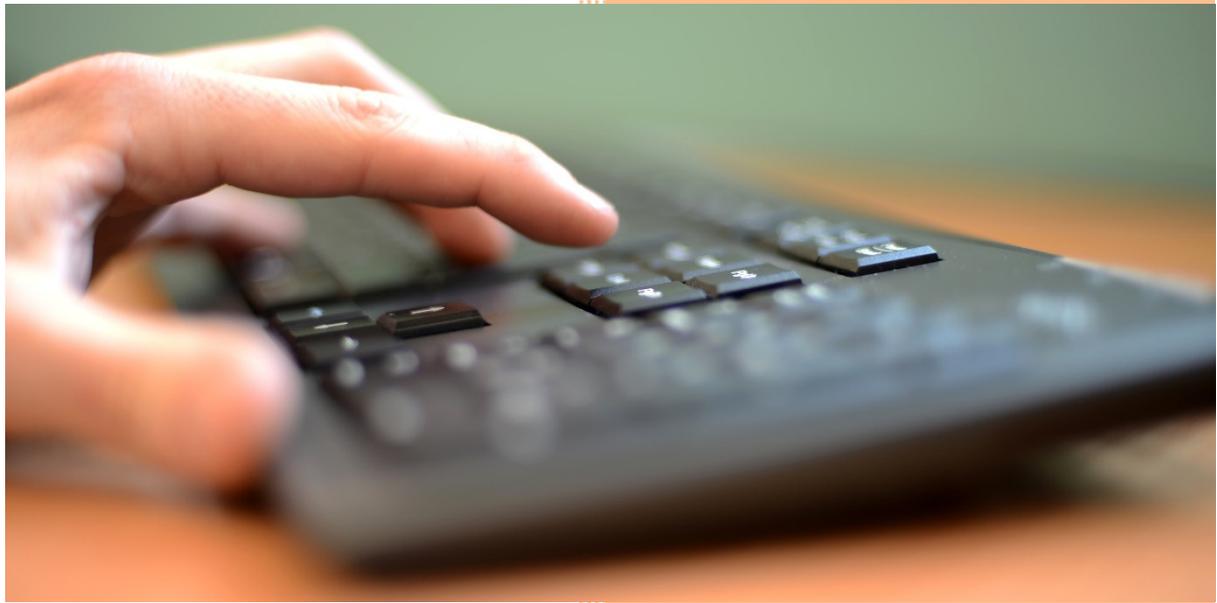


2018

## How to request Remote Assistance when having problems with Windows 8



Monument.AL IT

Alan D. Monument

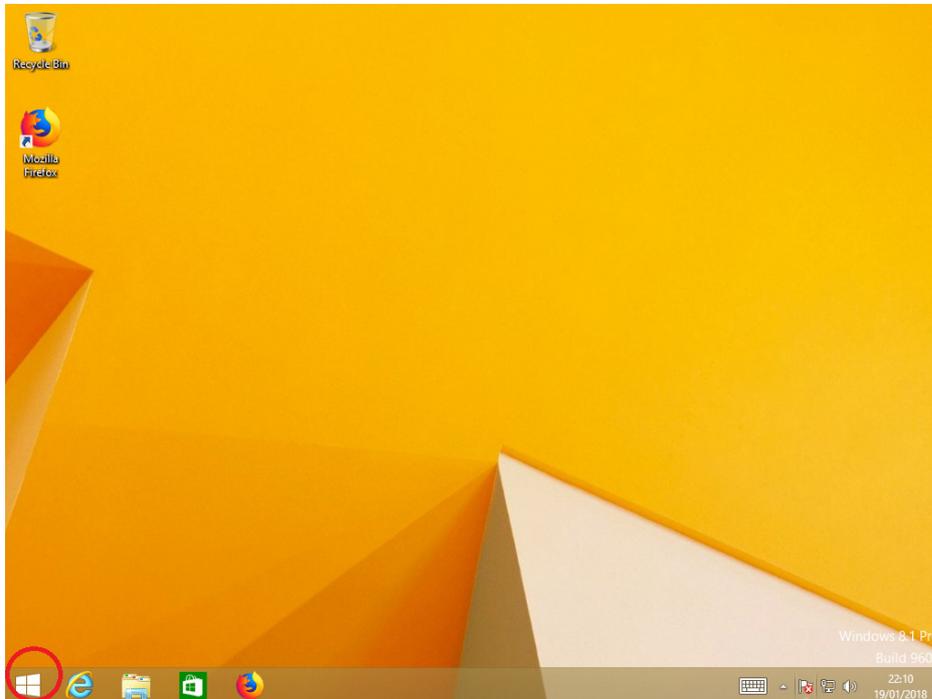
Monument.AL IT Pty Ltd

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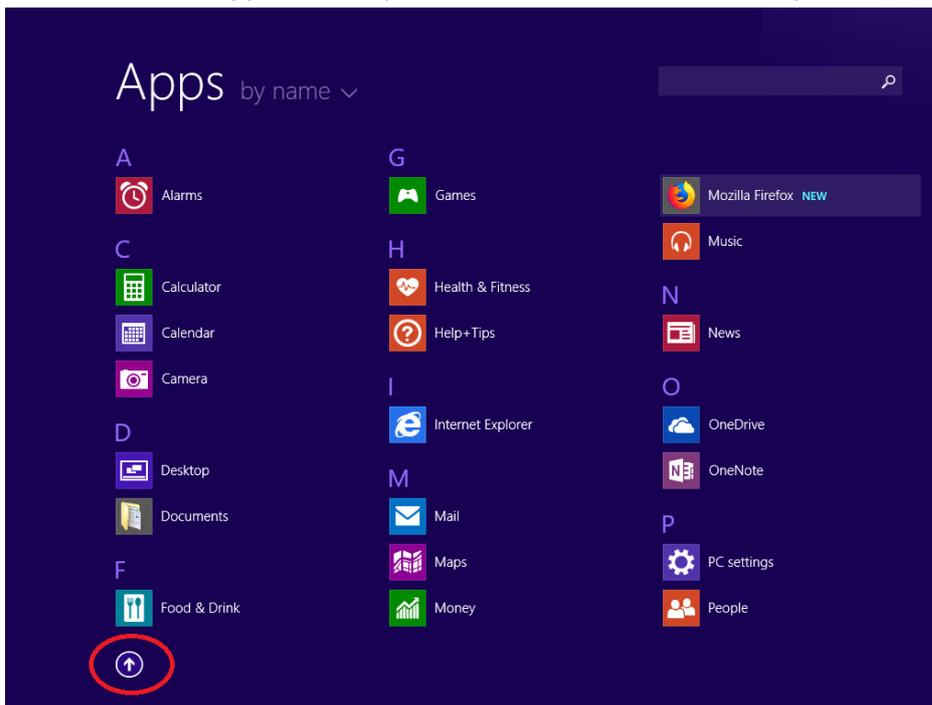
