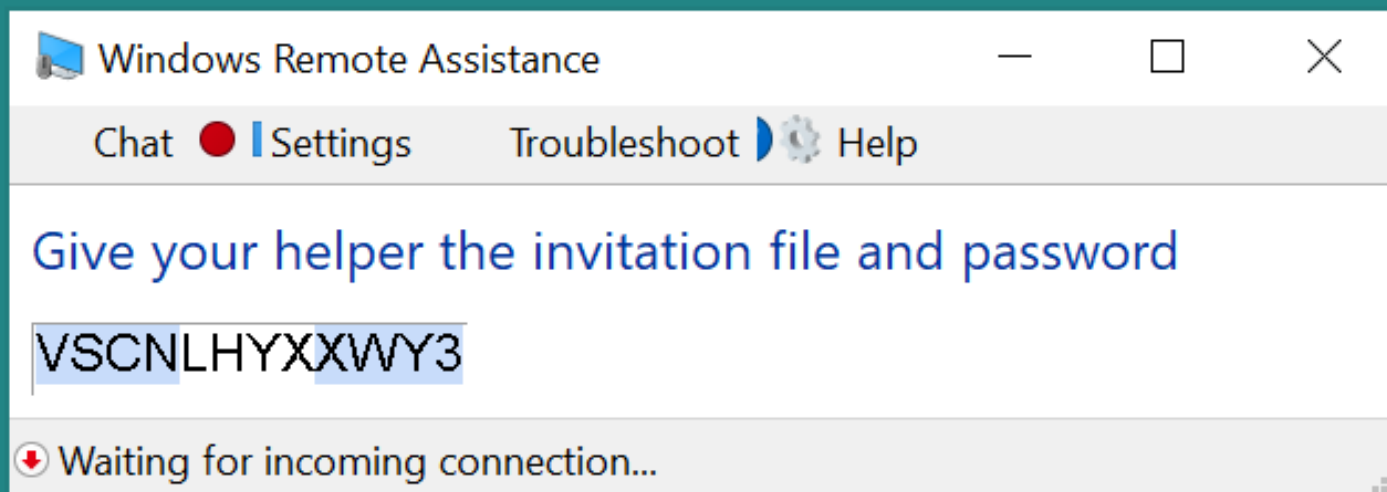


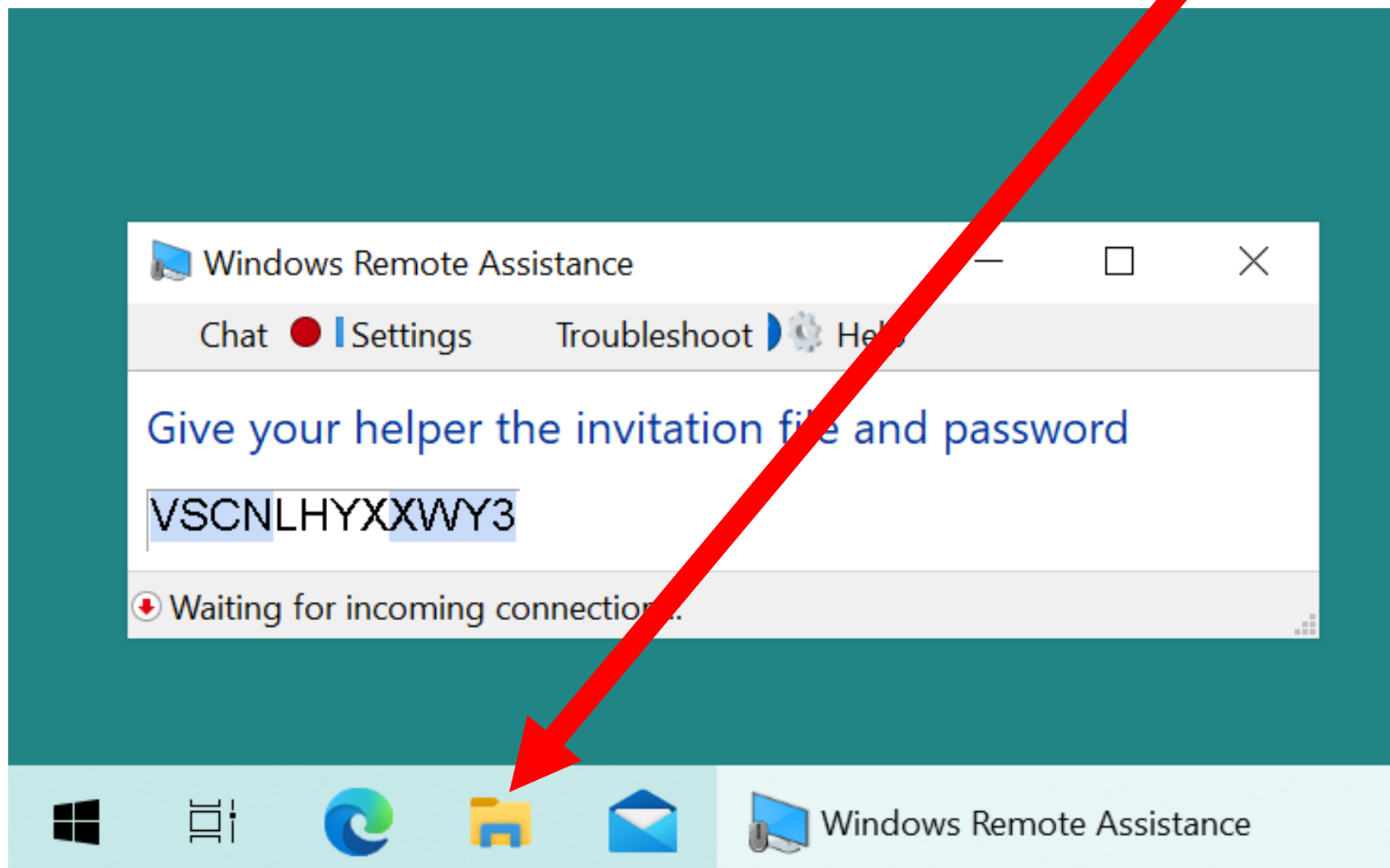


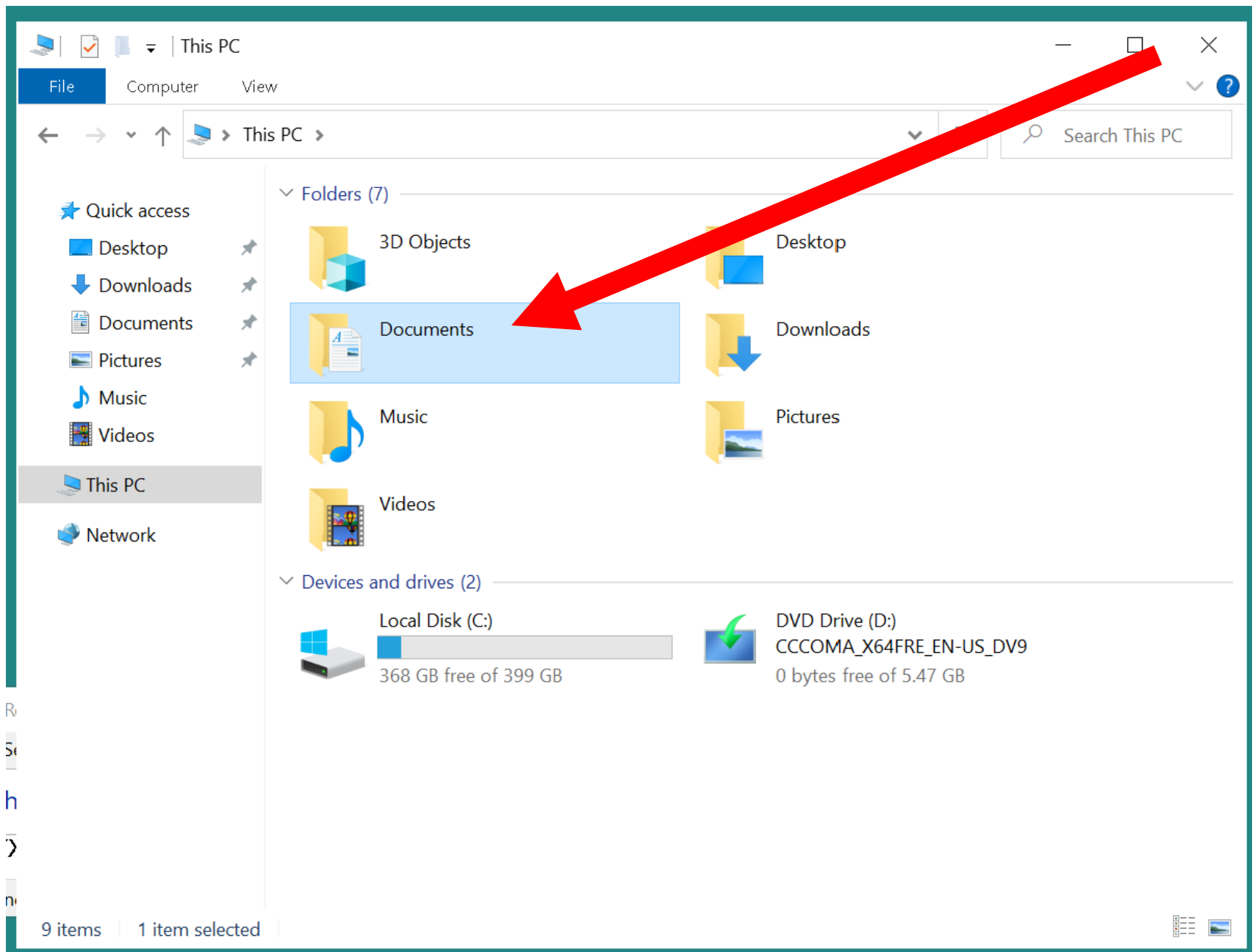
REMOTE "HELPED COMPUTER" USER INVITES SOMEONE TO HELP (continued)

