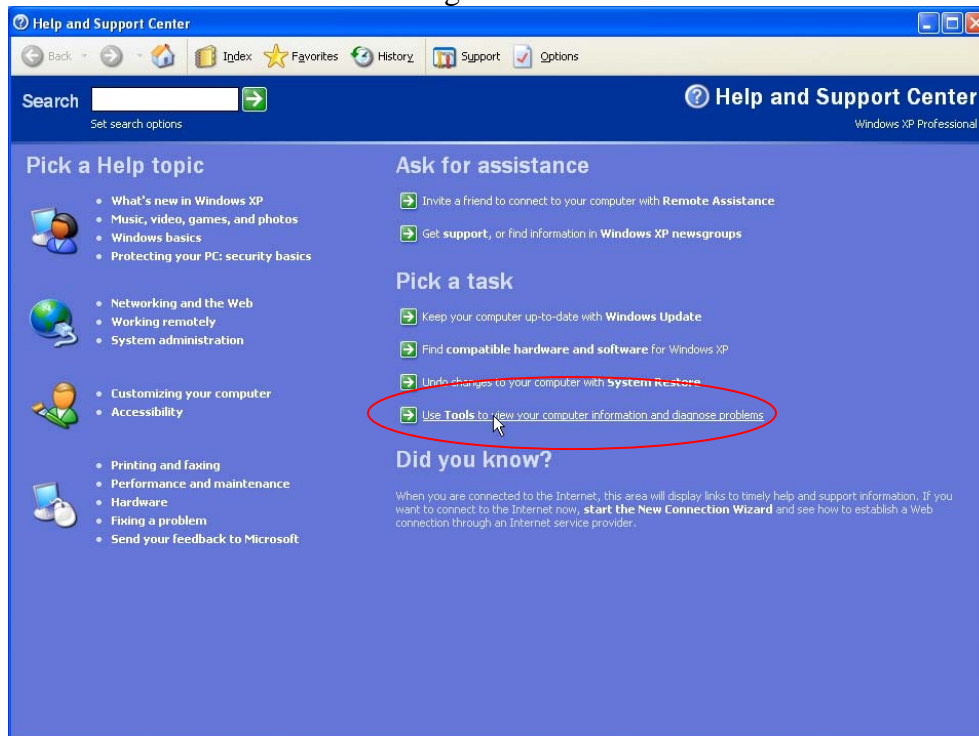


How To Offer Help To A User Who Is Having Trouble

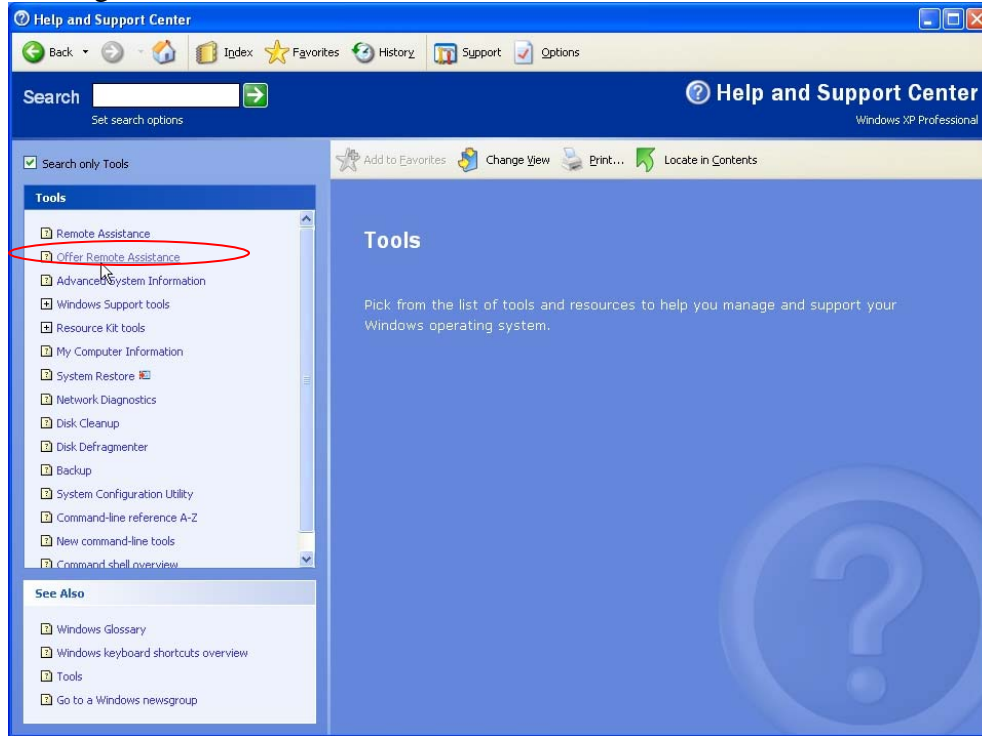
1. Click “Start” and then “Help and Support”