This topic explains how to request assistance from a third party when experiencing problems while using your Windows 8x operating system.

## Locating the Windows Start button

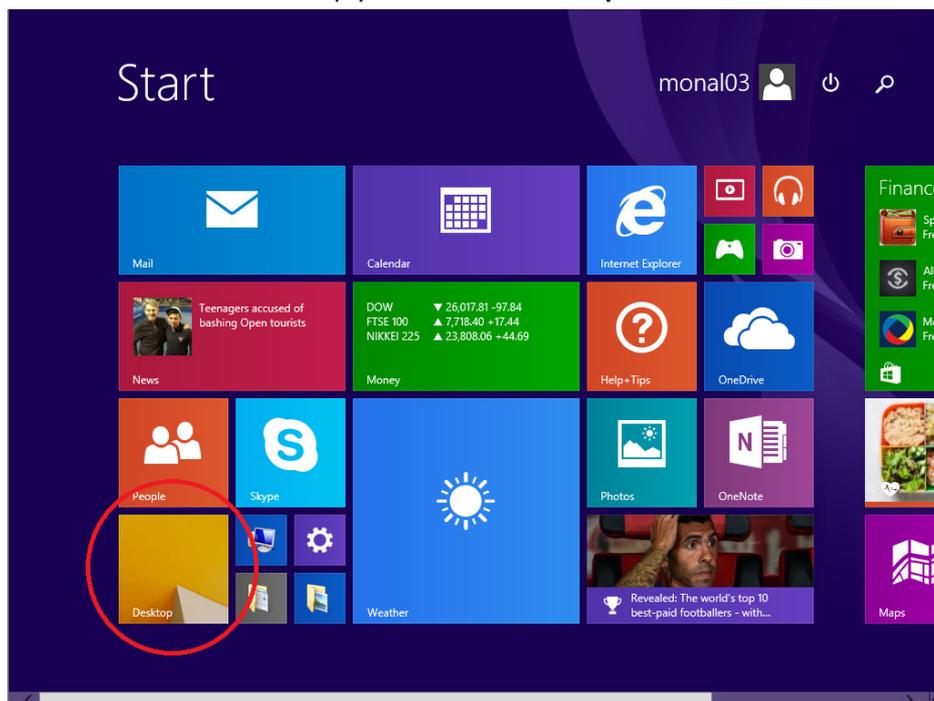
To perform the tasks in this topic you will ultimately need to be able to see the Windows **Start** button (circled) in the bottom left of the Windows 8 *Desktop* shown below.