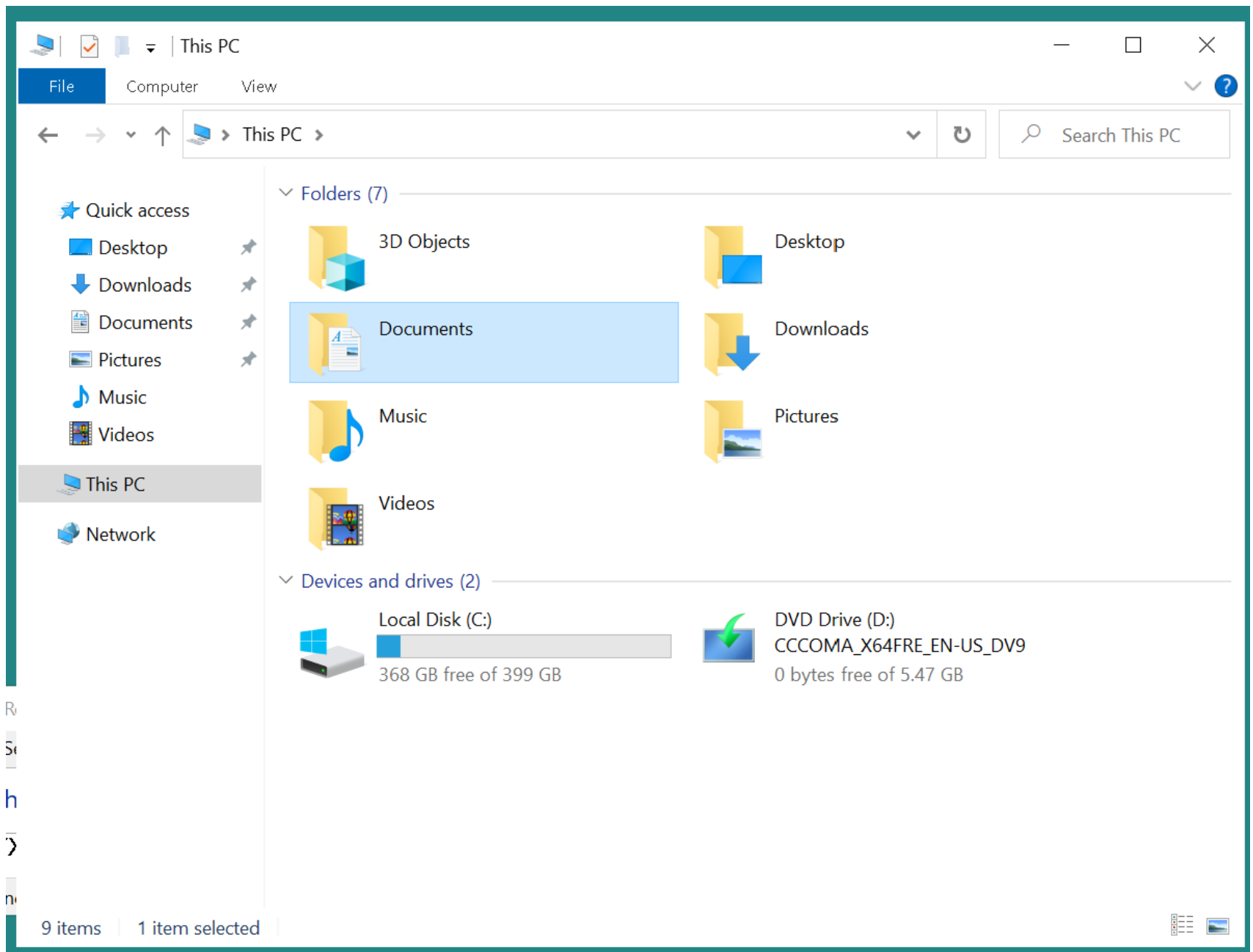
- Do not close the "Windows Remote Assistance" box until the remote assistance session is totally finished.
- Write down the password in the "Windows Remote Assistance" box
- Locate the "Invitation.msrcIncident" and send it AND the password to your helper