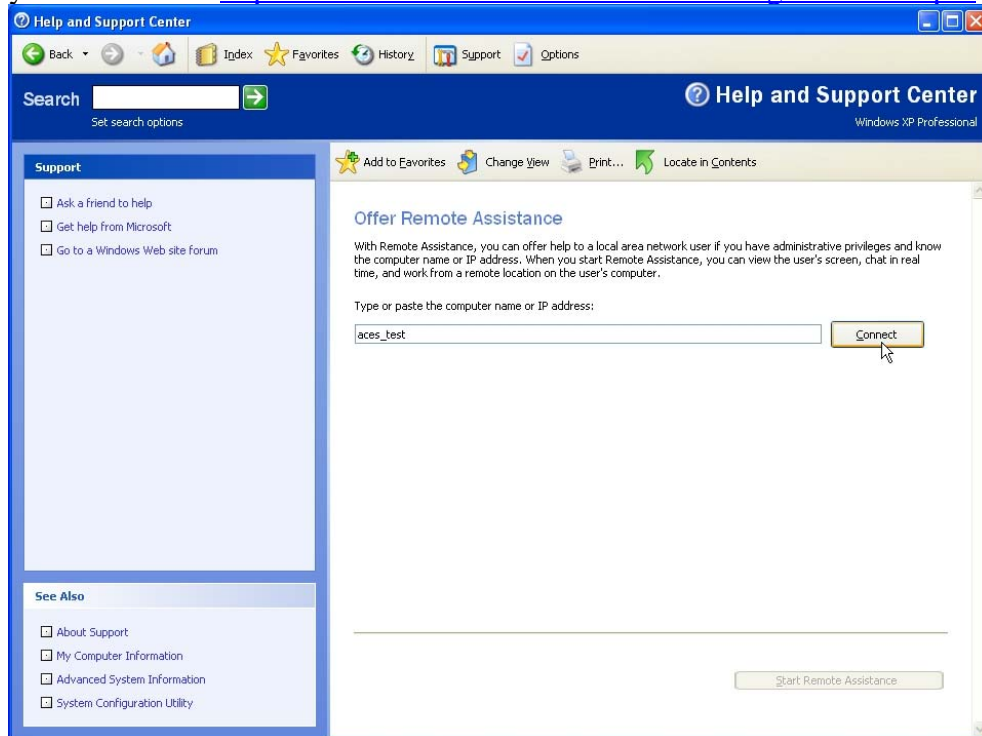
2. Click “Use Tools to view your computer information and diagnose problems” under the “Pick a task” heading.



