2022
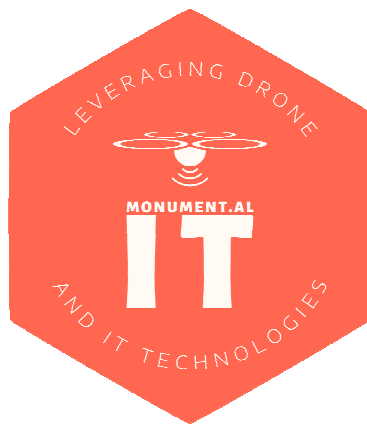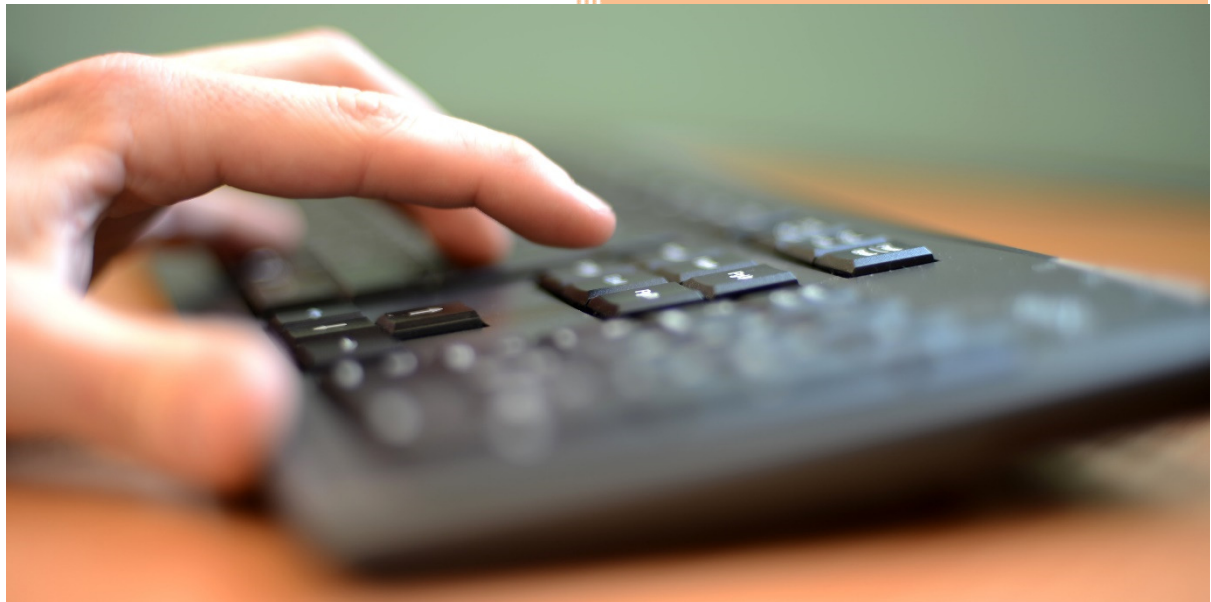
# How to perform Remote Assistance using Quick Assist on Windows 10/11

Alan D. Monument

Monument.AL IT Pty Ltd

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This topic explains how to set up remote assistance from a third party that you trust when you experience problems or require assistance while using your Windows 10 or 11 operating system.

Quick Assist is a new built-in Windows 10/11 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 Microsoft remote control software. Using Quick Assist, a trusted friend, family member, or Microsoft support person can gain easy one-time access to your computer to help you troubleshoot, diagnose technological issues, or provide instruction on your computer, or for you to remotely access and help another person on their computer.