If you cannot see the Windows **Start** button, try minimising some of the full screen applications, or if you are on the **Start** or **Apps** windows (see below) try pressing the **Esc** key. Alternatively using the mouse, from the **Apps** window you will first need to click on the up arrow icon (circled below) ...



From the **Start** window simply click on the **Desktop** icon as circled below...



This should allow you to see the Windows **Start** button on the Windows 8 *Desktop* as shown in the first image above.

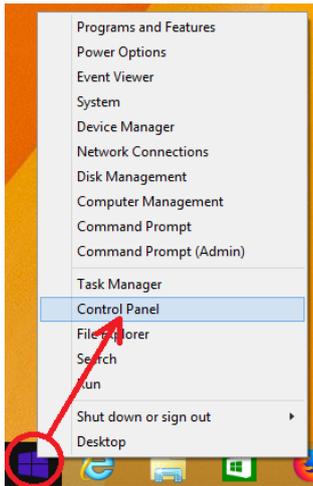
## Enabling/Disabling Remote Assistance through the Windows Firewall

Before you can use Windows Remote Assistance it is necessary to open a port in your computer's Windows firewall to allow traffic from your trusted helper's computer to access your computer.

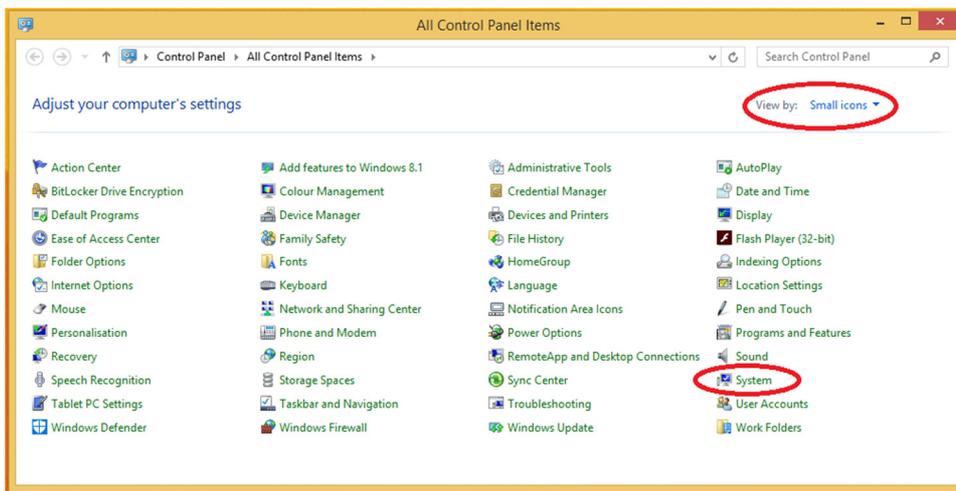
When you open a port on your firewall you allow a particular program that uses that port to send information to or from your computer through the firewall. Allowing a program to communicate through a firewall (sometimes called unblocking) is like punching a hole in the firewall. Each time a port is opened to allow a program to communicate through the firewall, your computer becomes a bit less secure. The more allowed programs or open ports your firewall has, the more opportunities there are for hackers or malicious software to use one of those openings to access your files, perform nefarious actions, or use your computer to spread malicious software to others.

Once you have completed the Remote Assistance session with your trusted helper it is therefore prudent to close that port by reversing the changes you make. Thankfully this is an easy task that involves just ticking or unchecking a box.

