



Windows Remote Assistance

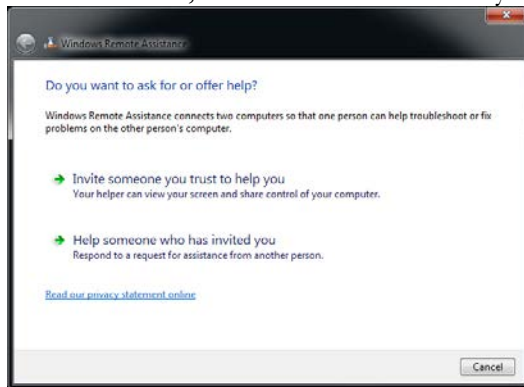
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Windows Remote Assistance is a tool that allows you to request assistance from another person. Using this tool, the remote helper can view your screen to offer guidance or even take control of your computer to help you with a task.

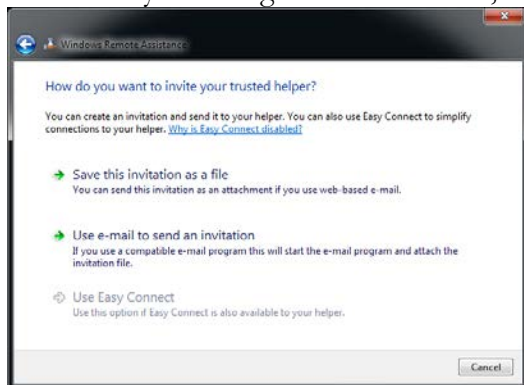
WARNING: Remote Assistance is relatively secure because you are inviting a specific person to assist you; however, be aware that if you chose to share control of your computer, your helper will be able to do anything you could do yourself including opening, copying, and or deleting files.

INITIATING A REMOTE

1. Click Start
2. Type Remote Assistance
3. Press Enter
4. On this screen, select “Invite someone you trust to help you”



5. Make sure you are signed into Outlook, then on this screen, select “Use email to send an invitation”



6. Add the email address of the person you would like to invite to the email that pops up, then click send.
7. When the email is sent, remote assistance will generate a one-time password and display it on the screen. On the phone, have your assistant open the attachment from the email you sent. When they do, they will be prompted to enter a password—have them enter the password shown on your screen.

Once the password is entered, you will be prompted to accept the assistance and then connected. Your screen will be visible to your assistant and you will have the option to give your assistant control of your mouse and keyboard.