

Remote assistance

With the help of Windows Remote Assistance you can ask another person to make a remote connection to your computer. Both users will see the same screen, and they can take turns using the mouse and the keyboard.

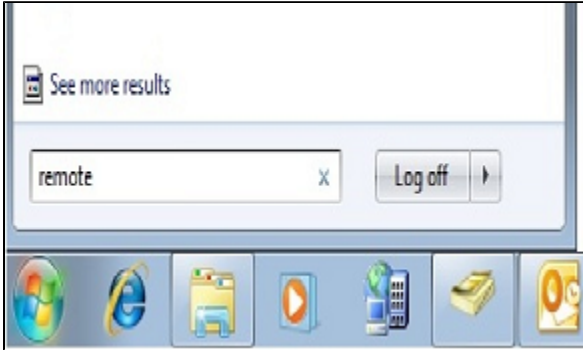
If you need someone to assist you using your computer by remote control session, please have a look on the following link:
[Windows Remote Assistance](#)

Start-up

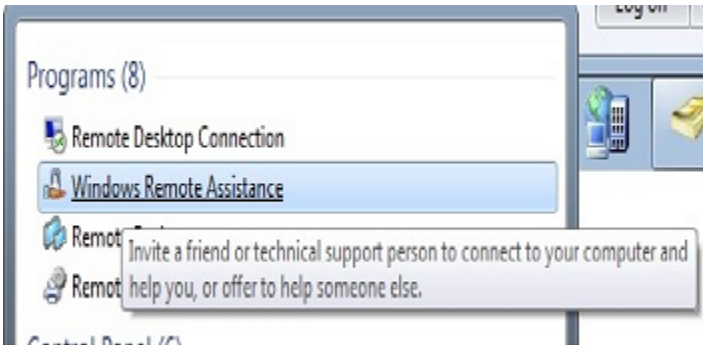
The user needing help begins by making a help invitation and by creating a corresponding password. Notice that both are for single-use only.

Search for Windows Remote Assistance by typing the word "remote" in the **Search Programs and files** field.

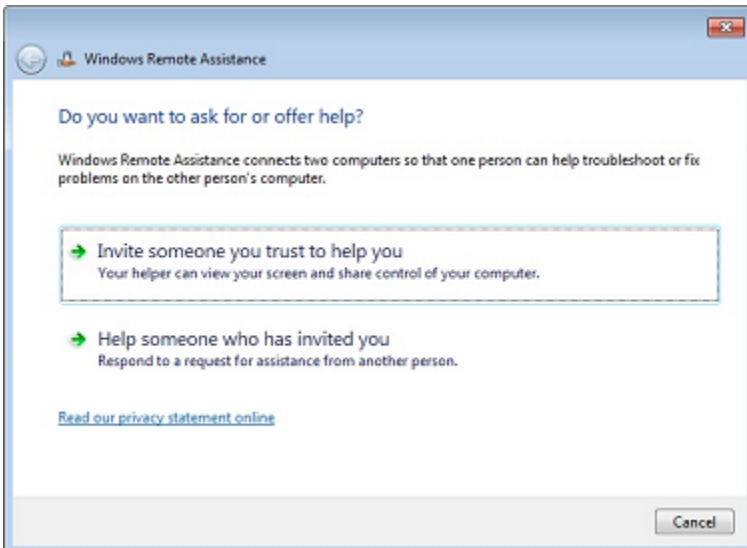
For more information on searching for programs, click [here](#).



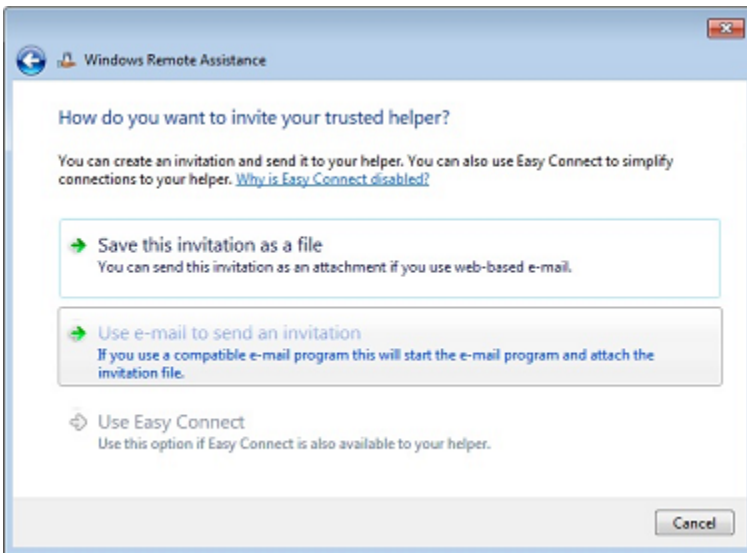
Select "Windows Remote Assistance" in the search results.