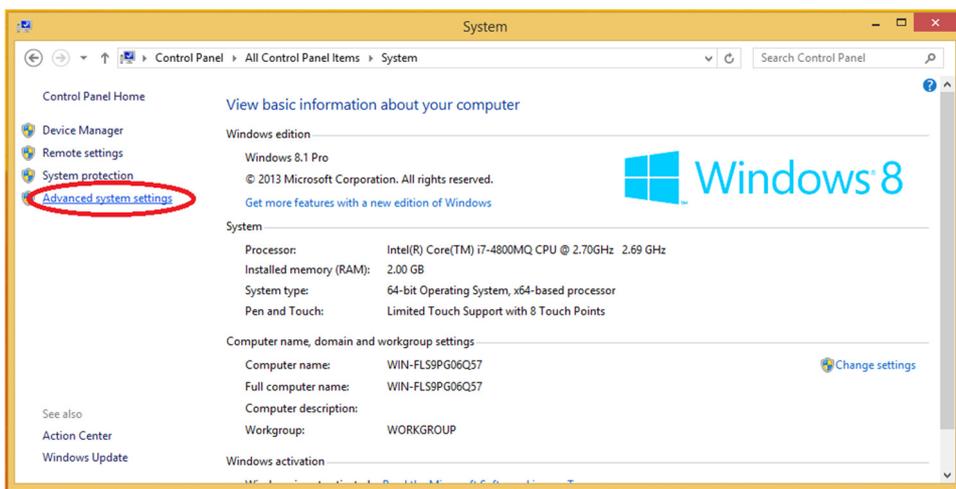
1. Right mouse click on the Windows **Start** button and in the resultant pop-up menu, left mouse click on the **Control Panel** menu selection...



2. In the resultant *All Control Panel Items* window, ensure the **View by** field displays **Small icons** – if it doesn't, click the down arrow and select *Small icons* from the drop down list. The Control Panel items are listed alphabetically. Look for the **System** item and click on it.

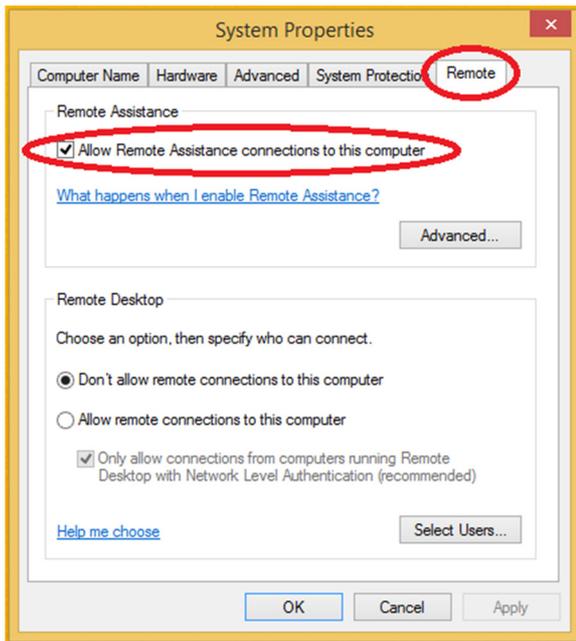


3. On the resultant *System* window, click on **Advanced system settings** from the left of the window...



When the new *System Properties* window appears, you might want to close this *System* window to reduce the *clutter* build up on your desktop.

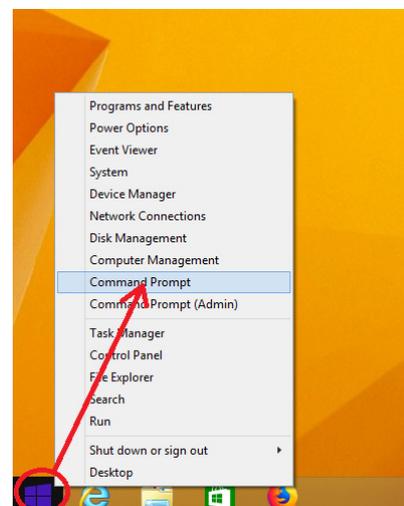
4. On the resultant *System Properties* window, click on the **Remote** tab. Then on the **Allow Remote Assistance connections to this computer** entry, click on the check box to either tick it to enable (open port) or untick to disable (close port) the Remote Assistance traffic. When ticked (or unticked), click on the **Apply** button to effect the Firewall port changes.

