

# Windows Remote Assistance (for Windows Vista)

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Use Remote Assistance to give or receive assistance remotely. For example, a friend or a technical support person can access your computer to help you with a computer problem or show you how to do something. You can help someone else the same way. In either case, both you and the other person see the same computer screen. If you decide to share control of your computer with your helper, you will both be able to control the mouse pointer.

## Applications that must be opened.

- You must be connected to **Extension VPN**. There should be a yellow padlock on the lower right corner of your monitor (near the time).

If not already connected, double-click on the Extension VPN icon on your desktop.

- **Microsoft Outlook** must be opened.

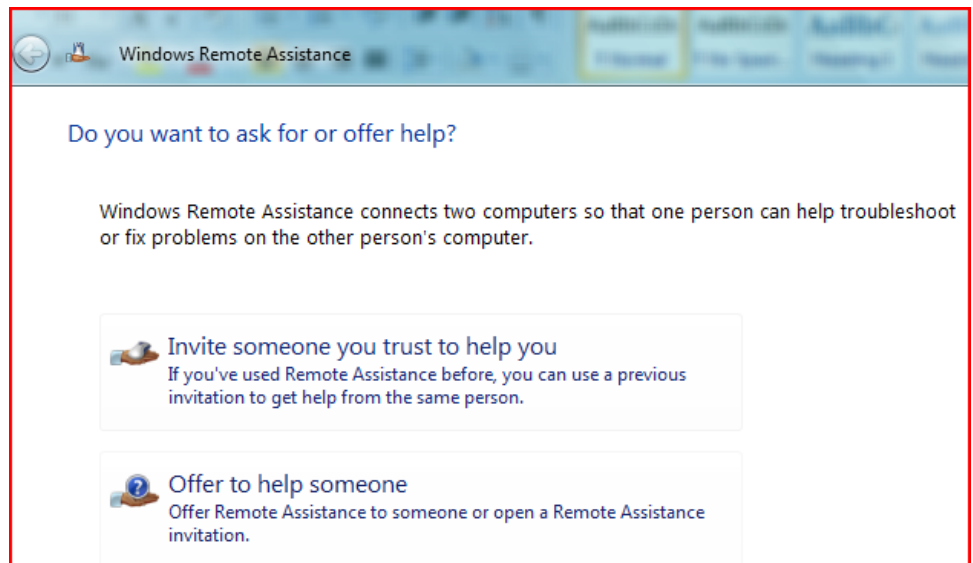
## Create Desktop Shortcut for Windows Remote Assistance (one time only)

- ❖ Click **Start** Button.
- ❖ Click **All Programs**.
- ❖ On left side of Program List, scroll down to bottom of list.
- ❖ Select **Maintenance**
- ❖ **Right** click **Windows Remote Assistance**.
- ❖ Left click **Send to**.
- ❖ Left click **Desktop (create shortcut)**.

## Open Windows Remote Assistance

From your Desktop, double-click the **Windows Remote Assistance icon**.

Select **Invite Someone you Trust to Help You**.

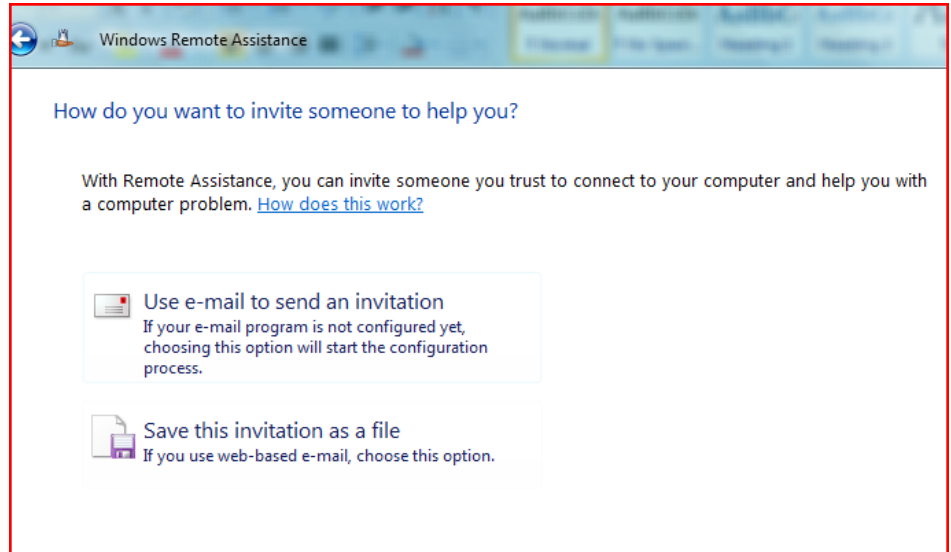


Select **Use e-mail to send an Invitation.**

In the Password field, type **extension. All lower case.** (Let's use "extension" for future help requests.)

Retype the password.