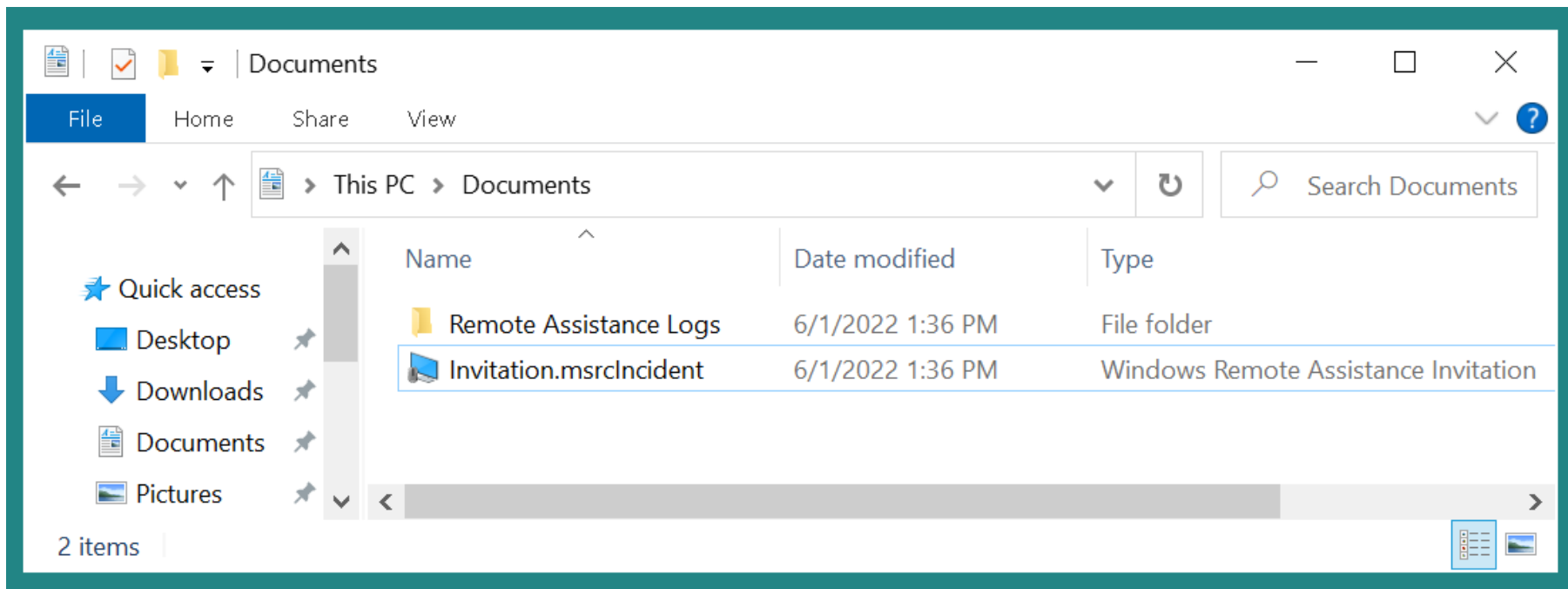


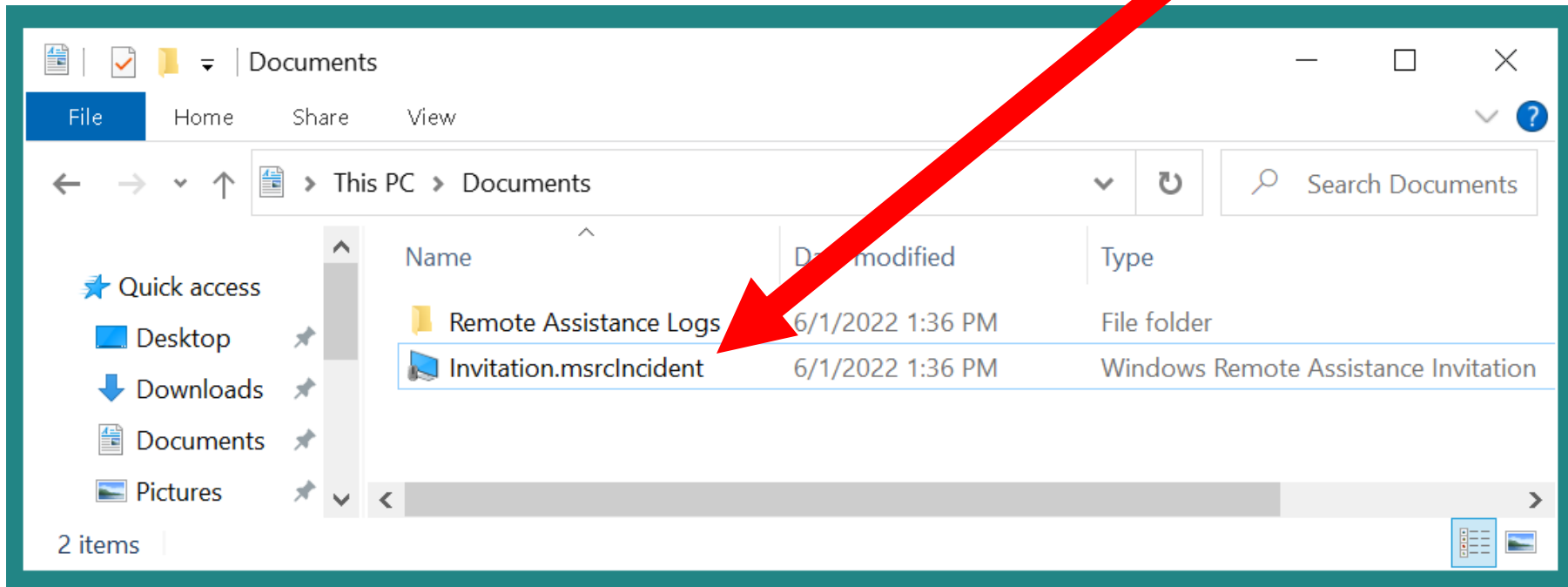






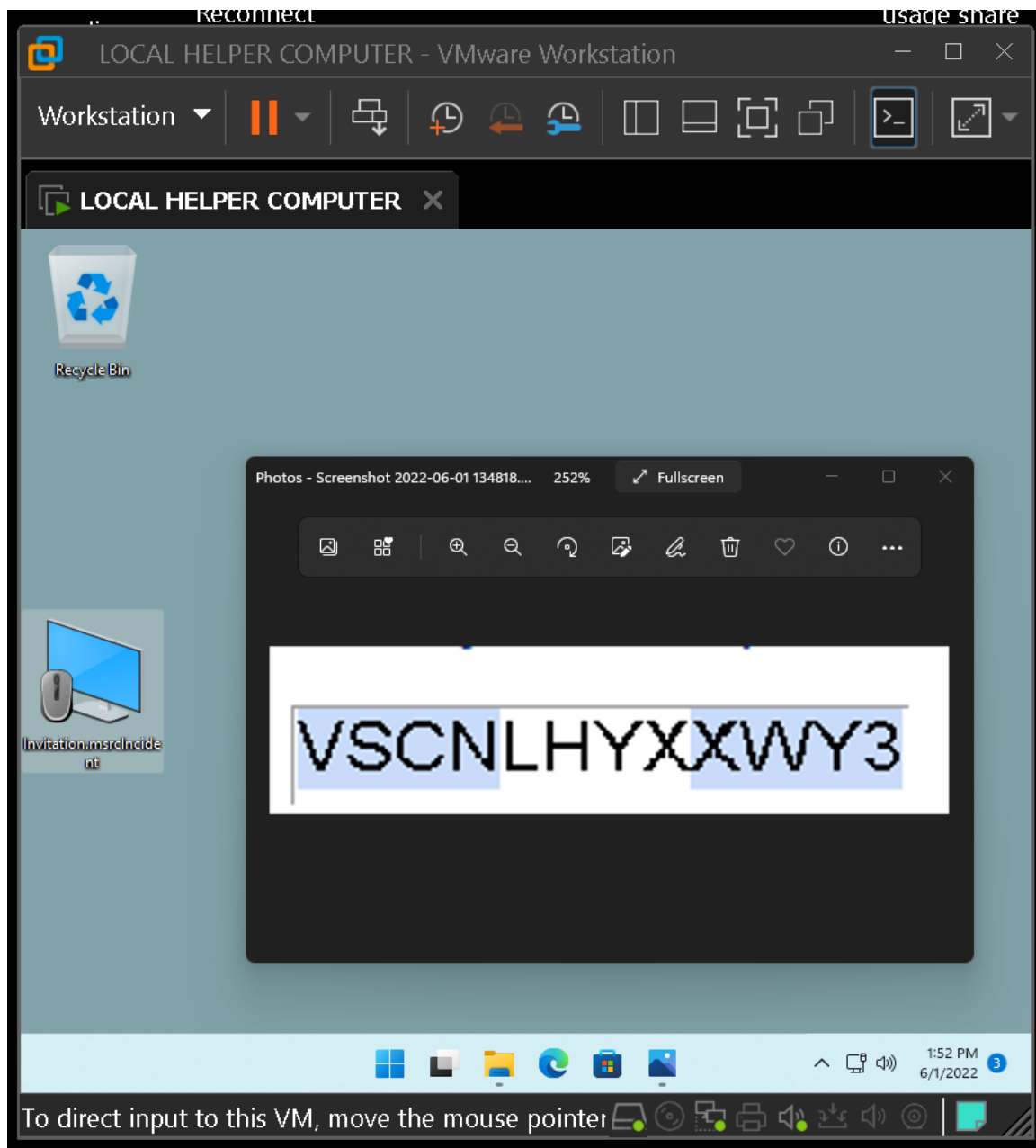


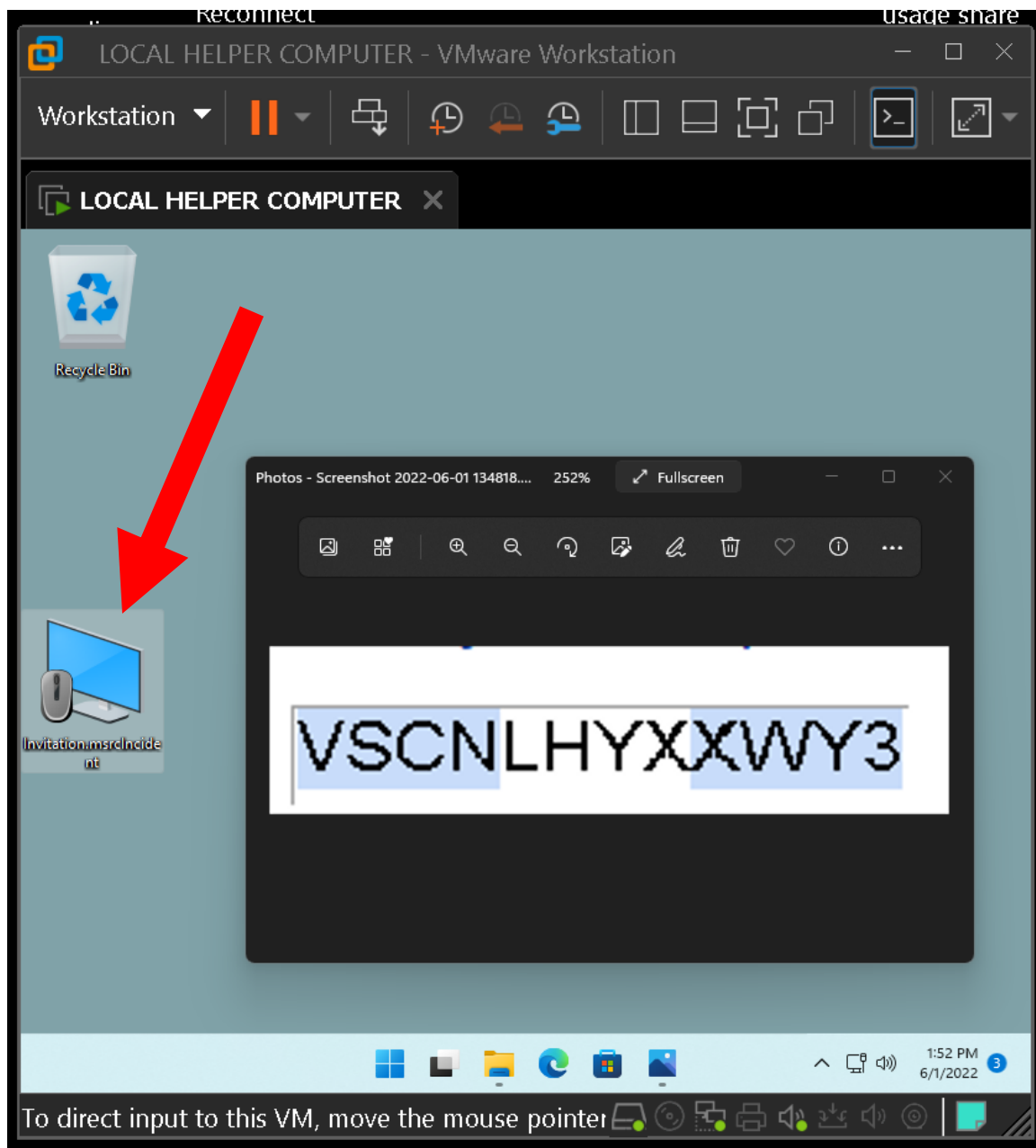


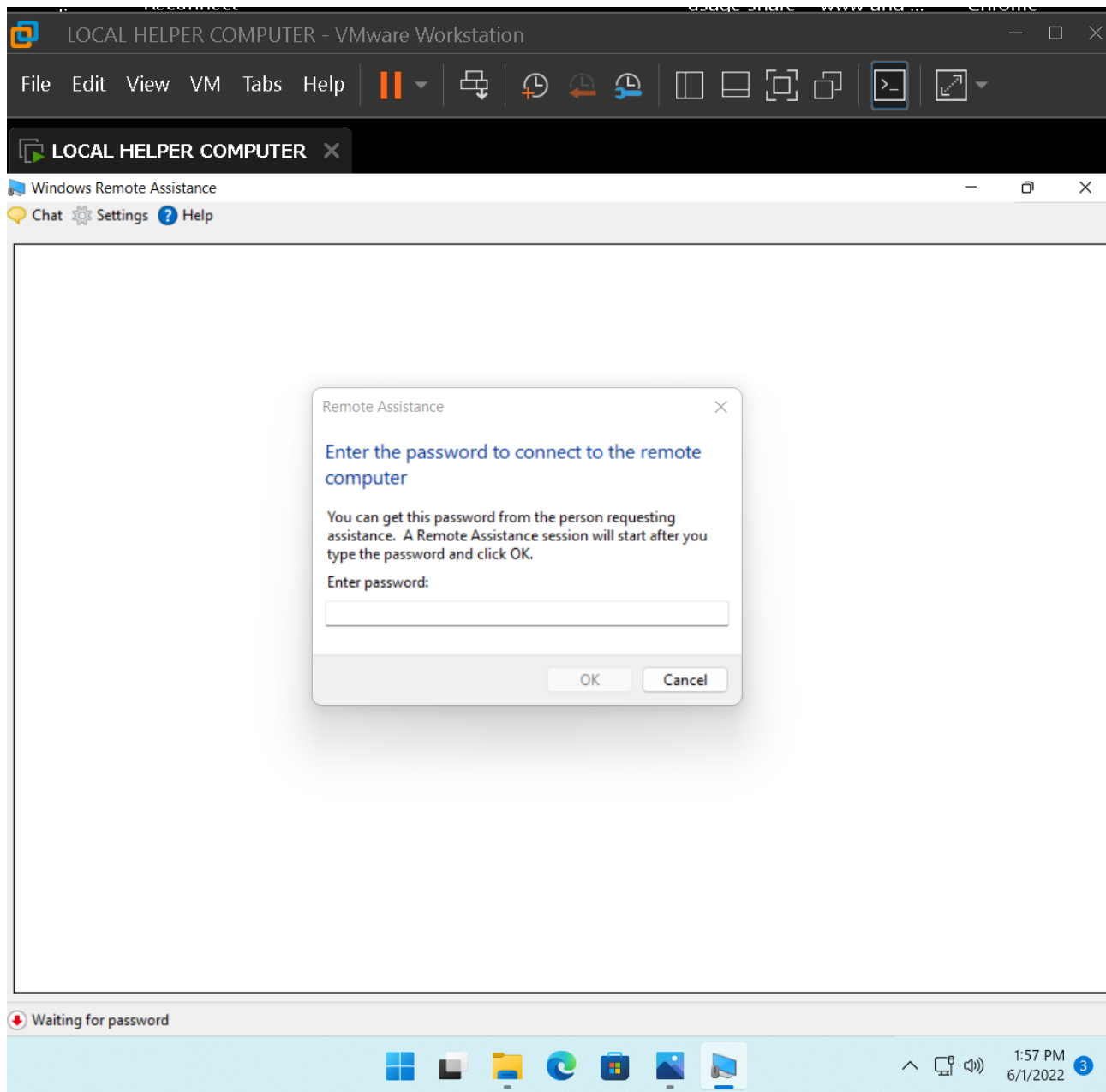


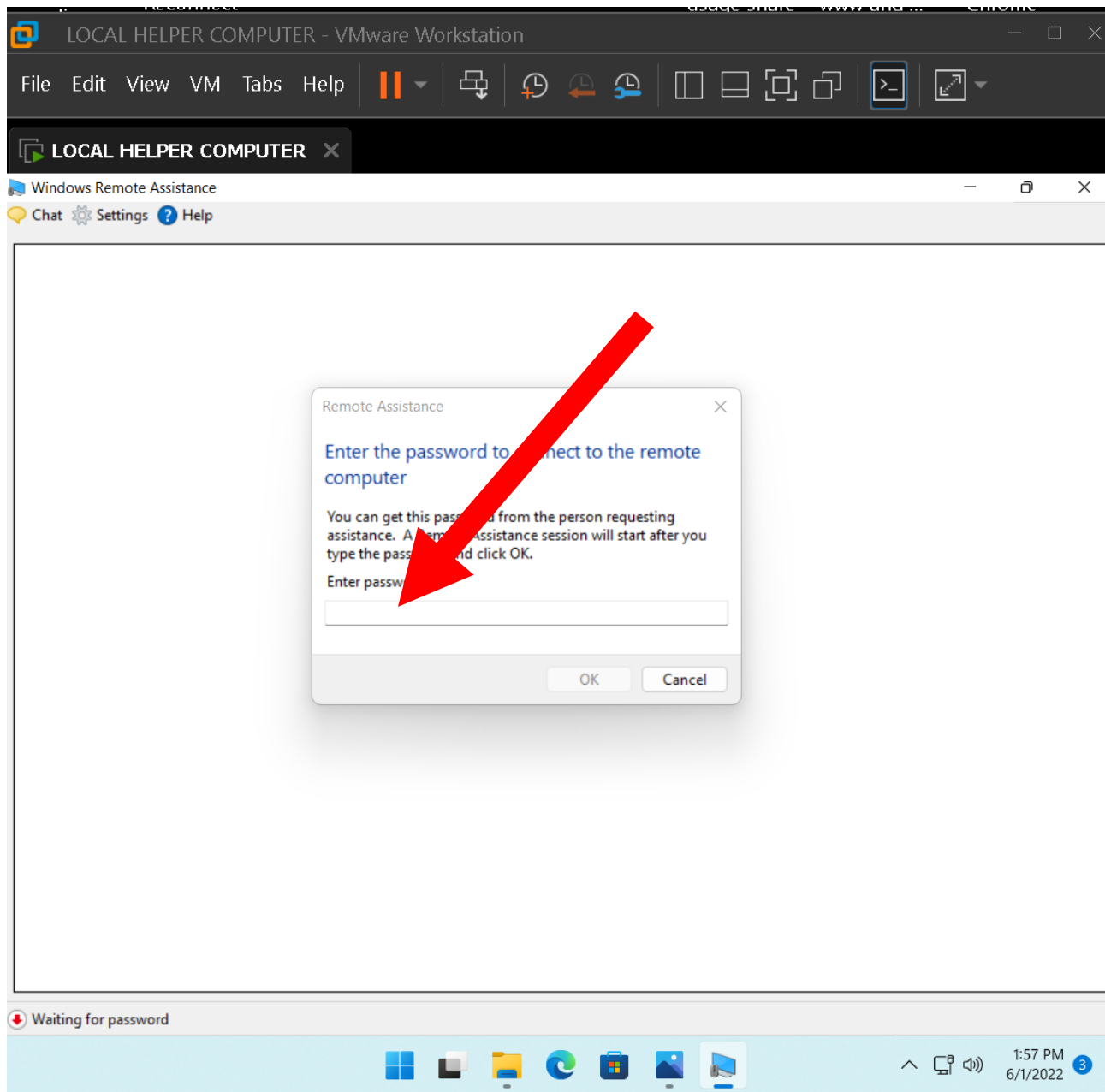
LOCAL "HELPER COMPUTER" USER TAKES CONTROL OF THE REMOTE "HELPED" COMPUTER

- Local "Helper Computer" user double-clicks on the "Invitation.msrcIncident" file
- Local "Helper Computer" user types in the password









Remote Assistance



Enter the password to connect to the remote computer

You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.

Enter password:

VSCNLHYXXWY3

OK

Cancel

Remote Assistance



Enter the password to connect to the remote computer

You can get this password from the person requesting assistance. A Remote Assistance session will start after you type the password and click OK.

Enter password:

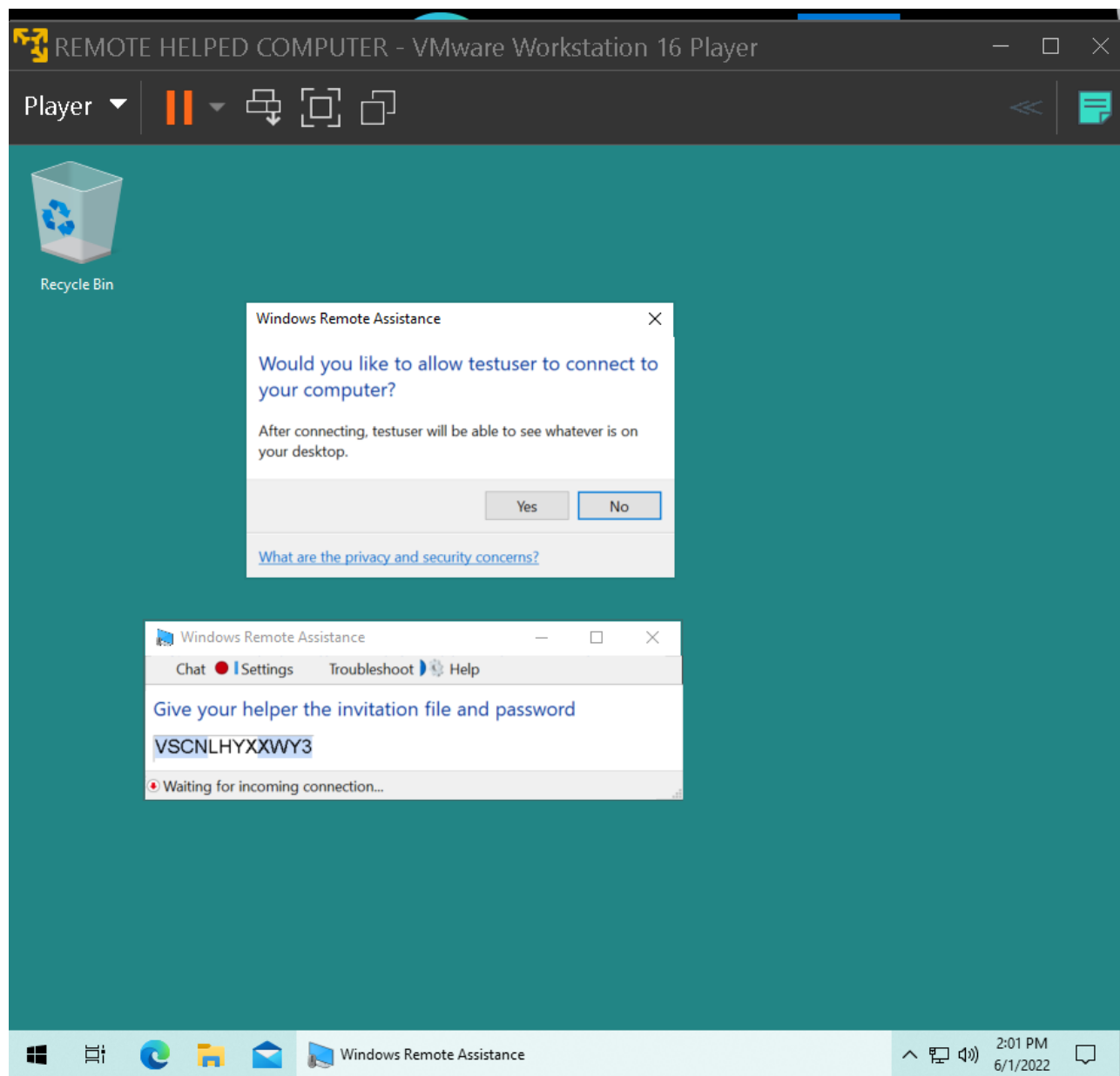
VSCNLHYXXWY3

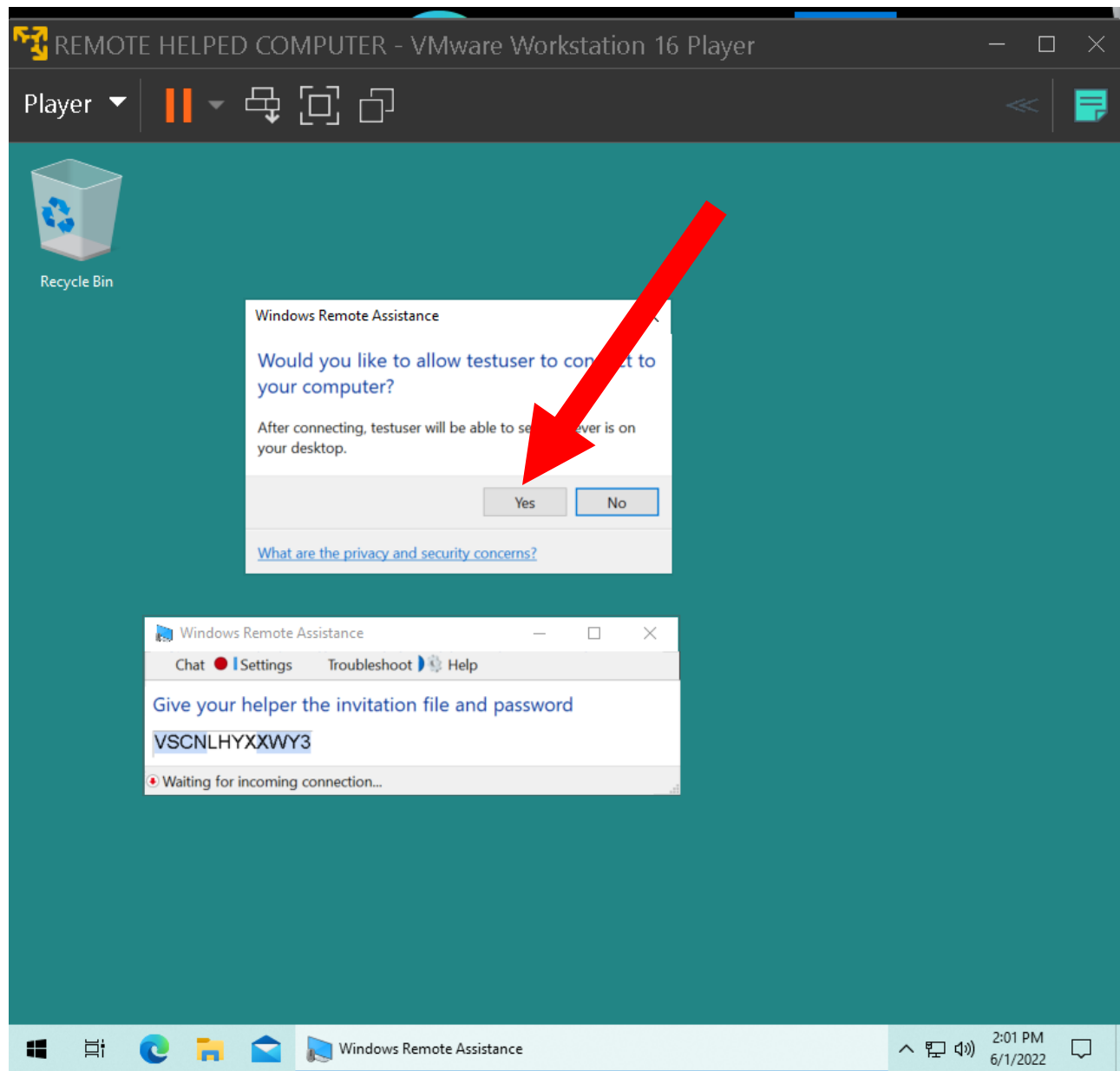
OK

Cancel

REMOTE "HELPED COMPUTER" ACCEPTS THE HELP

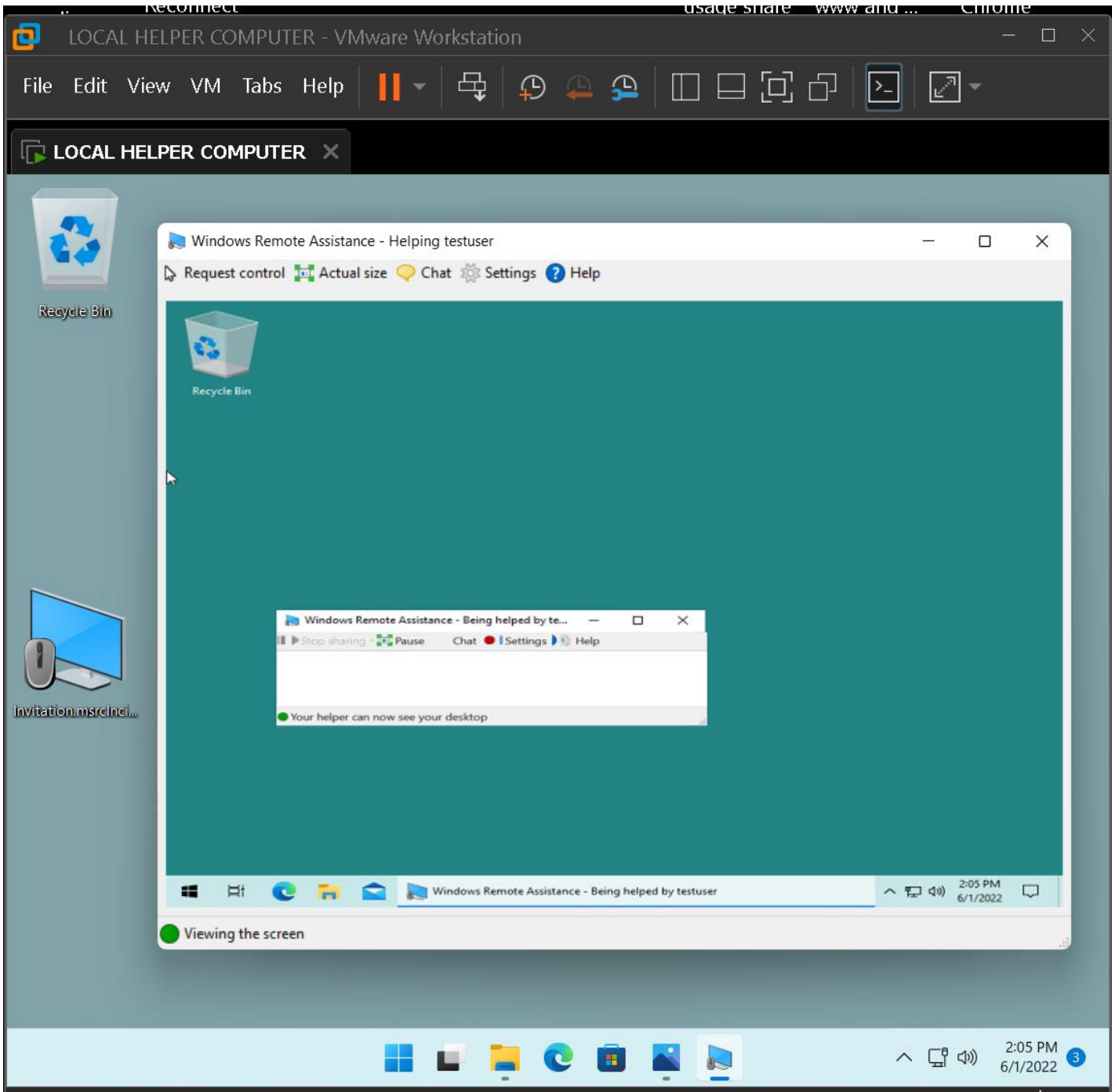
- "Helped Computer" displays a "Would you like to allow.." box.
- "Helped Computer" user clicks on "Yes" button of the "Would you like to allow" dialog box