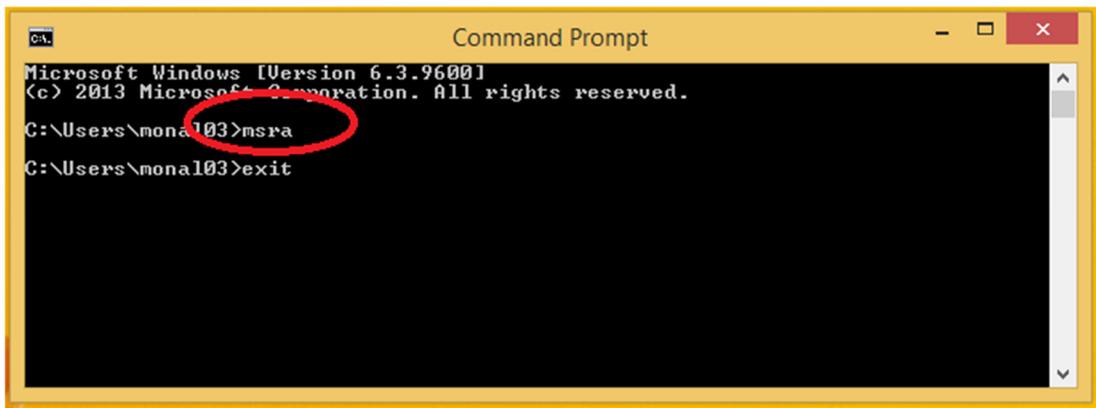


**Note:** The *Remote Assistance connections to this computer* entry will need to be ticked to enable the following Remote Assistance session to run. You might want to leave this *System Properties* window open on the desktop so that you can come back and untick the *Remote Assistance connections to this computer* entry once your remote session has concluded. Unticking will close off the firewall port and make your computer more secure from outside attacks. Don't forget to click the **Apply** button to effect any changes.

### Starting a Remote Assistance session

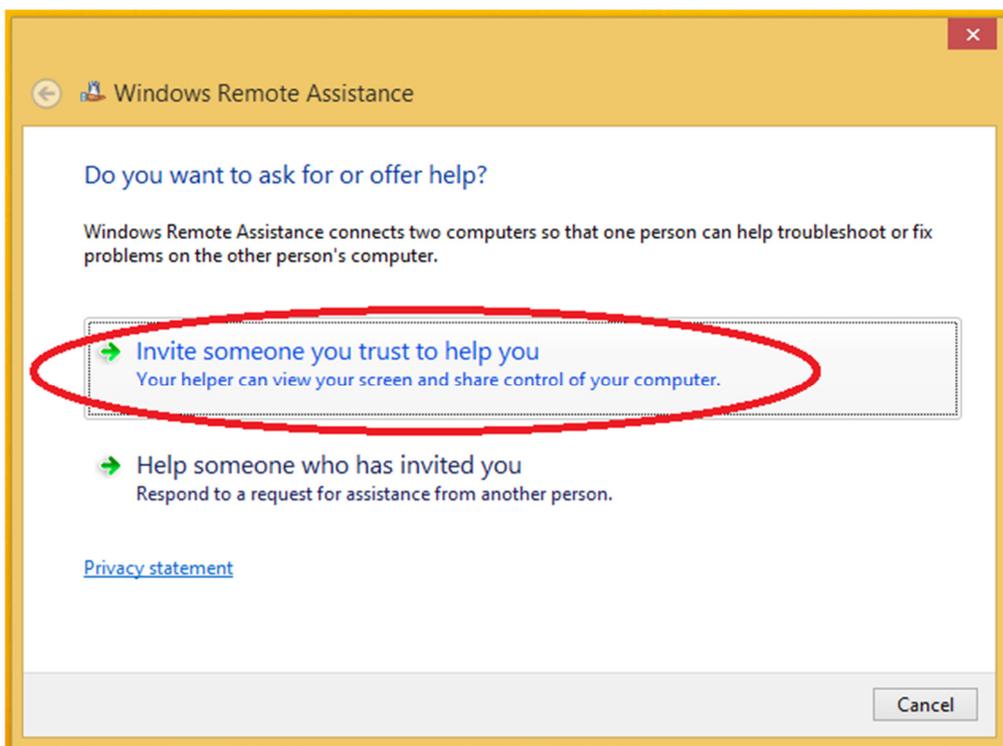
1. Hover over the Windows start icon in the bottom left of the **Desktop** screen and *right* mouse click the Windows icon. In the resultant pop up menu, now *left* mouse click on the **Command Prompt** menu item...
2. After a short while a **Command Prompt** window will open up. Type **MSRA** into the window and press the **Enter** key...





