

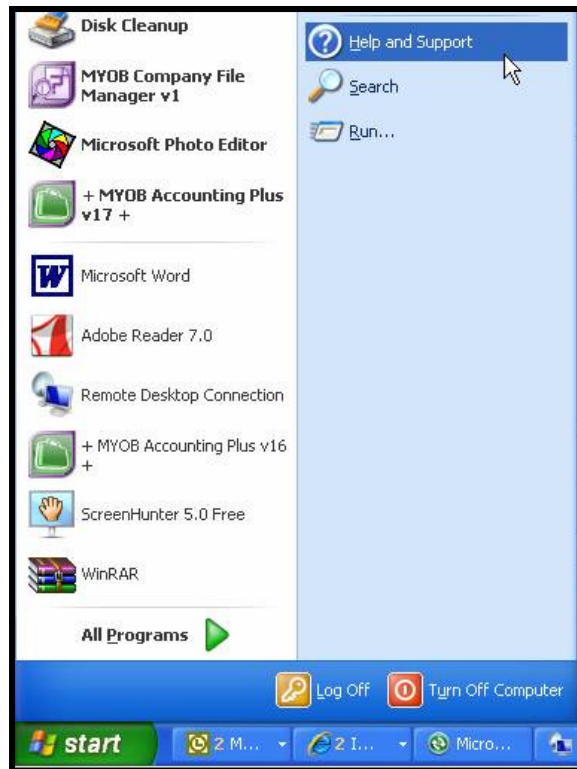




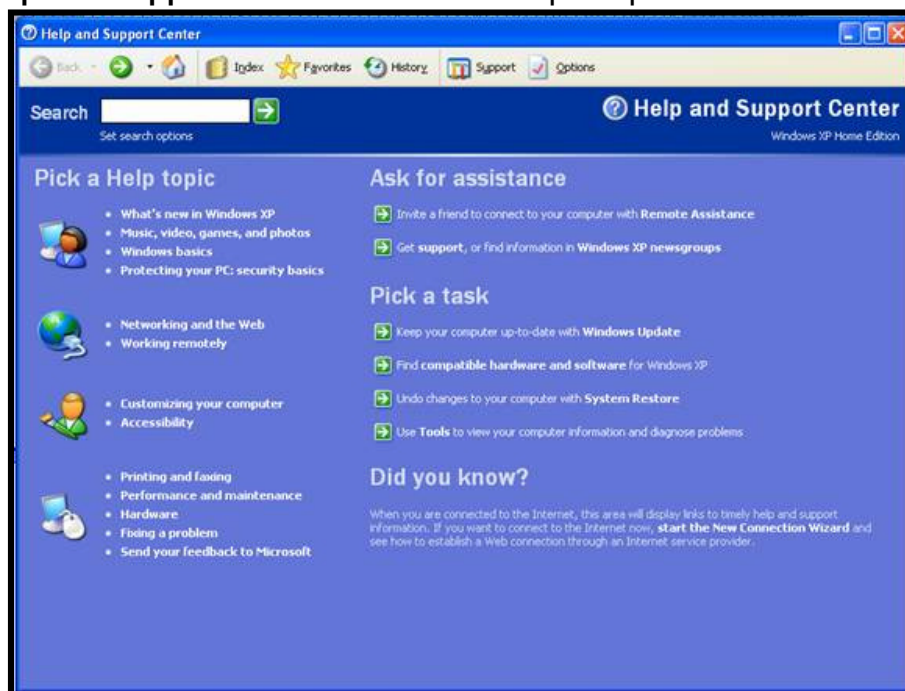
How to set-up Windows Remote Assistance



1. CLICK  start at the bottom left hand corner of your screen.
2. CLICK  Help and Support on the window that opens up.




3. The Help and Support Centre window will open up.

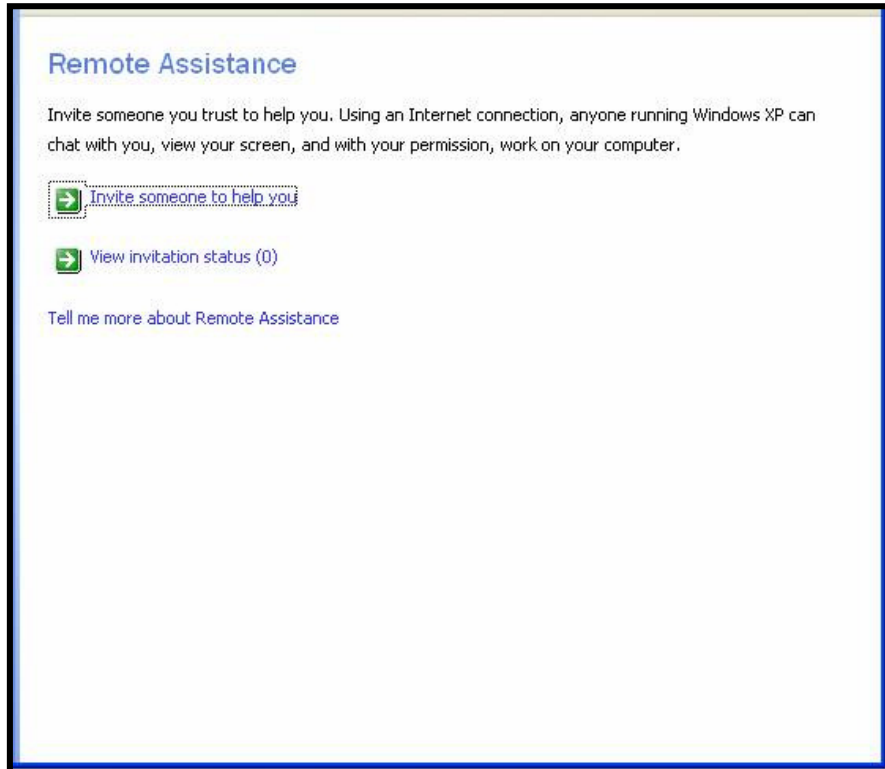




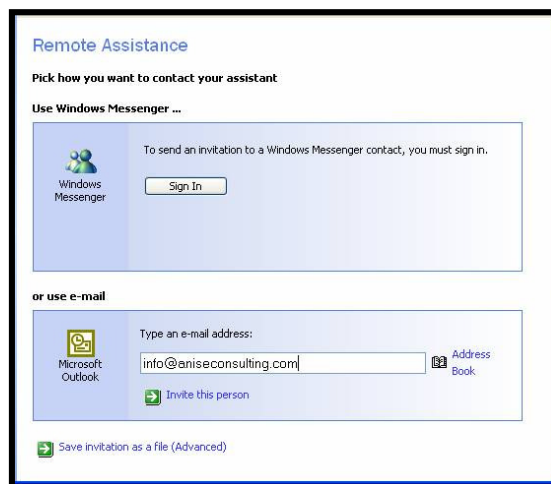
How to set-up Windows Remote Assistance



4. CLICK . Invite a friend to connect to your computer with **Remote Assistance**.
5. The **Remote Assistance** panel will open up within the **Help and Support Center** window.




6. CLICK 
7. In the **Remote Assistance** panel type in an email address in the space provided.

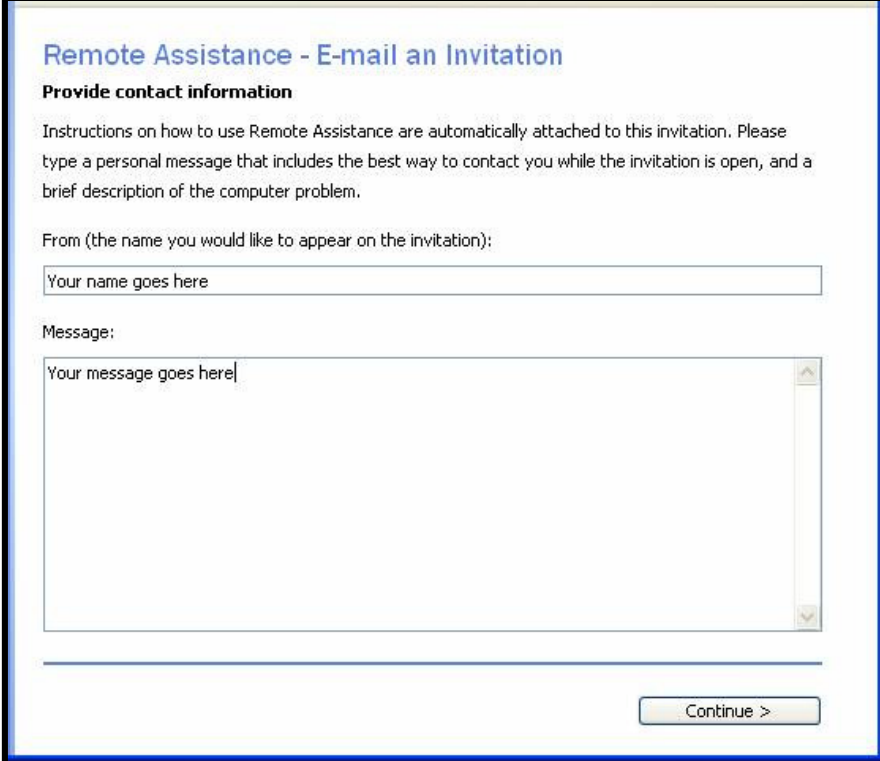




How to set-up Windows Remote Assistance



8. CLICK  and the **Remote Assistance - Email an Invitation** panel appears. FILL in the fields as they are relevant to you.



Remote Assistance - E-mail an Invitation

Provide contact information

Instructions on how to use Remote Assistance are automatically attached to this invitation. Please type a personal message that includes the best way to contact you while the invitation is open, and a brief description of the computer problem.


From (the name you would like to appear on the invitation):

Your name goes here

Message:

Your message goes here|

Continue >

9. CLICK 
10. At the next screen you will be prompted to set the time the invitation will expire. You will also need to type in a password. Please call and tell me the password over the phone. Do not email the password.



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Remote Assistance - E-mail an Invitation

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

Require the recipient to use a password

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password: Confirm password:

Important You must communicate the password to the recipient.

11. CLICK

12. The **Microsoft Outlook** window may pop up.



13. TICK the checkbox next to Allow access for 1 minute and then CLICK

14. You are now ready to CALL (07 3843 6040) with your passwords.