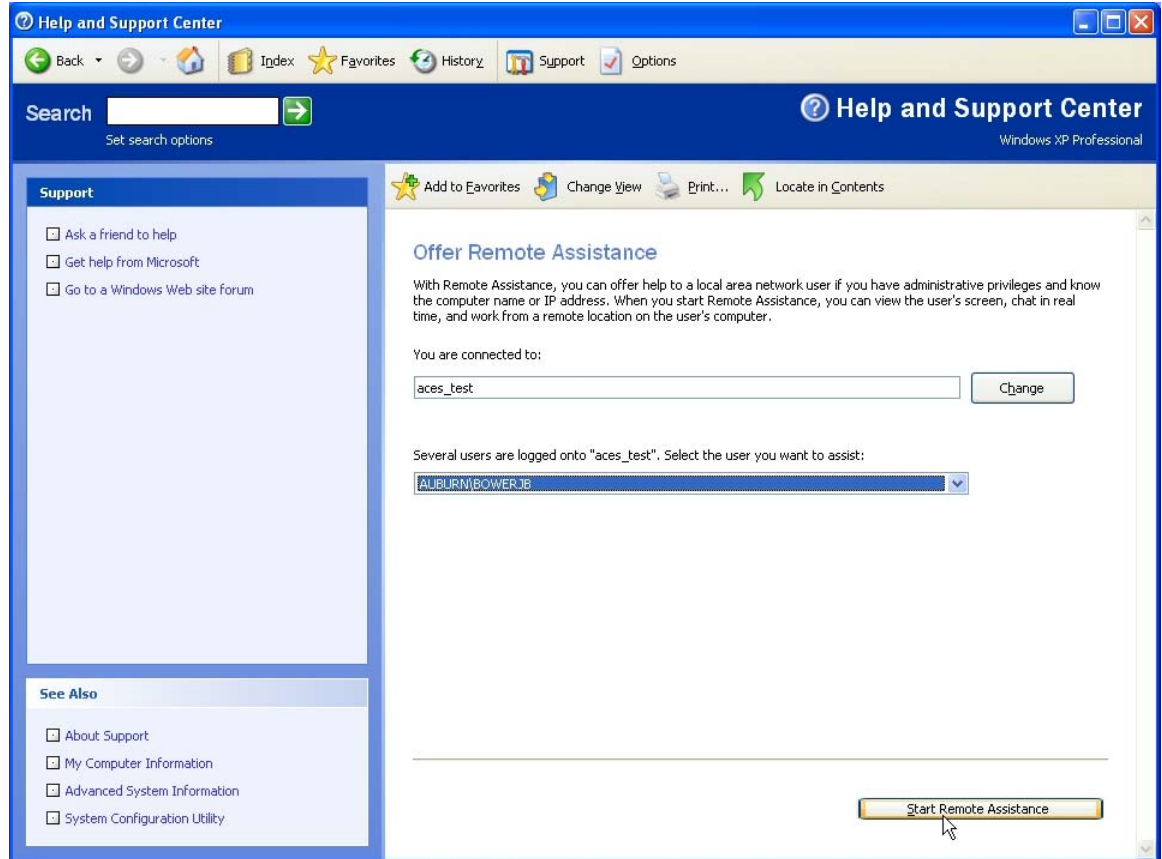
3. Click “Offer Remote Assistance” under the “Tools” heading.



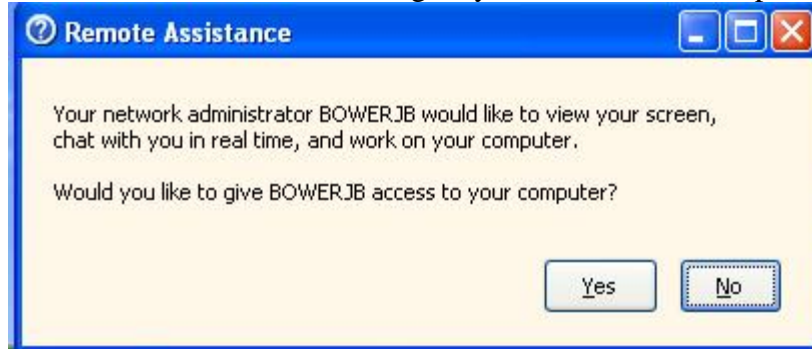
4. Type in the name or IP address of the computer in which you want to assist click “Connect.” If you need assistance finding the computer name or IP address point your browser to <http://www.aces.edu/ctu/techref/networking/IPAddress.pdf>