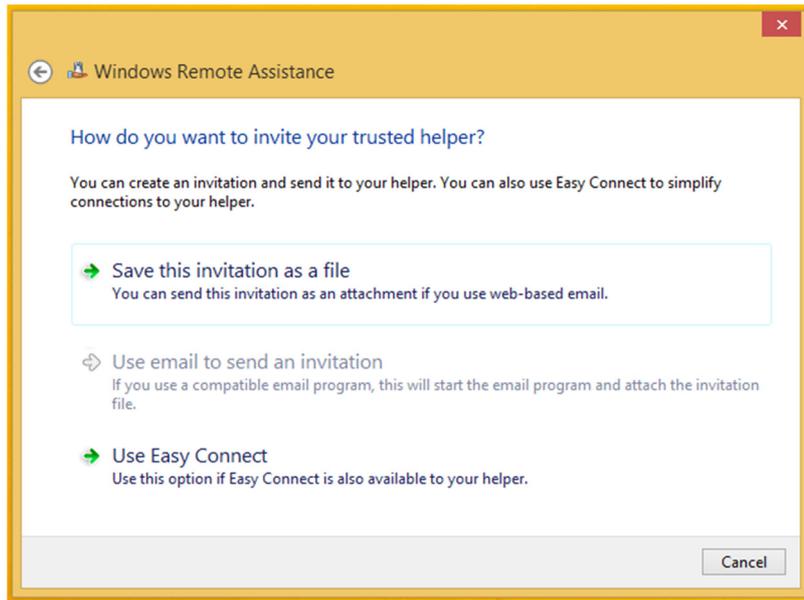
This runs the **Microsoft Remote Assistance** command which will result in a **Windows Remote Assistance** window appearing. Once that new Remote Assistance window appears, close the *Command Prompt* window either by typing **EXIT** into the *Command Prompt* window and pressing the **Enter** key, or simply clicking the **X** at the top right of the *Command Prompt* window.

3. In the **Windows Remote Assistance** window, click on the **Invite somebody you trust to help you** selection...

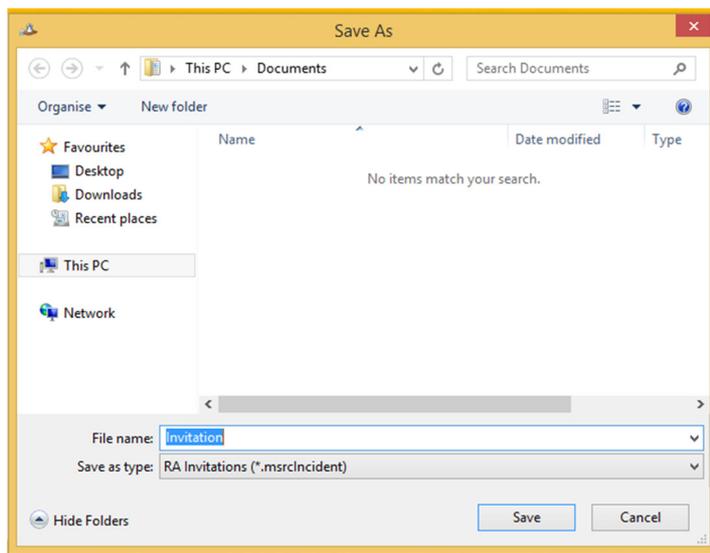


If you get a message stating that your computer is not able to send invitations at this time; this will usually be because the *Remote Assistance connections to this computer* entry is incorrectly set for running Remote Assistance and you will need to follow the instructions in the *Enabling/Disabling Remote Assistance through the Windows Firewall* section above.

- In the next window you can click on either the **Send this invitation as a file** or the **Use e-mail to send an invitation** option depending on whether you usually use a web-based email or you have a mail client installed on your computer...