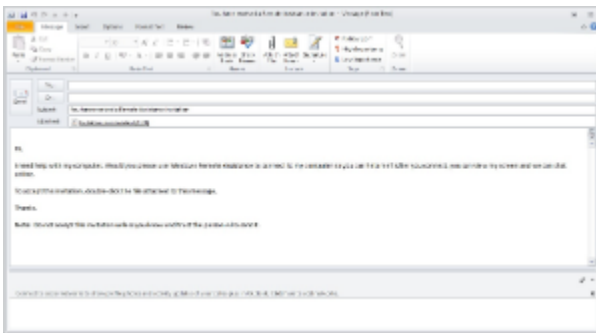
Select **Invite someone you trust to help you**.



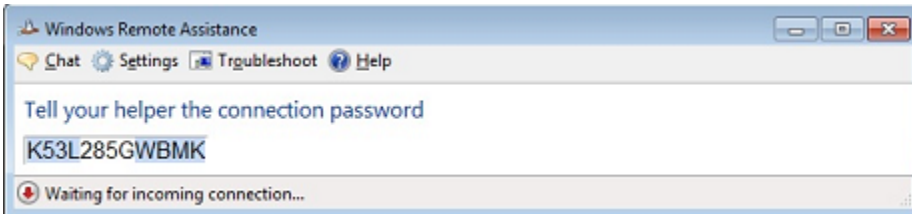
A help invitation is created. E-mail it to your helper.



Select the recipient as you normally do. A help invitation "invitation.msrmcincident" is attached to the e-mail. Send the message.



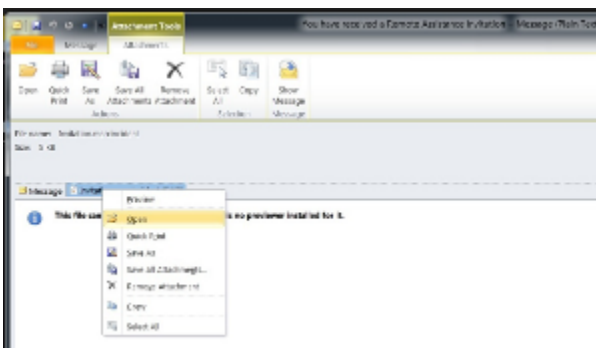
You can let the helper know the password in a separate e-mail or by phone.



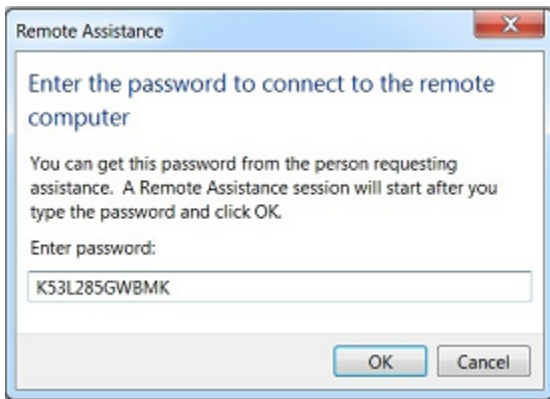
Now the Remote Assistance application is running, "Waiting for incoming connection..."

The helper starts the session

Open the e-mail message. The help invitation is attached - open it.



Type the password when prompted.

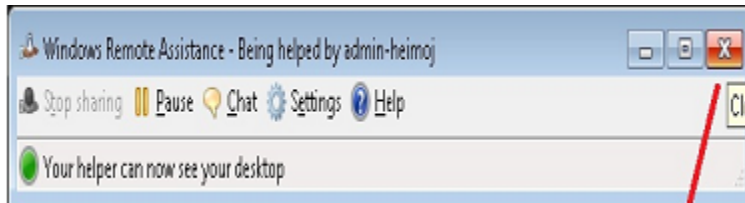


After the helper has typed the password, the user who sent the invitation must accept the connection attempt.



After accepting the connection, the session begins and the helper can see the other user's screen.

Ending the session



The user who made the invitation can disconnect any time by closing the Windows Remote Assistance window. For a new assistance session a new invitation and password has to be made.

[Microsoft Remote Assistance instructions](#)

[Etäavustustoiminto](#)