

# Using Remote Assistance @ the Help Desk

## Computing Support Services - Helpdesk

May 3, 2005

### What is Remote Assistance?

Remote Assistance is a feature built-in to the Windows XP operating system that allows a faculty/staff member to grant temporary access to their computer. Remote Assistance process is initiated by the faculty/staff member using email. Permission for a Remote Assistance session can **only** occur with the consent of the faculty/staff member and can be ended at any time by either party.

### Why does the Help Desk use Remote Assistance?

Traditionally, a faculty or staff member contacts the Help Desk, describes a problem and the Help Desk staff try to resolve the described problem over the phone or assign the request to support staff who in turn contact the faculty/staff member at a later time to provide a solution.

Using Remote Assistance, the Help Desk can now provide faculty and staff on-site/instant support without physically visiting the office. Both the Help Desk and the faculty/staff member can view the same screen and control the mouse and keyboard actions; this assists the Help Desk staff to better understand the issue. Remote Assistance, also, allows the Help Desk staff to instruct the faculty/staff member through the steps taken to resolve a particular issue.


### Who can use Remote Assistance?

Any faculty or staff member who is using a JCCC computer on campus, running the Windows XP operating system and has an email profile configured on the computer for the individual. Remote Assistance will not work using owa.jccc.edu or pipeline email.

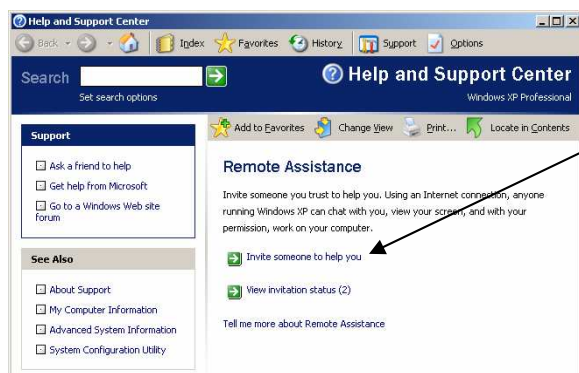
### When can I get assistance using Remote Assistance?

The Helpdesk business hours are 7:30am until 5:30pm, Monday – Friday. Please contact extension 4357 then select option 3. A Helpdesk technician will happily guide you through the process.

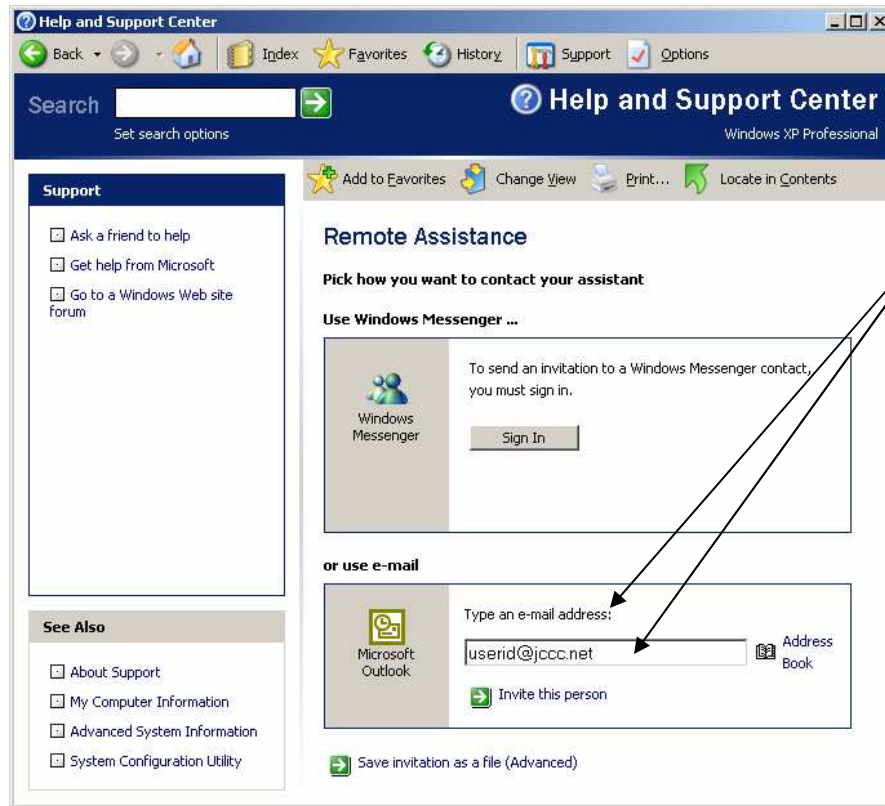
### How do I use Remote Assistance?