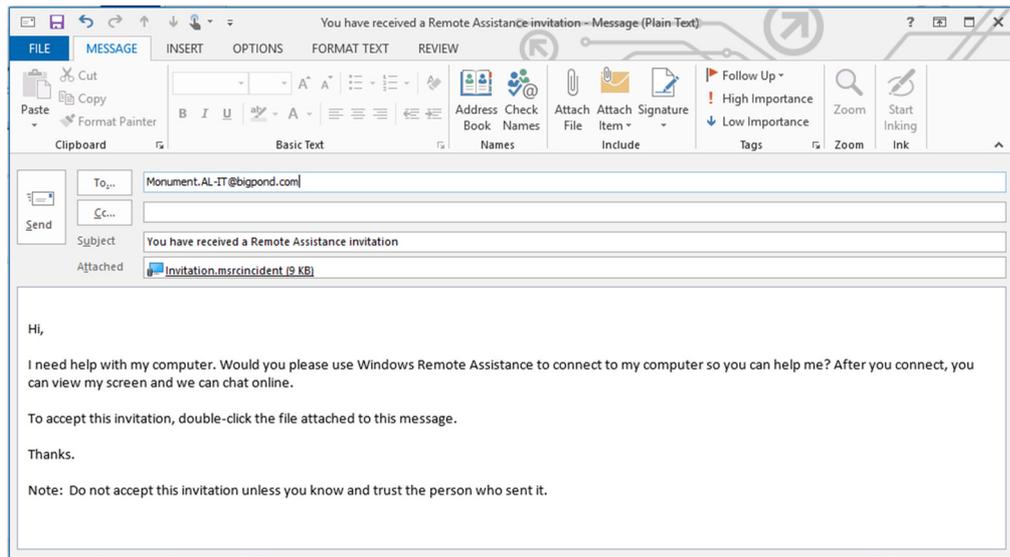


- If you don't have an email client installed on your computer select the *Save this invitation as a file* option and you will be presented with a Save As dialog window where you can choose a file name and location for the invitation file that will be generated by the program...



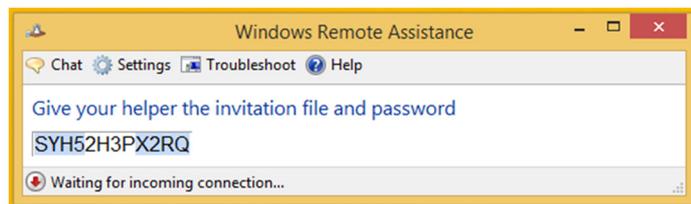
When done click on the Save button and send the *remote assistance invitation* file to your trusted helper using your preferred medium (e.g.: email, LAN transfer, memory stick, etc.) and request that they open the Command Prompt window on their PC, type the MSRA command, and press Enter.

- If you select the *Use email to send an invitation* option you will see a window with a message saying *Starting your email* (don't do anything with that window at the moment) plus your email client will pop up a pre-loaded email window. In the resultant email window, enter an email address such as **Monument.AL-IT@bigpond.com** or the address of a trusted person you want to get help from. Note that the Remote Assistance application has already attached the *remote assistance invitation* file to this email. Add any other additional information to the body of the message that you think your trusted advisor may need and then click the **Send** button to send them the email.



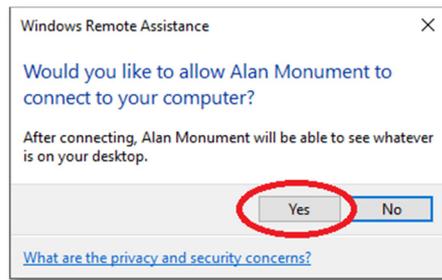
Now if for any reason the above window gets replaced with a dialog window stating that *Your email was not sent*, click the **Next** button and you will be asked again how you want to send the invitation; this time select **Send this invitation as a file**. Once the file has been saved you will then need to find a way of getting that file to your trusted helper; perhaps by transferring it via a USB drive to another computer where you can email the file from there, or by web mail, etc.

5. Another dialog window will replace the previous *Remote Assistance* dialog, displaying a *connection password* that you will need to communicate (either via telephone or another email) to your trusted advisor once they have received your invitation (which could take a little time). **DO NOT** close this password notification window as it will terminate your

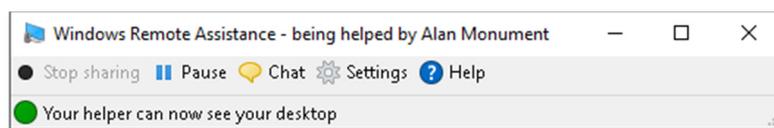


Remote Assistance session before the other user has successfully connected to your computer, and you will need to repeat the invitation process again.

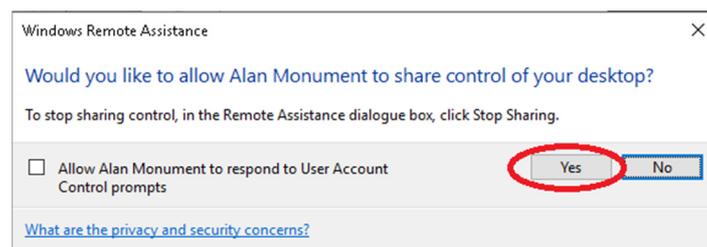
6. Once your trusted advisor has established a session via your invitation and by them entering the above connection password at their end, the following dialog window will be displayed on your computer. Click the **Yes** button to authorise them to connect to your computer.



The Remote Assistance dialog window will then be replaced with the following window advising you that the remote location can now see your entire computer's Windows desktop. At this point you will be able to show your remote helper what you are doing – i.e. they can *watch* what you are doing and provide you with feedback and advice.



