Windows: Remote Assistance

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

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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.
Computer

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

![Image of Windows Remote Assistance]

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