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.

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**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.