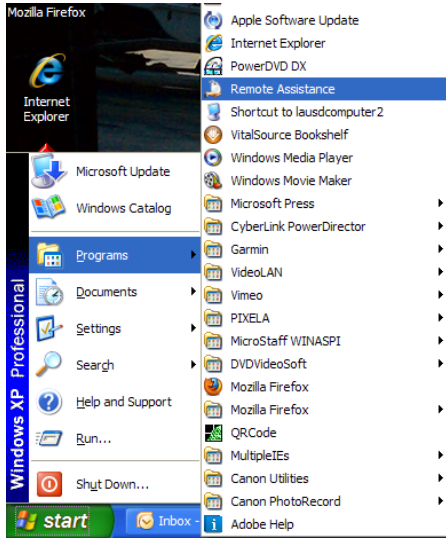


Remote Assistance

Windows XP

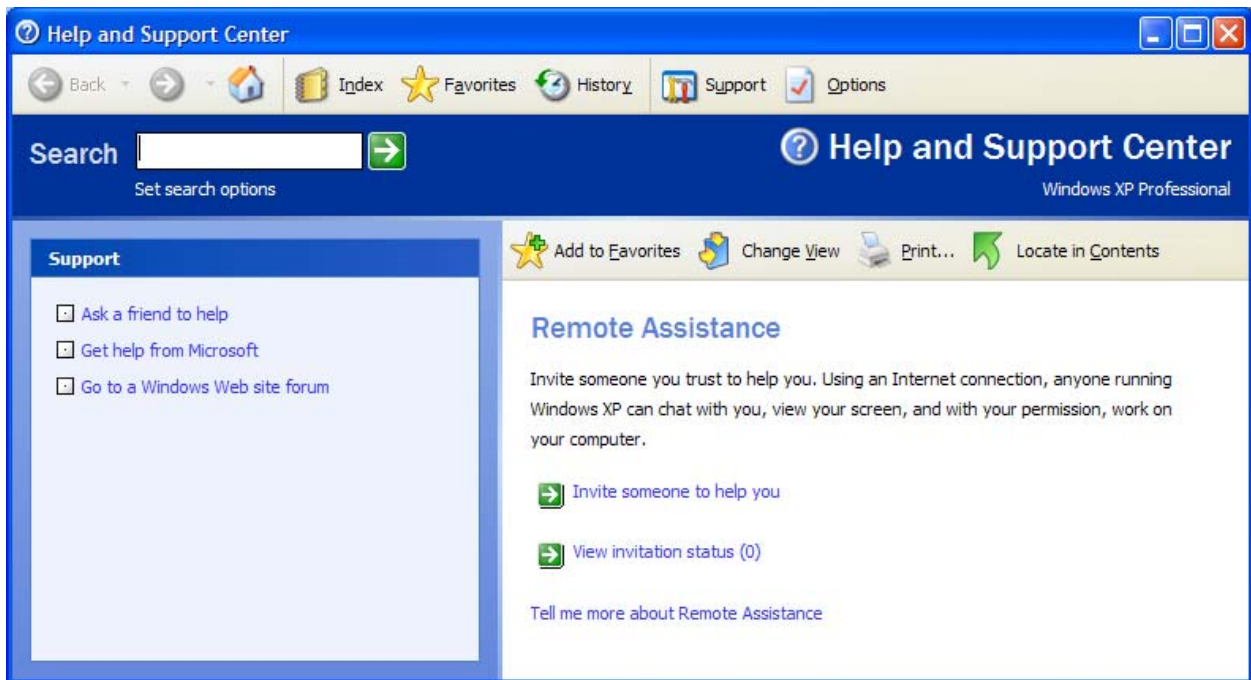
To send a remote assistance request (share your dekstop with someone else):

