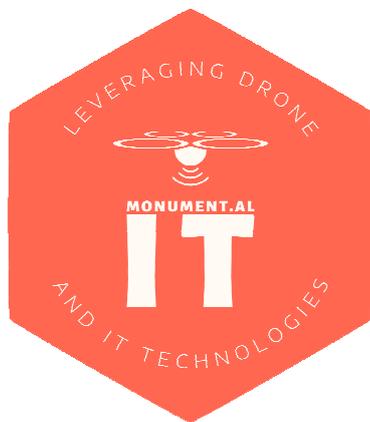


2020

## How to request Remote Assistance using Quick Assist with Windows 10



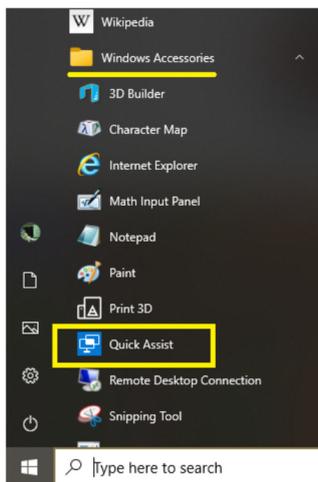
Alan D. Monument  
Monument.AL IT Pty Ltd  
12/20/2020

This topic explains how to request assistance from a third party you trust when experiencing problems while using your Windows 10 operating system.

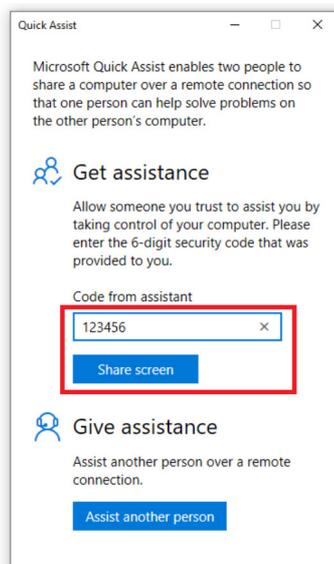
**Quick Assist** is a new built-in Windows 10 application that enables you to share your computer over the Internet or a local network using a more streamlined and easy-to-use solution than previous remote control software. Now a trusted friend, family member, or Microsoft support person can gain easy access to your computer to help troubleshoot, diagnose technological issues, or provide instruction on your computer.

## Starting a Remote Assistance session

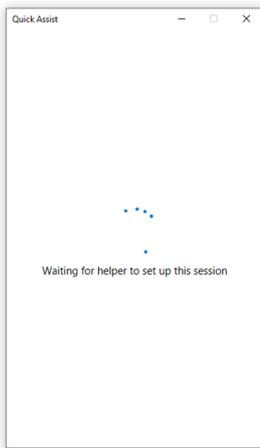
1. Click on the Windows Start button in the bottom left corner of your screen and scroll down the list of programs until you find the *Windows Accessories* folder, then click on the *Windows Accessories* folder to expand its contents...



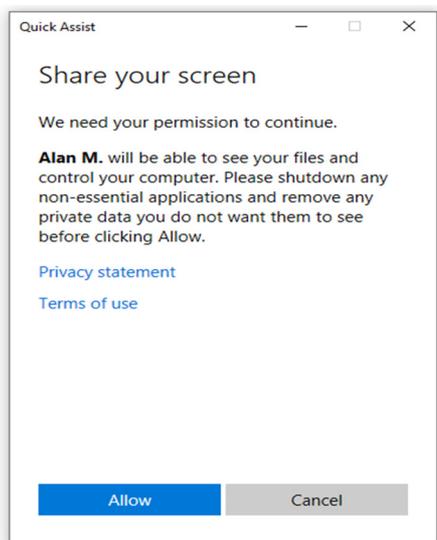
2. Click on Quick Assist.
3. Get in touch with your trusted helper who also needs to be running Quick Assist (using *Give assistance*) and they will give you a six digit Code which you then enter into the highlighted *Get assistance* field below and then click the **Share Screen** button.



4. While the connection between computers is being established you will see the following...



5. The next thing you will see is the following informational screen...

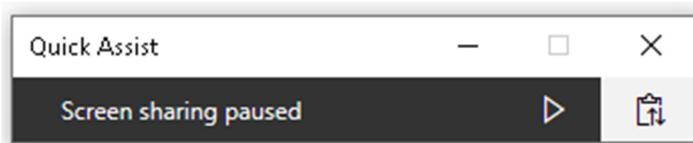


Read this information and then if you are happy giving permission to continue click on the **Allow** button when ready, otherwise click Cancel to exit.

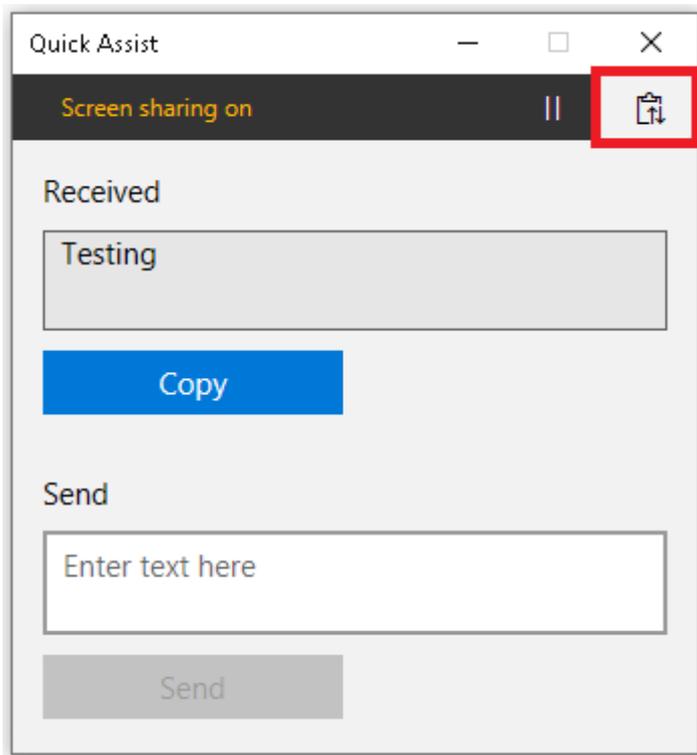
6. Your screen will now be shared with your trusted helper who will be able to control your computer remotely and the previous dialog window will be replaced by the following...



- Note that at any time you can click on the pause || button to hide your screen and disable sharing with your helper. The Quick Assist window will then display sharing is paused and can be restarted later by you pressing the play button.



7. Either party can send text messages to the other by clicking the highlighted icon which expands the window to allow messages to be typed and sent to the other person by clicking the Send button. When done, pressing this icon again contracts the window back to its original size.



8. Either party can terminate the sharing session by exiting out of the Quick Assist application. The other party will be notified of the termination.

[Cover photo: MoD/MOD](#)