Click **Next.**



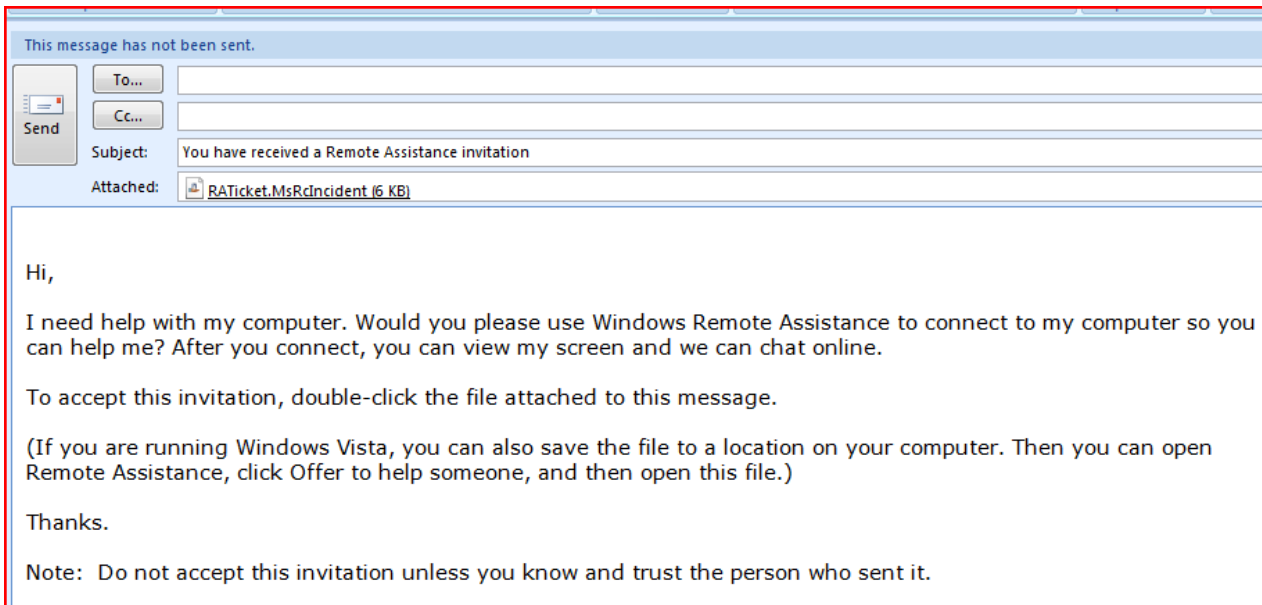
An email message screen displays. It includes a subject, message text, and an attached file.

**Type the email address of the person from whom you are requesting assistance** in the **TO** box or click the To button to locate the person's email address.

Click the **Send** button.

The email message will go to your **Outlook Sent Items** Folder.

The email may take a few minutes to arrive in the recipient's email box. However, the recipient may respond to you at a later time.

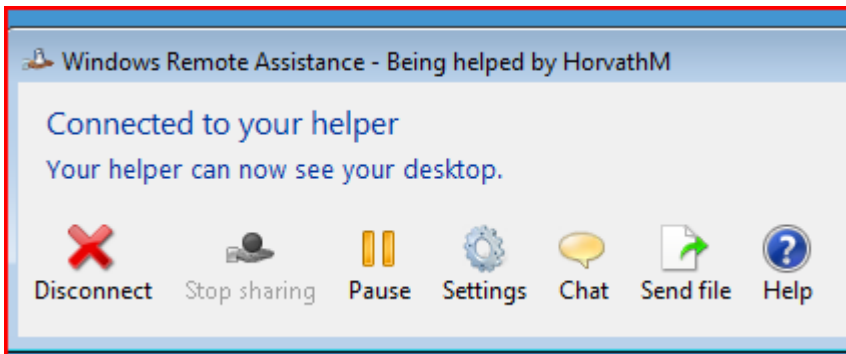


The person sending the message is the **Helpee** (or the person requesting help).

The person receiving the message is the **Helper** (or the person who will provide assistance). **Only the Helper has the Request Control button** to ask permission to take control of the Helpee's computer.

## Helpee

The following screen will display on the Helpee's computer.



The Helpee may **minimize** the **Connected to Your Helper screen** so that other screens are available to the Helper. Do not close the Windows Remote Assistance screen!

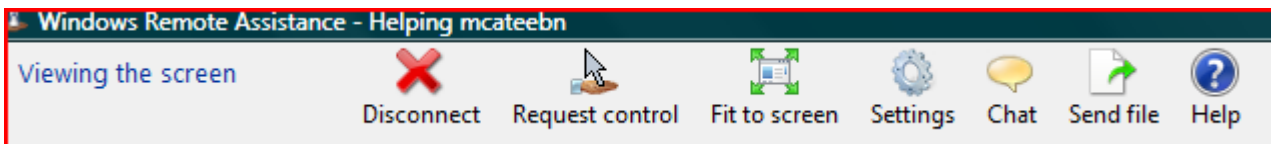
The Helpee's email request will go to the Microsoft Outbox folder and then move to the Sents Items Folder.

## Helper

As the Helper, when you receive the email from the Helpee (this may take a few seconds or a few minutes),

- open the email message and double-click on the attached file.
- Enter the password that the Helpee entered when creating the help message.
- The Helpee will select the prompt request from the Helper to connect to the computer.

The following screen will display on the Helper's computer.



When the Helper wants control of the helpee's computer, select **request control**.

The Helpee grants permission for control.,

The Helpee and the Helper simultaneously has access to the Helpee's computer.

Press the **Disconnect** button when finished.