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

Content

- Requirements
- Start Remote Assistance Session
- Share Control of Remote User's Computer

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.

![Windows Remote Assistance dialog box]

Would you like to allow <Name> to share control of your desktop?
To stop sharing control, in the Remote Assistance dialog box, click Stop sharing.

- [ ] Allow Miller, Bev to respond to User Account Control prompts

What are the privacy and security concerns?