Starting a Quick Assist session

1. Use the Search icon next to the Windows Start button in the Taskbar at the bottom of your Windows screen, and type *quick assist* into the search field. You should then see something like this…
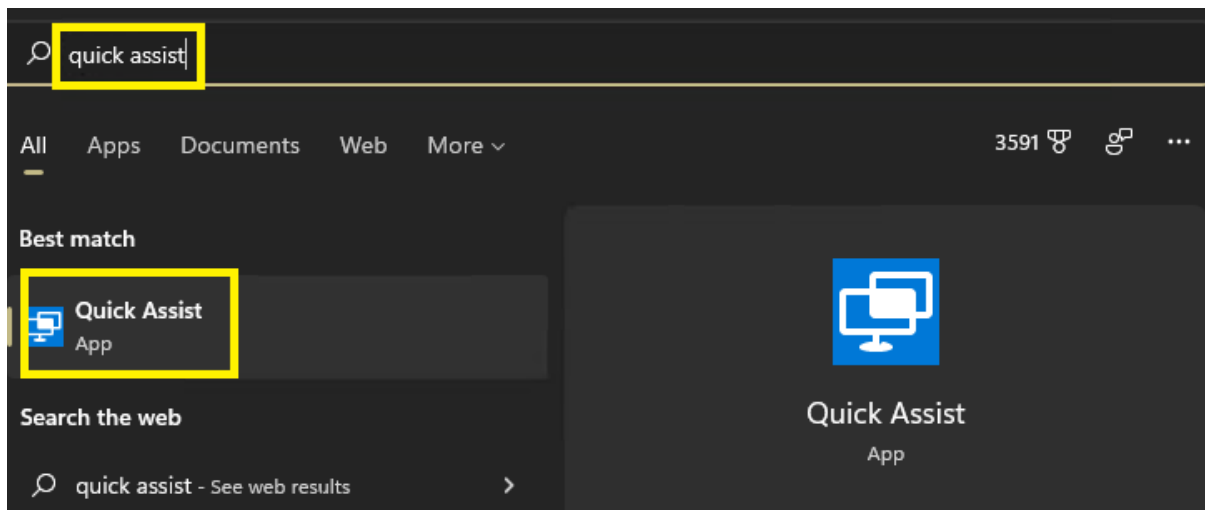
2. Click on either of the Quick Assist App icons shown in the search results and the Quick Assist application will start.

Setting up your computer to get remote assistance
If you are the person that needs somebody else to remotely access your computer:

1. Get in touch with your trusted helper (who should also be running the Quick Assist application) and they will provide you with a six digit Code which you will need to enter into the highlighted *Get assistance* field. When done, click on the **Share screen** button below the field you just entered the code.

2. While the connection between the two computers is being established, you will see the message *Waiting for the person helping you to set up the session* and some blue dots rotating in a circle to indicate that something is happening, as this can
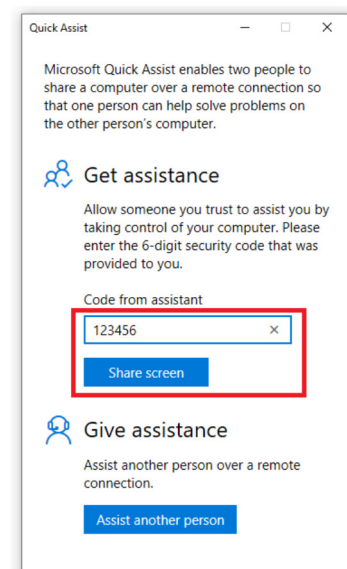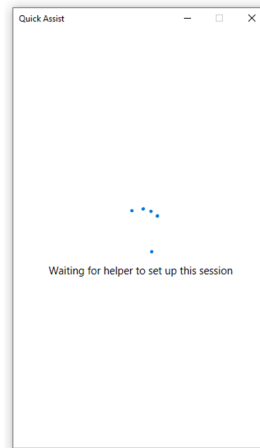
take a while before connection is fully established...

