

Windows: Remote Assistance

Last Modified on 01/29/2020 9:42 am CST

With Remote Assistance, you have the ability to view and share control of another Windows user's computer on our network.

Content

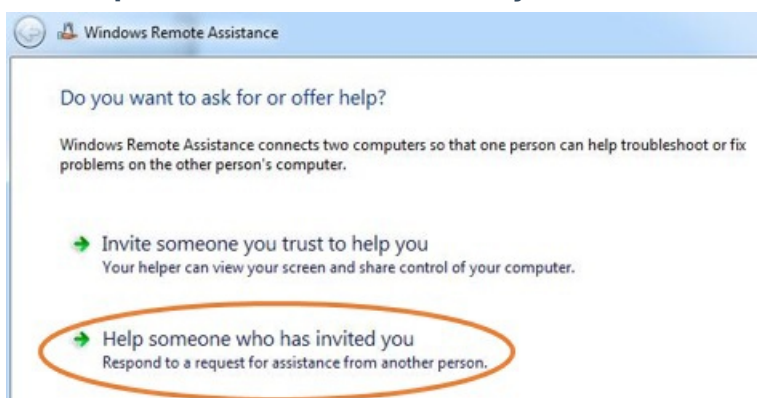
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Requirements

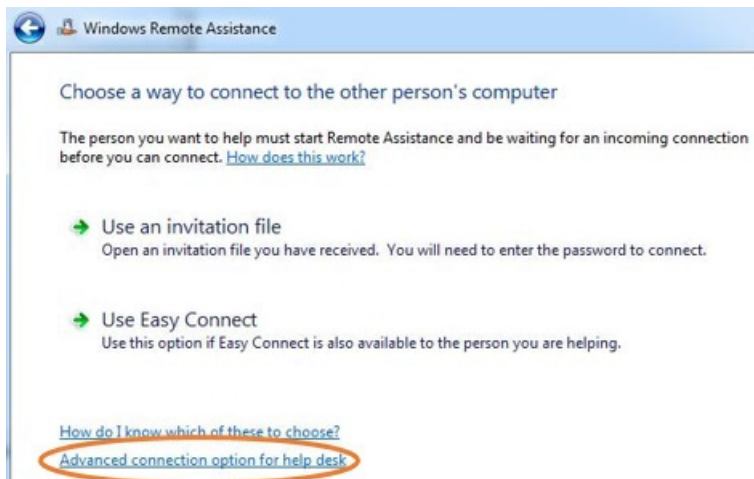
- You must have rights assigned that let you run Remote Assistance. (Most UW-Eau Claire faculty and staff have been given these rights)
- The computer you want to take control of is a UWEC-owned PC (this does NOT work on Macs or personally-owned PCs).

Start Remote Assistance Session

1. (Windows 7) Click the **Start** button.
2. Click the **Search Windows** icon or select the *search field*.
3. Type msra.exe.
4. Press **Enter** on the keyboard.
5. Click **Help someone who has invited you**.

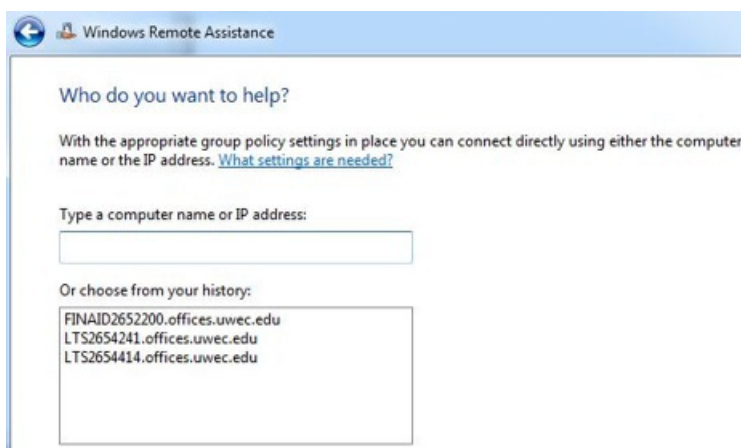


6. Click **Advanced connection option for help desk**.



7. Type the fully qualified name of the computer you wish to view or share control in the *Type a computer name or IP address* field.

NOTE: This means you need the name of the computer plus offices.uwec.edu. Examples are listed below.



8. Click **Next**.

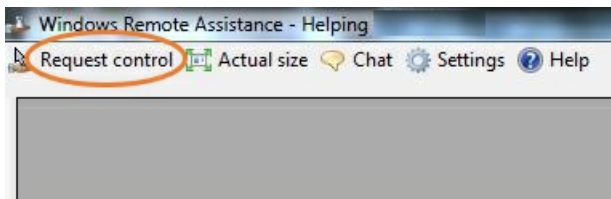
9. Ask the remote user to click **Yes** when the remote assistance window appears.



Share Control of Remote User's

Computer

1. Connect a remote session with another computer.
2. Click **Request control**.



3. Ask the remote user to click **Yes** when the share control window appears.