**Step One:** Start “Remote Assistance” by clicking on the **Start** button. Select **Programs** then from the Programs sub menu locate and select **Remote Assistance**. (Note: If you do not see Remote Assistance, look for the double down arrows  at the bottom of the Programs sub menu. Highlight the double down arrows showing you other menu selections.)

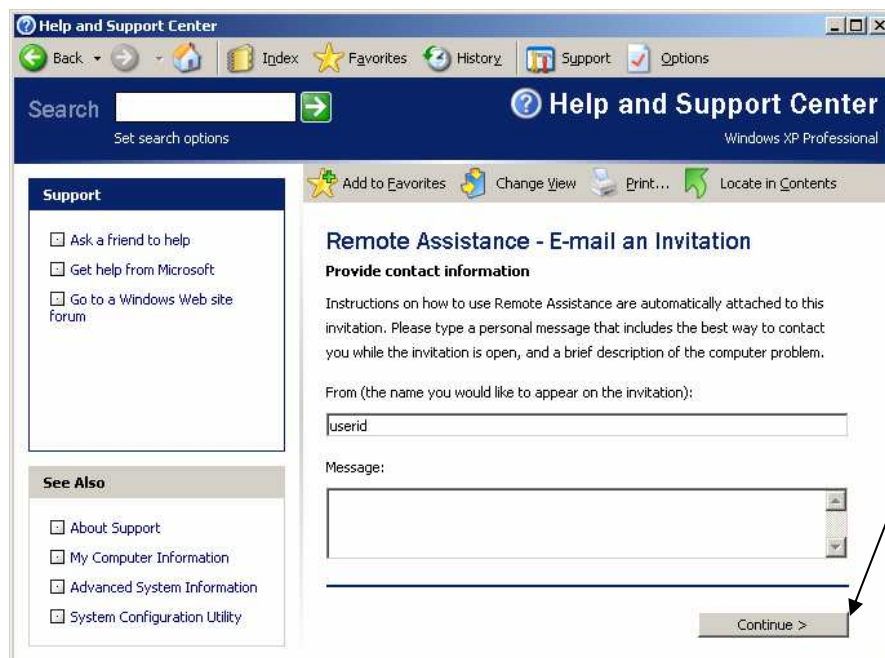
**Step Two:** The following window will display. Click on “**Invite someone to help you.**”



**Step Three:** Enter the email address of the Help Desk staff member or click on Address Book for the Global Address Book and select their name from the list. After the email address or name appear in the text box, click on “**Invite this person.**” A message will be sent to the Help Desk staff member selected.

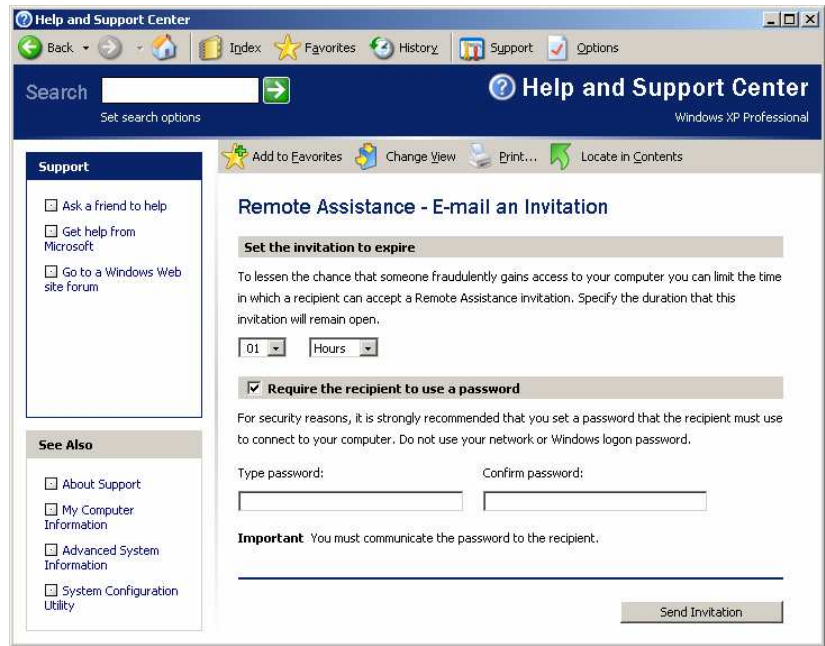


**Step Four:** The next window you see will enable you to provide instructions in the email message. When you are ready to send the message, click on the **Continue** button to proceed.