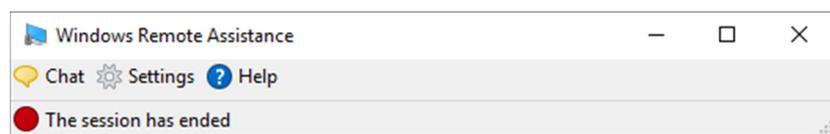
If the remote trusted advisor needs to take control of your mouse and keyboard to show you something or drive your computer you will be alerted by the following dialog window...



If you are comfortable with this you can click the **Yes** button to share control with your trusted advisor. A message in the status bar of the Remote Assistance dialog will then indicate that *Your helper is sharing control of your computer.*

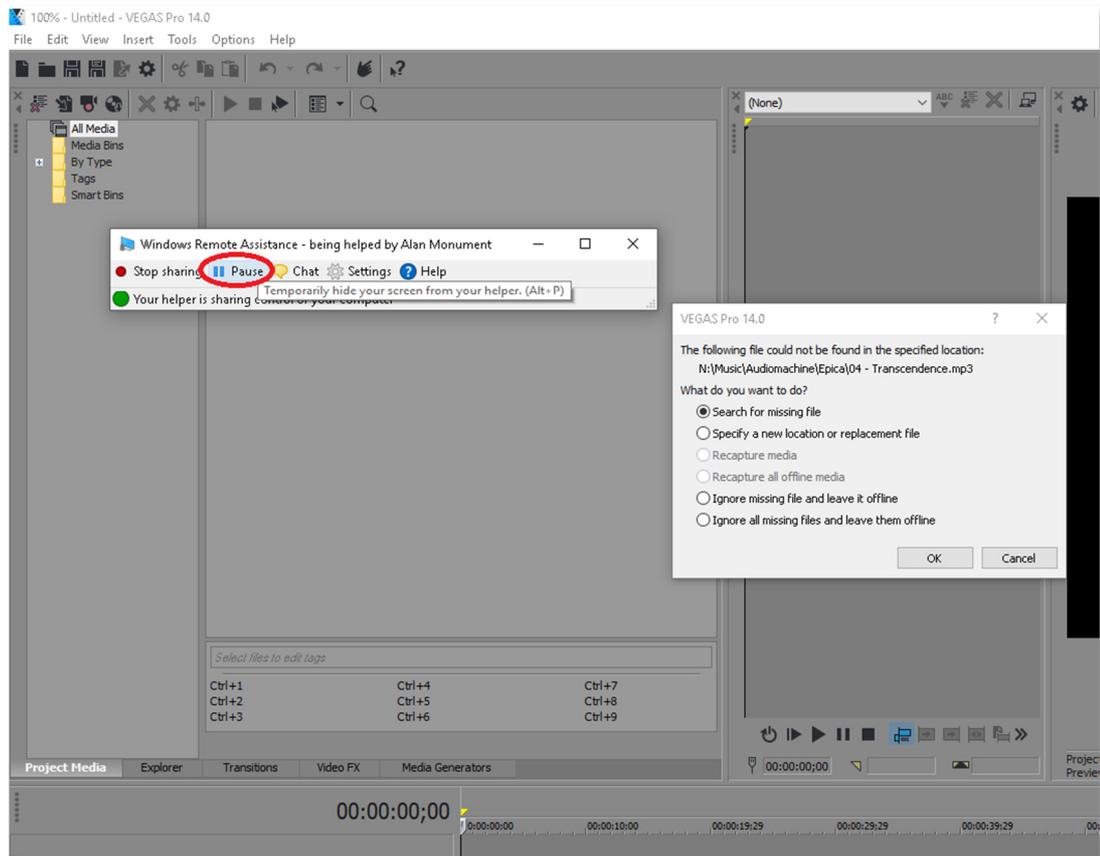
You can click on the **Stop Sharing** button at any time to return your trusted advisor to *watching* only mode.

If the remote user terminates the session from their end, the Remote Assistance application will alert you by updating the status field to show the session has ended.



**Important note:** Take care not to accidentally close this *Windows Remote Assistance* window as that will terminate the remote session, and you will need to re-invite your trusted advisor should you need to re-establish the session.

Clicking on the **Pause** button will temporarily hide your screen from the remote user if you need to do something and you don't want them to see what you are doing. Unpausing restores the screen sharing.



7. At the end of the session don't forget to revisit and follow the instructions in the *Enabling/Disabling Remote Assistance through the Windows Firewall* section above to disable the Remote Assistance to ensure your computer remains secure.

Cover photo: [MoD/MOD](#)