

**User Manual** 

# Assisting Users Remotely Using Remote Assistance

(Windows 7)

# Infrastructure Operations Department IT Division

	Prepared by	Verified by	Verified by	Approved by
Position	Knowledge Based Engineer	Service Desk Snr Engineer	IT Services Manager	Infrastructure Operations General Manager
Name	Gerald Bulley	Bernard O Mensah	Godfred Bondzie	Joseph Adumuah
Signature				
Date				

# **Modification history**

DATE	VERSION	MODIFICATIONS / COMMENTS
01-10-12	01	Creation of the procedure manual

## 1. Introduction

Some difficulties are encountered when using applications such as Tabs, MGP et cetera. Occasionally some of such incidents are not able to be resolved on phone and may require Service Desk staff to gain access to the user interface.

Remote Assistance provides a secured and more useful way to get such support and makes it easier and less costly for corporate Service Desk to provide support to users interactively and at times simultaneously.

With Remote Assistance, you can give access to the Service Desk staff to view your desktop to see what the problem actually is. You can then further grant the Service Desk staff access to control your desktop and resolve the incidents. After the resolution of the incidents you can then deny the Service Desk staff access to view your desktop.

### 2. Summary

This guide is written to help all users to know how to send a Remote Assistance Invitation to the IT Service Desk Personnel (Helpdesk staff) when a malfunction of IT service occurs in the usage of your computer.

It may be necessary to save this guide for the future.

### 3. Details

Below outlines how an Invitation can be sent. If your Microsoft Outlook is configured and is working well, you could send invitation by mail. On the other hand you could also send the invitation as a file. Follow through to see guideline on each of the approach.

#### 3.1 How do you send an invitation for Service Desk Person to remotely assist you?

Below is a step-by-step procedure on how to use this feature to remotely send an invitation.

a) Go to Help and Support (Click on Start > Help and Support) See below:



b) Select the ASK option :( see picture below)

Windows Help and Support	
	🔏 Ask Options 🕶
Search Help	Q
Find an answer quickly Enter a few words in the search box above.	*
Not sure where to start? How to get started with your computer Learn about Windows Basics Browse Help topics	
More on the Windows website Check out the Windows website, which has more info downloads, and ideas for getting the most out of you	
	*
More support options	ĵ¶ Offli <u>n</u> e Help ▼

# c) Click on Windows Remote Assistance:

🕜 Windows Help and Support
Search Help
More support options
If you didn't find an answer here, try these additional support options.
Ask a person for help
Get a friend to help you over the Internet
If you have computer-savvy friends, use - Windows Remote Assistance to let a friend access your computer over the Internet and help you fix a problem. You can watch what they're doing and interact with them while they're helping you.
Ask experts and other Windows users
There are many knowledgeable people in online communities who can answer questions like yours. The Microsoft Answers website is a great place to start.
Contact technical support
Go online to contact your computer manufacturer or Microsoft Customer Support for technical assistance. Microsoft support is also available by e-mail, chat, or phone.
Other resources
Get more on the Windows website
The Windows website has more information, downloads, and ideas for getting the most out of your Windows 7 PC.
Find info for IT professionals
If you're an IT professional, go to the Microsoft TechNet website to find in-depth technical information.
<u>More support options</u>

#### Mode Of Sending Invitation

Choose mode of communication with Support Personnel. (There are two options: [ <u>Outlook Mail</u>] or <u>Save</u> <u>Invitation As a File</u>)

Windows Remote Assistance
Do you want to ask for or offer help? Windows Remote Assistance connects two computers so that one person can help troubleshoot or fix problems on the other person's computer.
Invite someone you trust to help you Your helper can view your screen and share control of your computer.
Help someone who has invited you Respond to a request for assistance from another person.
Read our privacy statement online
Cancel

#### 3.1 Sending Invitation Using Mail

a) *Invitation through Outlook.* Click in the Use e-mail to send an invitation text area and specify the email address of the Service Desk Personnel or look it up in the Address Book. [The host users need to have Microsoft Outlook configured]

Enter Service Desk person's email address in the high lightered region as shown below.

#### b) Click on Use e-mail to send an invitation

	×	
G 😃 Windows Remote Assistance		
How do you want to invite your trusted helper?		
You can create an invitation and send it to your helper. You can also use Easy Connect to connections to your helper. <u>How do I know which to choose?</u>	simplify	
<ul> <li>Save this invitation as a file</li> <li>You can send this invitation as an attachment if you use web-based e-mail.</li> </ul>		
Use e-mail to send an invitation If you use a compatible e-mail program this will start the e-mail program and attace invitation file.	ch the	
Use Easy Connect Use this option if Easy Connect is also available to your helper.		
	Cancel	

9 ° 🖬 🔐	<b>▲</b> ♥ ) ₹	You have receive	ed a Remote Assistan	ce invitation - M	essage (Plain Text)		-	. = x
Message	Insert Options	Format Text						0
Paste	ainter <b>B</b> <i>I</i> <u>U</u> a	• (A* A*) = = =	Address Book			alendar Signature	Follow Up *	ABC Spelling
Clipboard	G.	Basic Text	🗟 Nan	ies	Include	Gi.	Options 🖻	Proofing
This message has no	ot been sent.							
То	1							
Send Cc								
Subject:	You have received a R	emote Assistance invitati	on					
Attached:	ATicket.MsRcIncio	dent (5 KB)						
can help me? To accept thi (If you are r Remote Assist Thanks.	After you conne s invitation, d unning Windows ance, click Off	. Would you plea ct, you can view ouble-click the Vista, you can a er to help someo vitation unless	n my screen and file attached wlso save the f wne, and then o	we can cha to this mes ile to a lo pen this fi	t online. sage. cation on your le.)	r computer. Th		

d) A new message box appears as shown below for you to type the Service Desk staff's email address

e) The connection password screen pops up. Communicate this password to your helper:



#### 3.4 To save invitation as a file, click on Save Invitation as a file

🚱 🚜 Windows Remote Assistance	X
How do you want to invite someone to help you?	
With Remote Assistance, you can invite someone you trust to connect to your computer and help you with a computer problem. <u>How does this work?</u>	
Use e-mail to send an invitation If your e-mail program is not configured yet, choosing this option will start the configuration process.	
Save this invitation as a file If you use web-based e-mail, choose this option.	
	Cancel

e) Click on **Browse** to locate a place to save the file and specify password you wish to use. [See below diagram]

🖧 Windows Remote Assistance
Save the invitation as a file
After you save the invitation file, send it to your helper, either as an e-mail attachment or by saving it to a disk, a removable drive, or a network folder.
You must give this password to the person you are inviting, either in person or by phone. Your helper will use it to connect to your computer.
Enter a path and file name:
D:\Desktop\Invitation.msrcincident Browse
Password (at least 6 characters).
Confirm the password:
Important: For Remote Assistance to work, it has to communicate through your firewall. How can I tell if Remote Assistance can communicate through my firewall?
Finish         Cancel

f) Communicate the saved location and the password of the invitation to the Service Desk staff.

g) On clicking the saved invitation file, a popup screen appears as shown below



#### Click Yes to accept the invitation as shown below



#### Click Yes to share control of your Desktop



## 3.5 Using the Remote Assistance Chat Function

The picture below shows you how you could use the chat facility to chat with the Service Desk Personnel instead of the Notepad.

- a) Type your message in the Text Area
- b) Press Enter to send message



#### c) To disconnect click on the area circled red.



#### 4 Comments and conclusion

For any difficulties, Service Desk Personnel can be reached on Extension 1681 for assistance.