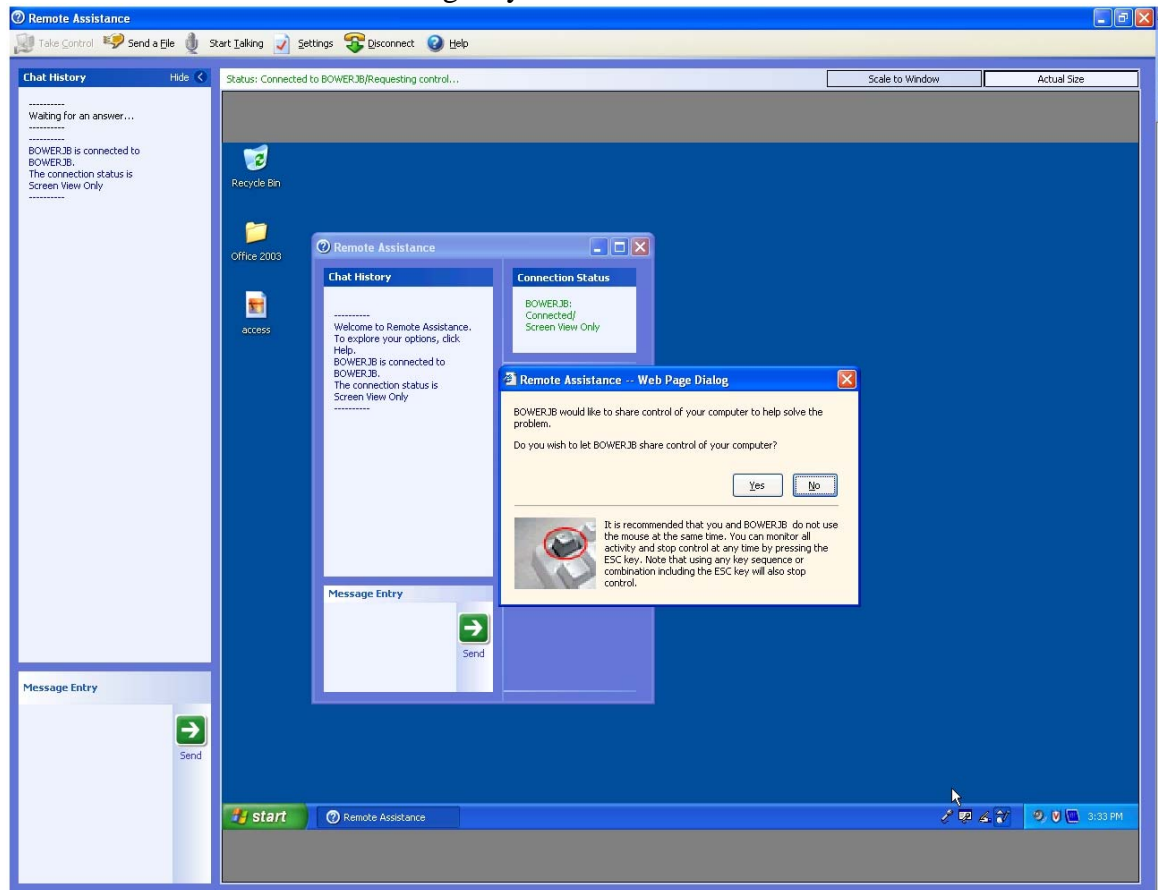
5. Choose the user you would like to assist and click “Start Remote Assistance.”



6. After clicking “Start Remote Assistance” instruct the user on the computer you want to assist to click “Yes” to give you access to the computer.



7. Congratulations! You are now viewing the desktop on the remote computer. To take control of the mouse click “Take Control” at the top left of the screen. Instruct the user to click “Yes” to give you access.



8. To end the session click the red “X” at the top right of the screen.