3. The next thing you will see is the following informational screen...
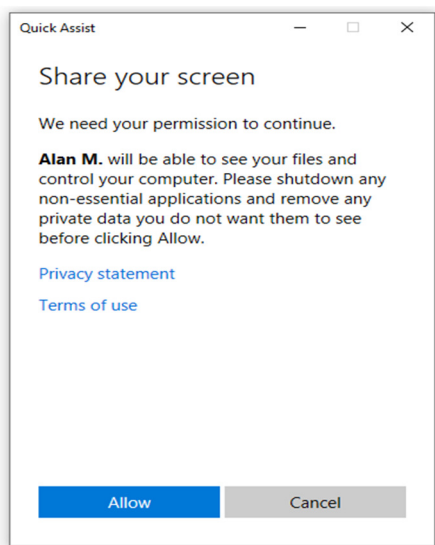
    Read this information, and then if you are happy giving permission to the person mentioned in the message to see your screen and/or take control of your computer, click on the **Allow** button when ready, otherwise click Cancel to break the connection and exit the application.

4. A *Connecting* message will appear and eventually be replaced by the following window (which can be moved around if required) indicating that *Screen sharing is on* and your screen will now be viewable by your trusted helper, who might also be able to remotely control your computer...

    Note that at any time you can click on the pause **||** button to hide your screen from, and temporarily disable the screen sharing with your helper. The Quick Assist window will then display *Screen sharing is paused*...
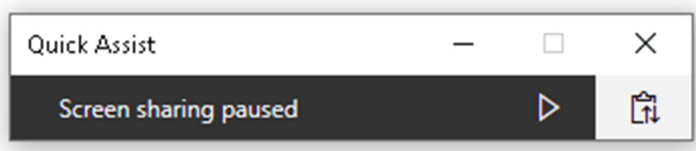
Note: This Pause capability is very useful if you suddenly need to open some sensitive information or do some Internet banking for example while you are in the middle of the shared session. Simply pause the session and the other party will not be able to see your screen, allowing you to work on your computer in complete privacy. When you are ready you can continue sharing your screen again by pressing the play button in the Quick Assist window.

5. Whilst Quick Assist is sharing a session, either party has the ability to send text messages to the other party by clicking the highlighted icon, which then expands the Quick Assist 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 Quick Assist window back to its smaller size.
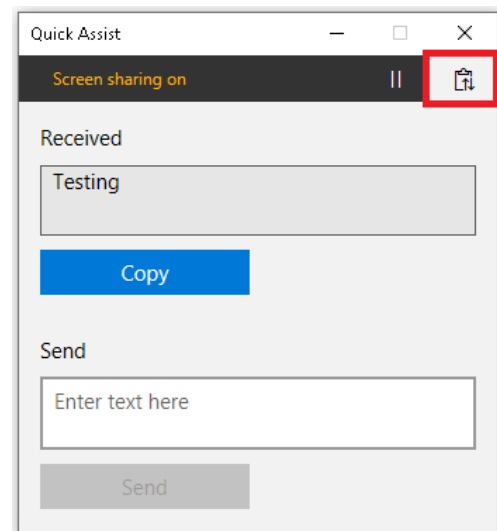
6. When finished, either party can terminate the sharing session by exiting out of the Quick Assist application. If the other party stops their session first, then you will receive a *Screen sharing has ended* message and can then either exit out of your running Quick Assist application too or ask the other person to reconnect.

Setting up your computer to provide remote assistance

If you are the person who needs to gain remote access to, and take control of another person's Windows 10/11 computer, to assist them with a problem, watch what they are doing as they discuss something over the phone, or perform some remote work, then you will need to perform the following:

1. Ask your remote computer user to start Quick Assist at their end, and In the Quick Assist window at your end, click on the **Assist another person** button.