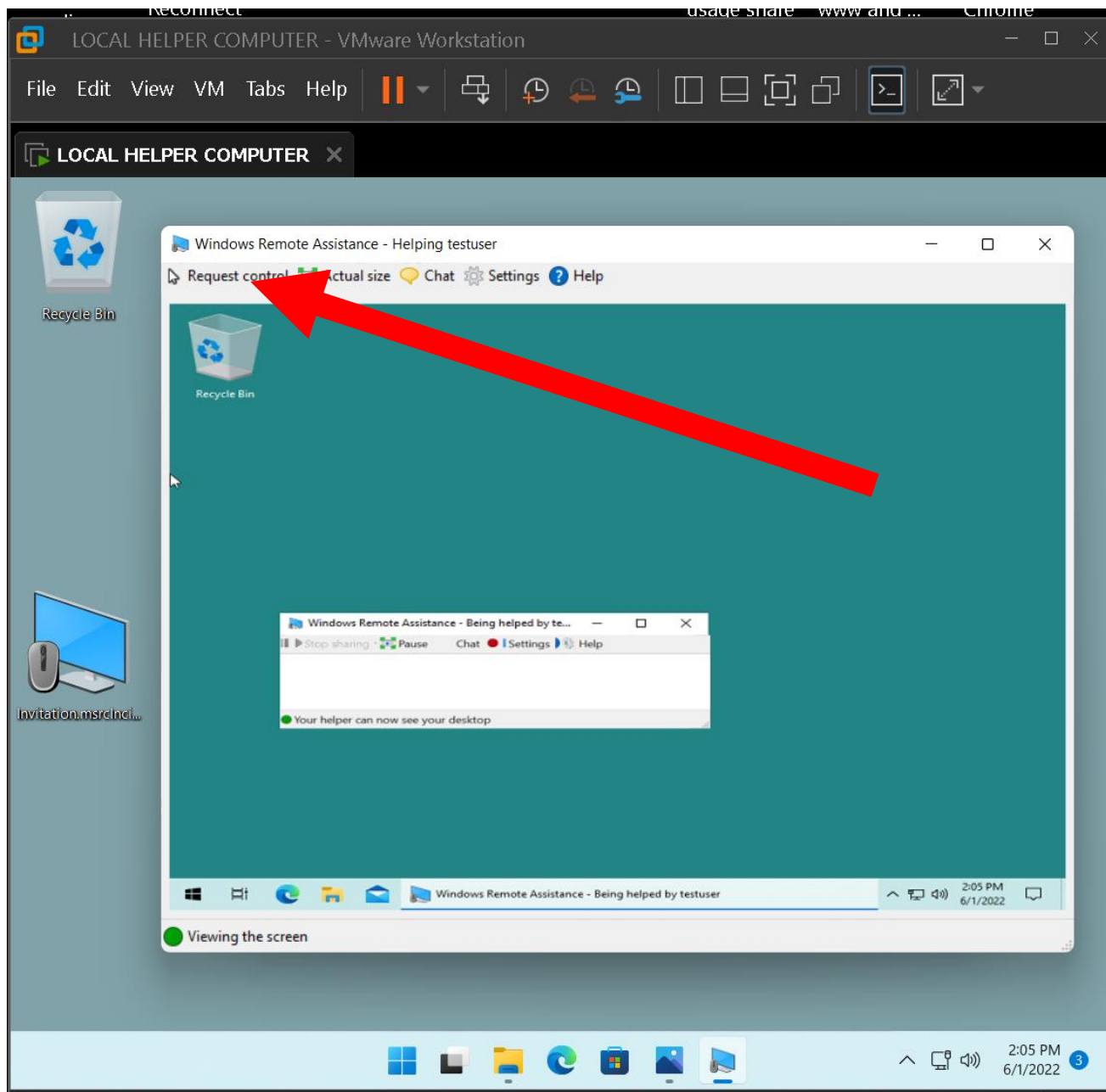


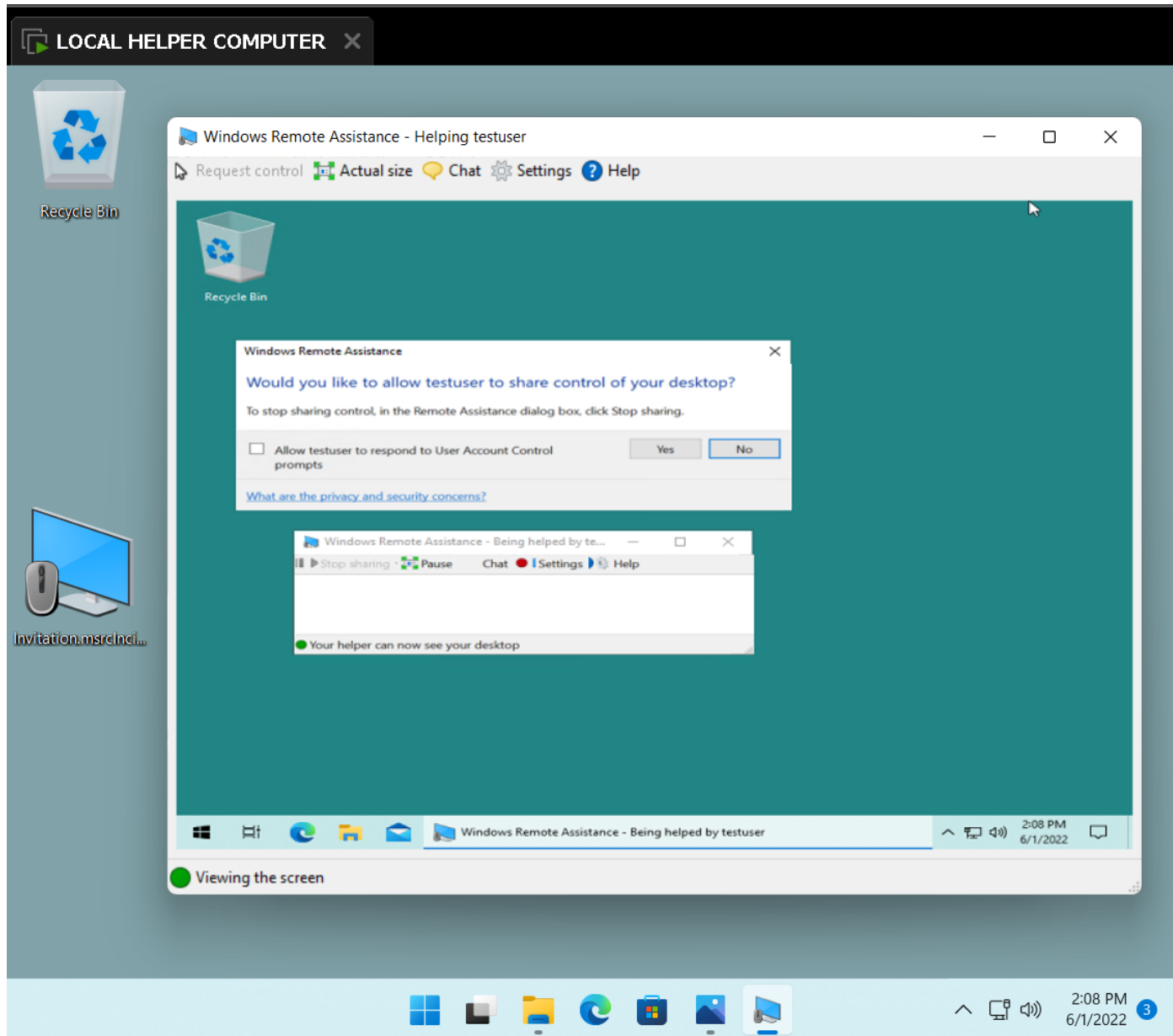


LOCAL "HELPER COMPUTER" HAS TO REQUEST CONTROL

- "Helper Computer" user clicks on "Request control" button of the "Windows Remote Assistance" window