**Step Four:** Set a time limit for duration of the session. Uncheck **Require the recipient to use a password**.

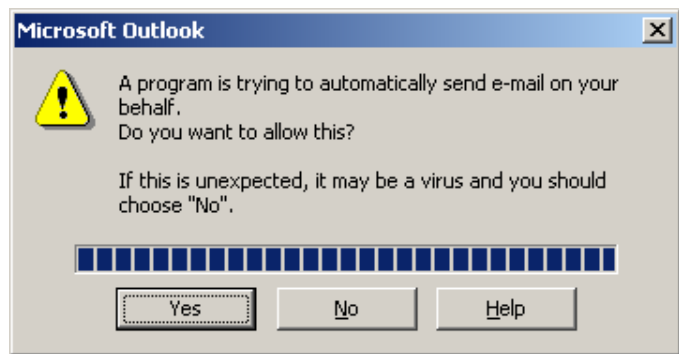
**Select Send Invitation**



**Step Six:** You will see the window below when sending a “**Remote Assistance**” request, click on **Yes** to continue.

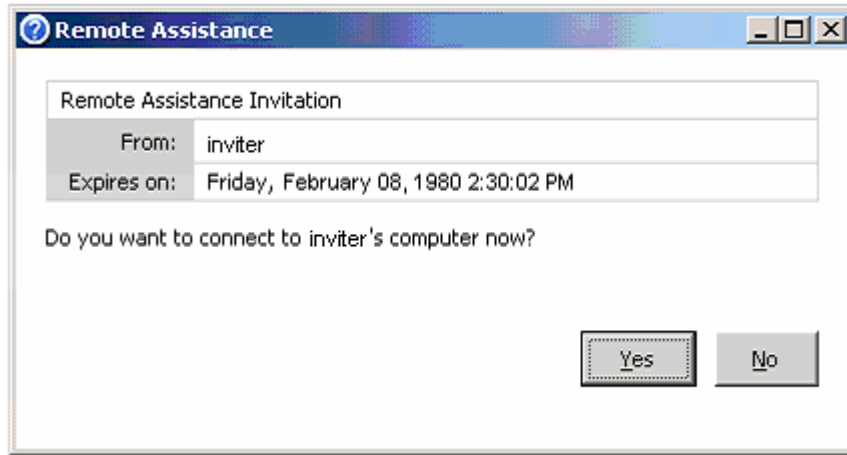


**Step Seven:** You are asked again if you would like to continue, click “**Yes**” to continue.



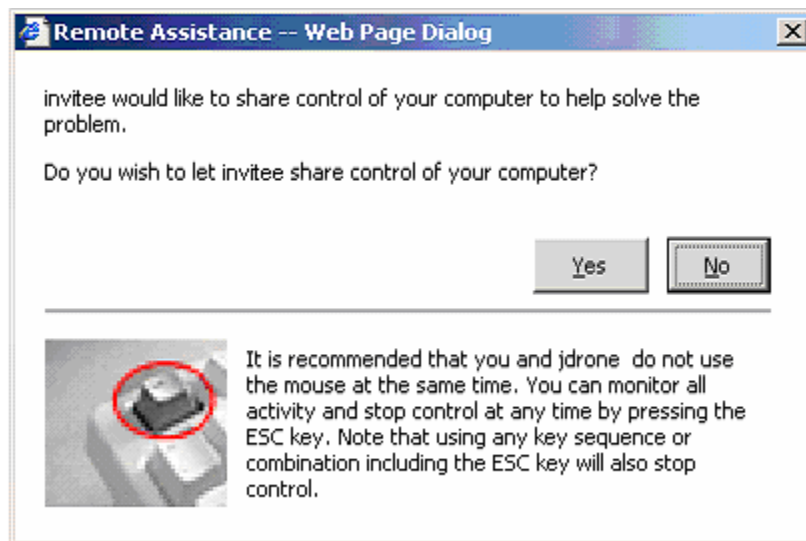
**Step Eight:** *What will be displayed on the Help Desk Computer?*

The Help Desk staff will receive a message with an attachment asking for assistance. The Help Desk will open the attachment in the email message then the following message will appear. They will select **Yes** to continue.



*What will be displayed on the faculty/staff computer?*

After the Help Desk selects **Yes**, the faculty/staff member's screen will display the following display message and they will need to select **Yes** to allow the Help Desk access to SEE their desktop.



**Step Nine:** The faculty/staff member has the ability to **allow the invitee to take control** of the desktop.

**Note:** The session can be aborted at anytime by pressing the ESC button on the upper left of the keyboard.