2. You will then be prompted to Sign in using either the email address, phone number, or Skype id associated with your Microsoft account. When entered, simply click the **Next**
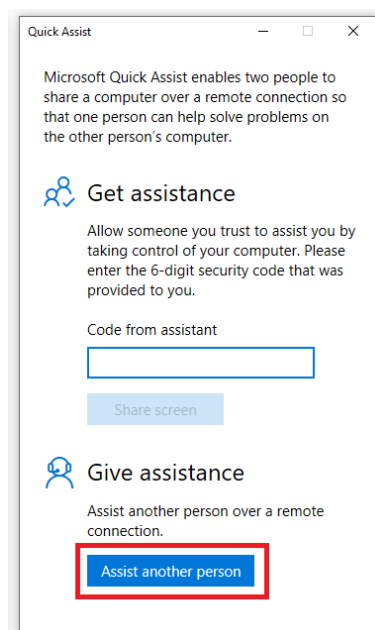
button to continue. If you don't already have an account, you can quickly create one by clicking on the *Create one!* link in the dialog.

3. A *Connecting* message will display followed after a short time by Quick Assist showing that you are signed in together with a six digit *security code.* You will need to pass this code on to the person running the remote computer, so that they can enter it into their Quick Assist session. This code is essentially the "glue" that binds the two computer sessions together.

    This security code also has a limited lifetime before it expires if not used in time. A countdown clock will show how long you have until the code expires. If the computers are not connected in time, the code will expire and you will need to start Quick Assist again.

    This dialog will remain displaying until the remote user enters the code into Quick Assist at their end, at which time you will see a *Connecting* message.
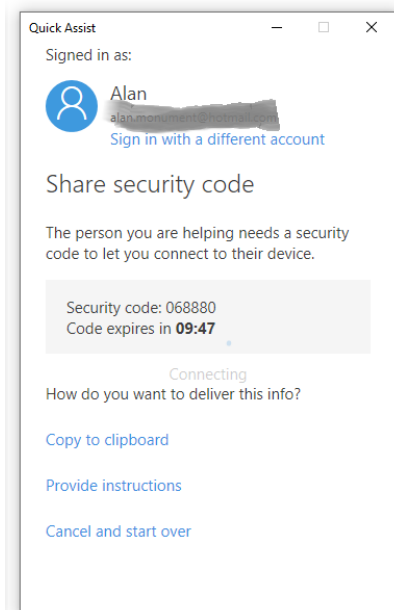
4. The Quick Assist application window will then ask you to choose between two sharing options. Click on the appropriate radio button associated with the type of sharing you need to perform (either viewing or full control of the remote computer), and then click the **Continue** button.

    You will see the *Connecting* message again, followed by a *Waiting for the person you're helping to share their screen* message.