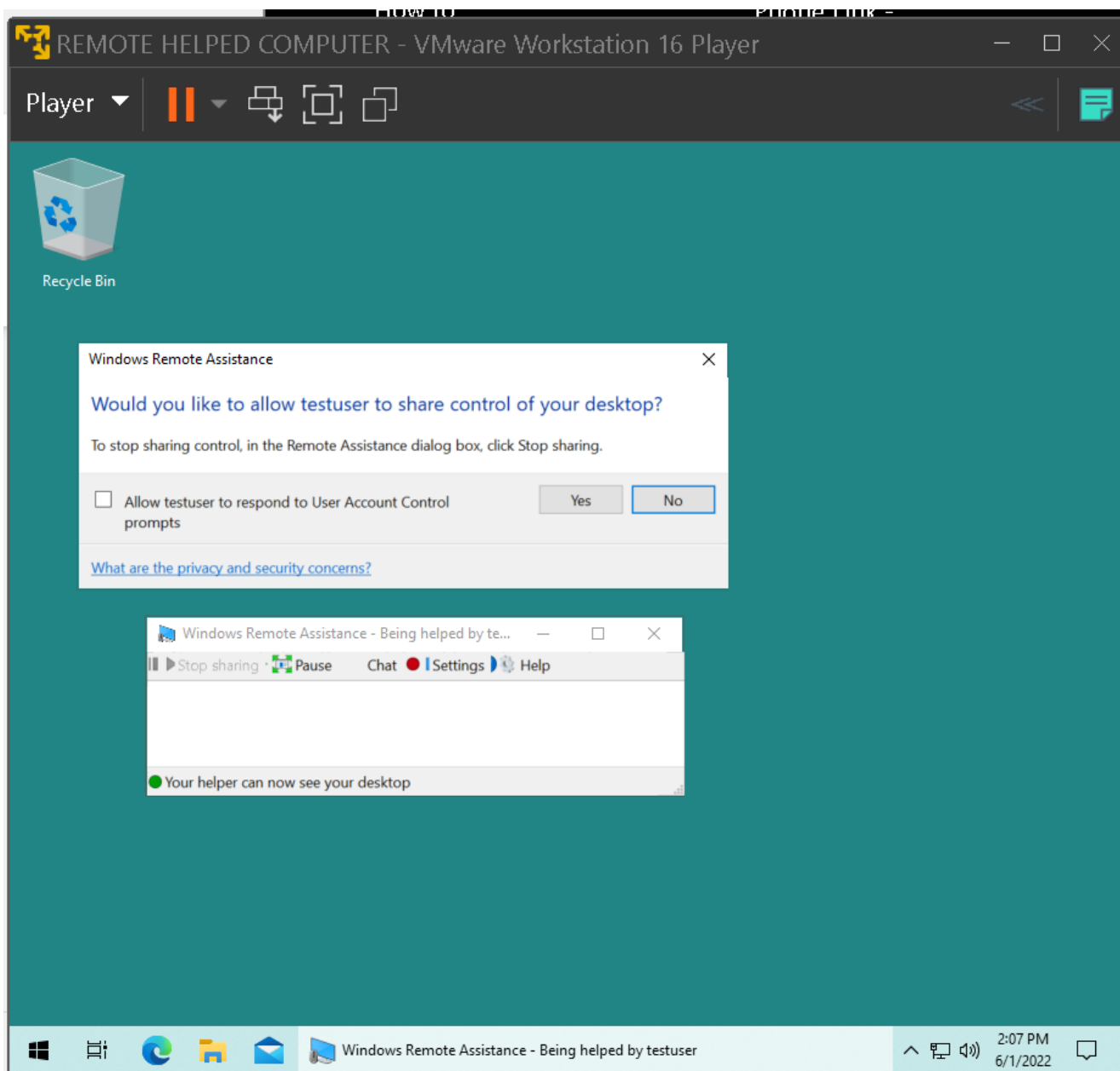


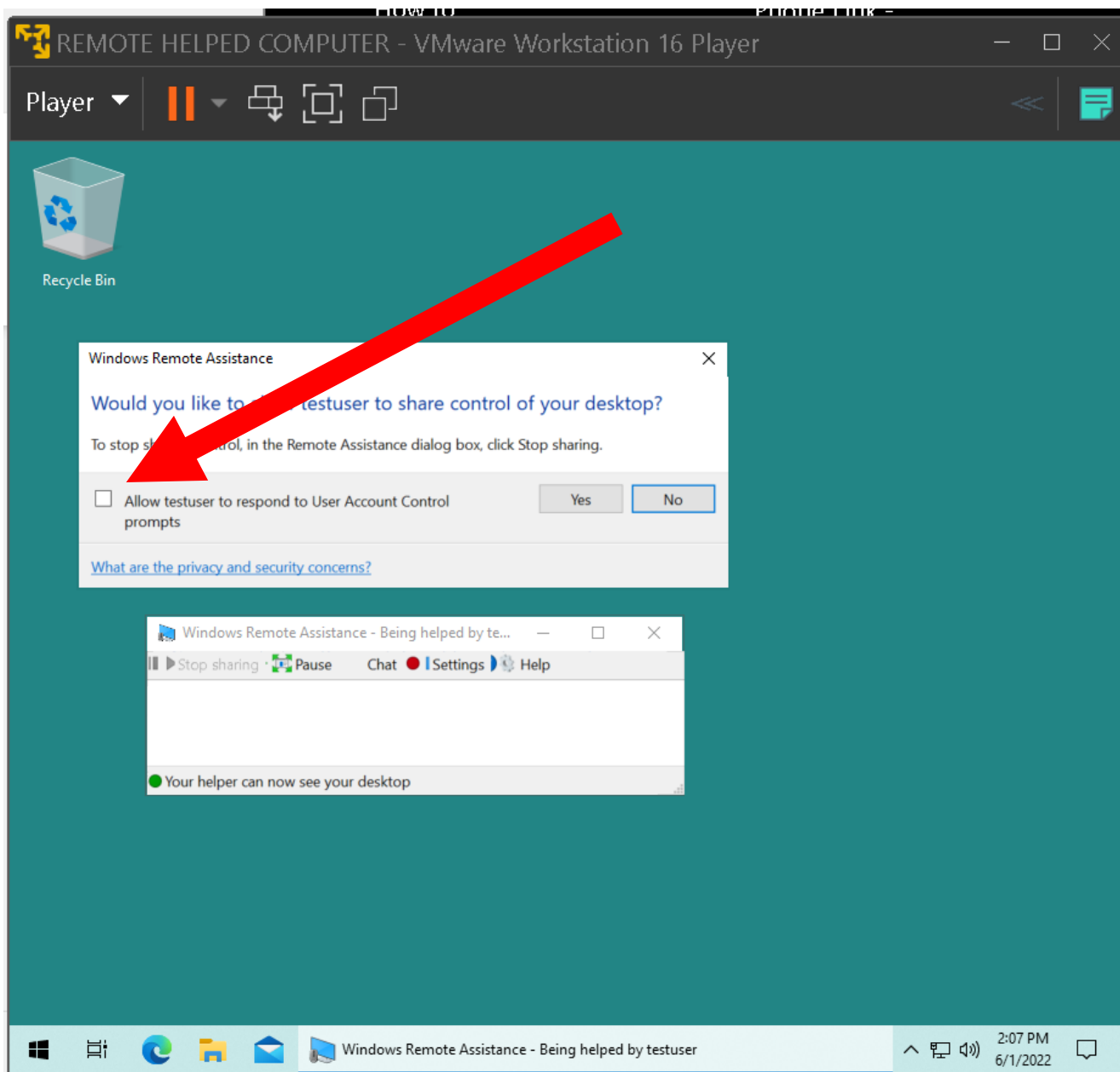


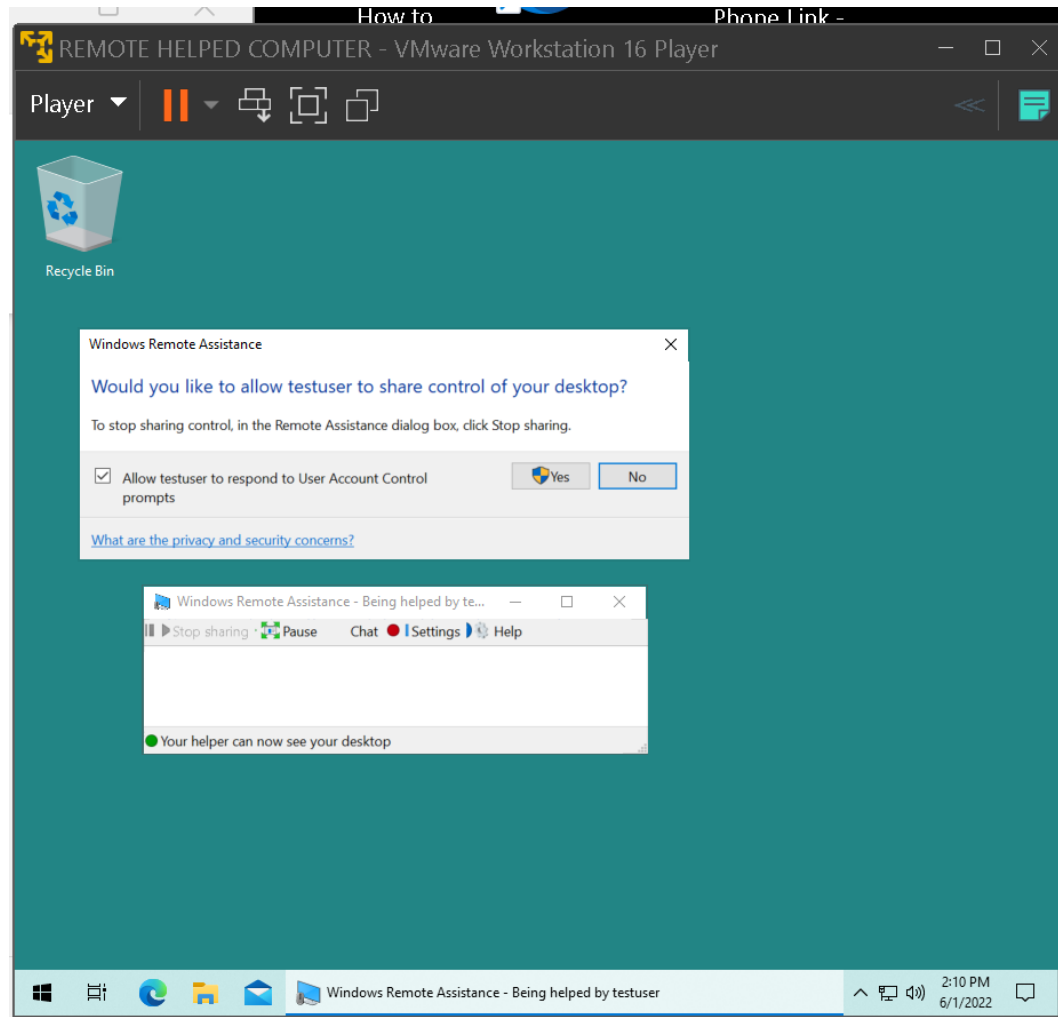


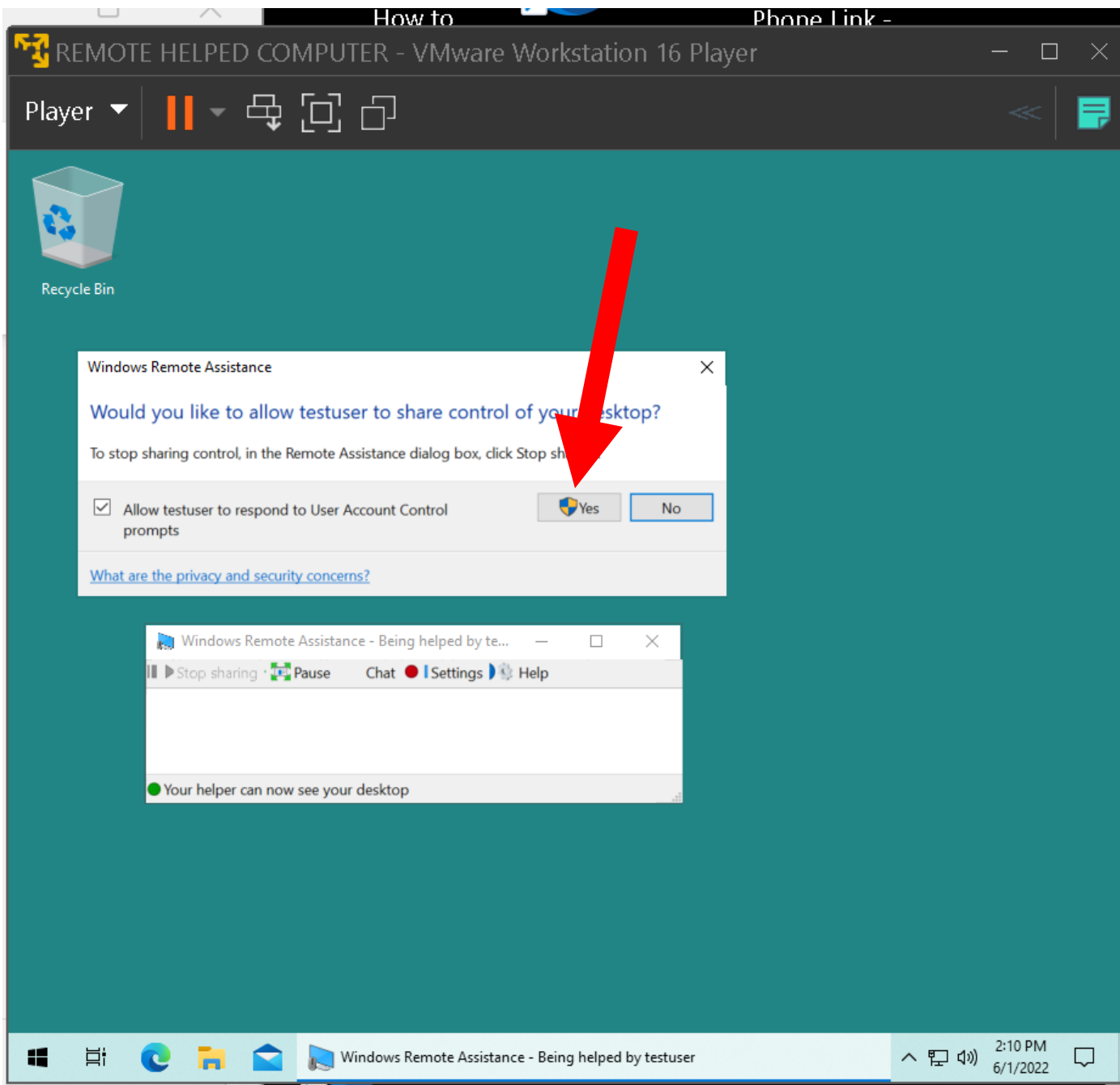
"HELPED COMPUTER" USER ACCEPTS THE HELP

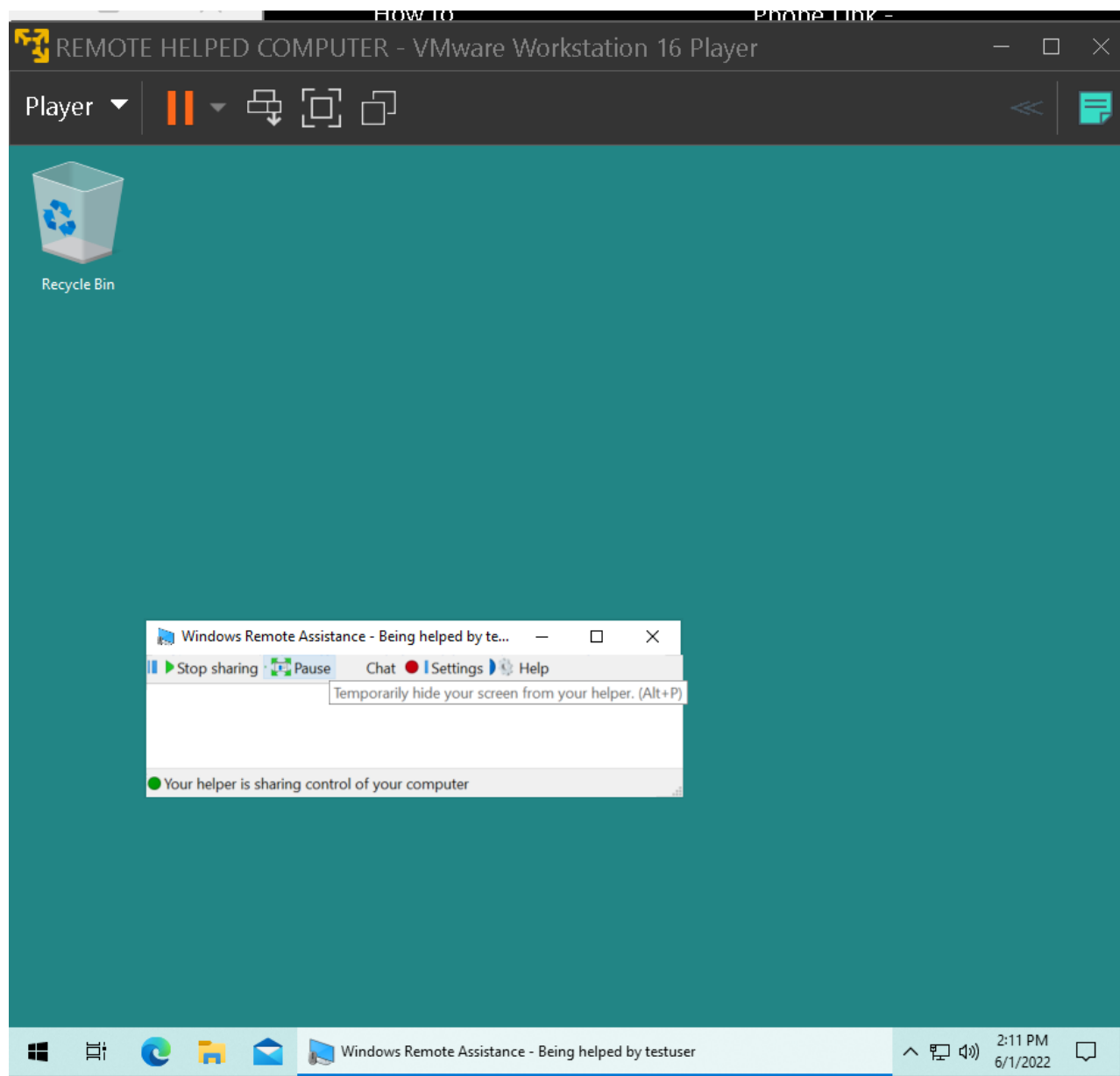
- "Helped Computer" user should put a checkmark for "Allow <name of helper> to respond to "User Account Control" prompts.
- "Helped Computer" user clicks on "Yes" button of the "Would like to allow <username> to share control your desktop?"









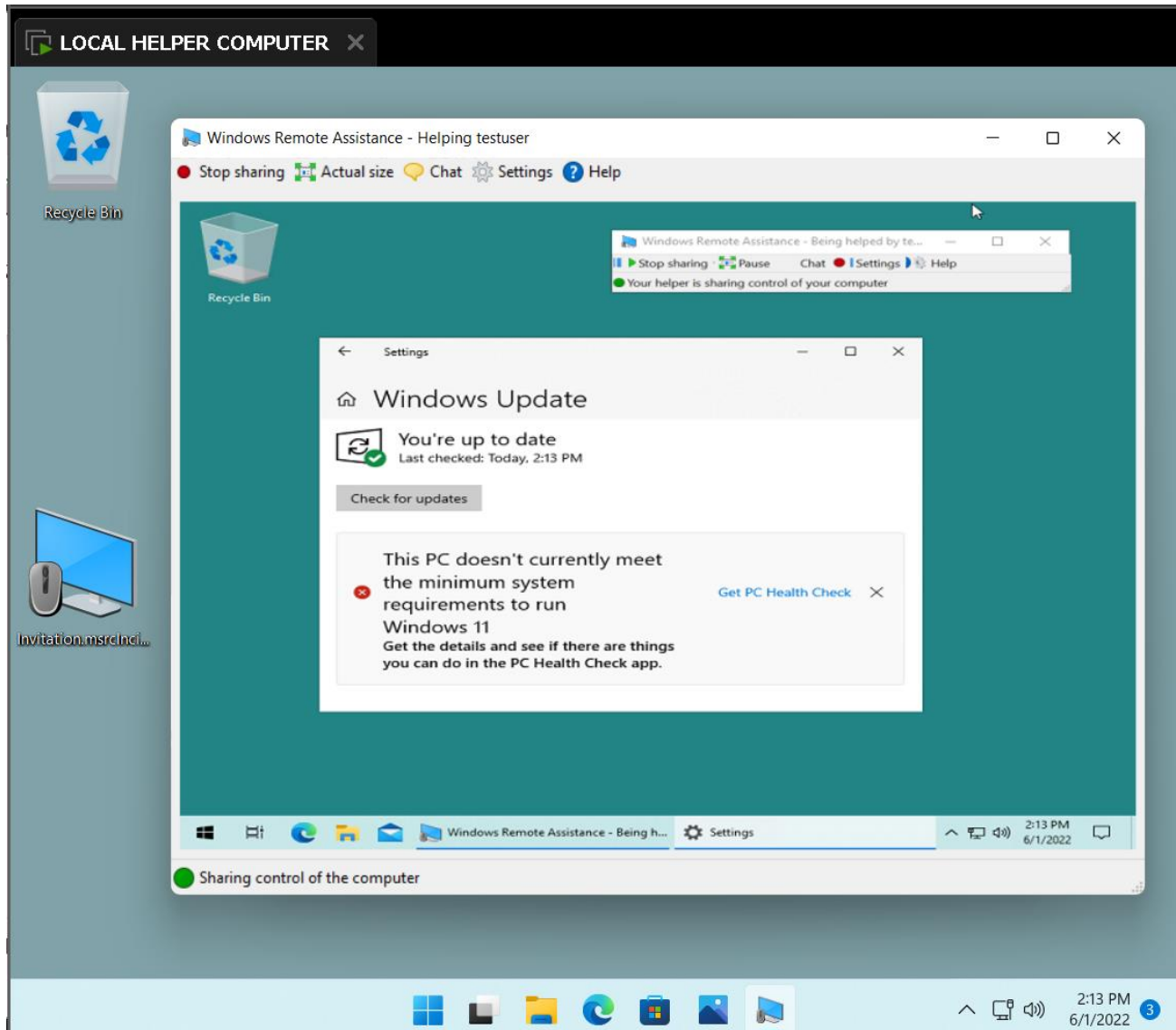


"HELPER COMPUTER" USER FINALLY TAKES CONTROL OF THE "HELPED" COMPUTER (continued)

- The displayed desktop of the "Helped Computer" will be displayed as a maximized window so it is best to click on the "restore size" button of the maximized window that represents the desktop of the "Helped Computer".

"HELPER COMPUTER" USER FINALLY TAKES CONTROL OF THE "HELPED" COMPUTER (continued)

- "Helper Computer" user should click inside the displayed desktop of the "Helped Computer" and start controlling the "Helped Computer"



"HELPER COMPUTER" USER FINALLY TAKES CONTROL OF THE "HELPED" COMPUTER (continued)

- If either the "Helper Computer" user or the "Helped Computer" user closes the "Windows Remote Assistance" box on the "Desktop" of the "Helped Computer", the "Remote Assistance" session will be terminated

"HELPER COMPUTER" USER TAKES CONTROL OF THE "HELPED" COMPUTER (continued)

- However, it is okay for either the "Helper Computer" user or the "Helped Computer" user to minimize the "Microsoft Remote Assistance" box of the "Helped Computer" during the "Remote Assistance" session

"HELPER COMPUTER" USER FINALLY TAKES CONTROL OF THE "HELPED" COMPUTER (continued)

- If either the "Helper Computer" user or the "Helped Computer" user does anything to cause the "Helped Computer" to reboot, the "Remote Assistance" session will be terminated

APPENDIX

- https://en.wikipedia.org/wiki/Quick_Assist