    When the remote user has entered the code you will receive *Connecting* message again.
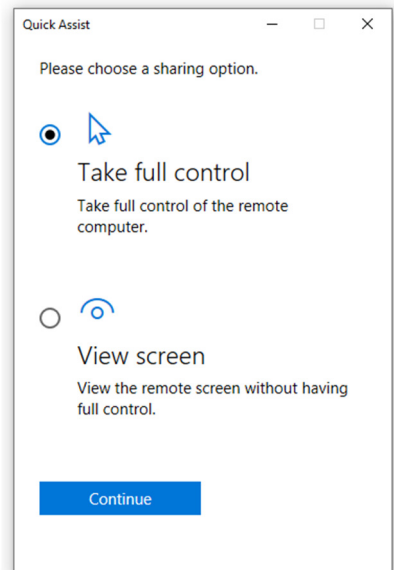
5. The remote computer user will now be asked for permission to share their screen with you. When they click on the **Allow** button their computer screen will be shared with you. You can
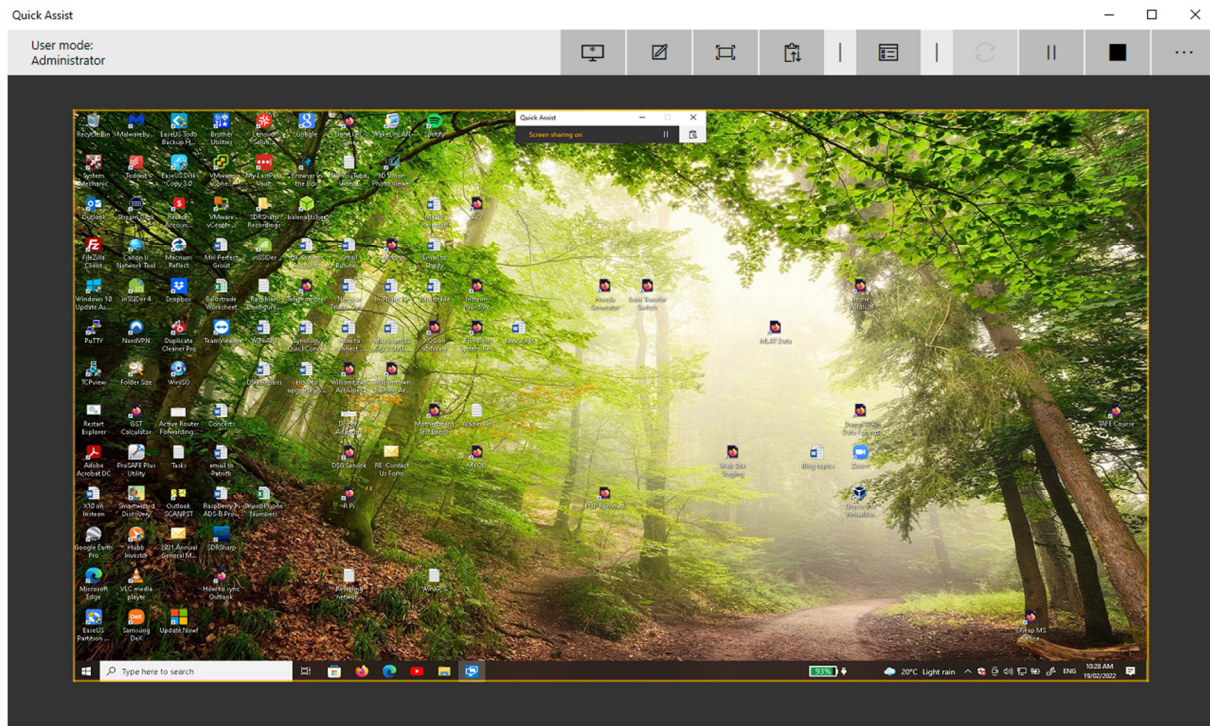
resize and move this window around your computer screen. Use your mouse and keyboard to interact with the remote computer's screen as if you were actually sitting in front of that remote computer. You still have full access to your computers applications – if the quick Assist window is in the way, either move it, resize, or shrink the window to enable you to see your computer's applications.

6. At the top of your Quick Assist window are a number of buttons to control various aspects of the remote session. Clicking on the right-most ellipses (...) button, expands all the buttons with a
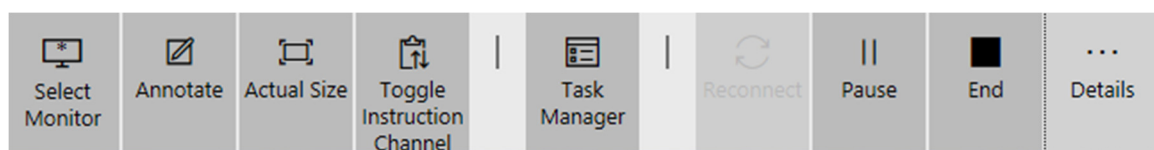
description of their function – this is useful in the early stages of learning how to use the app. The right most 3 buttons are self-explanatory and the ones you are going to use the most. Experiment with the rest of the buttons to determine when you might require their use.

7. When finished, click on the End button or exit out of the Quick Assist application to terminate the sharing session. If the other party stops their session first, then you will receive a *Screen sharing has ended* message and can then either exit out of your running Quick Assist application too or ask the other person to reconnect.

Cover photo: MoD/MOD