Step 1: Click on START, PROGRAMS, REMOTE ASSISTANCE

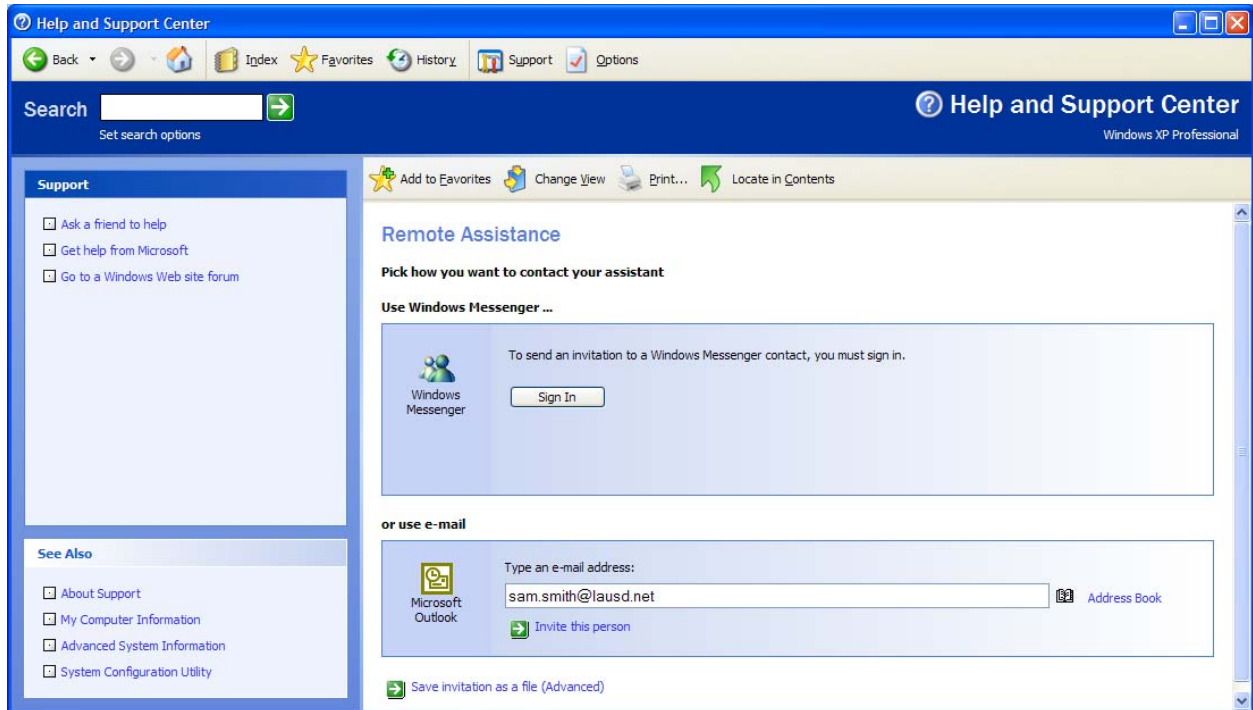


Or click on START, RUN, and type rcimlby.exe –LaunchRA and click OK

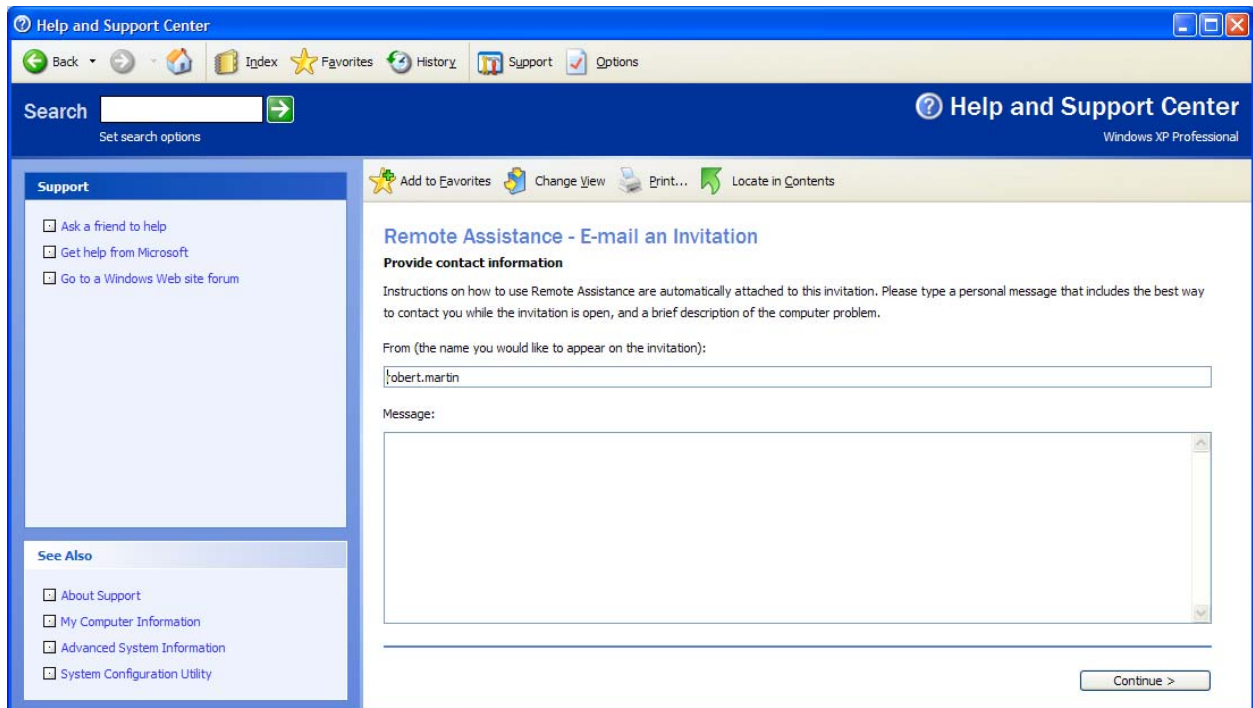
Step 2: Click on “Invite someone to help you”



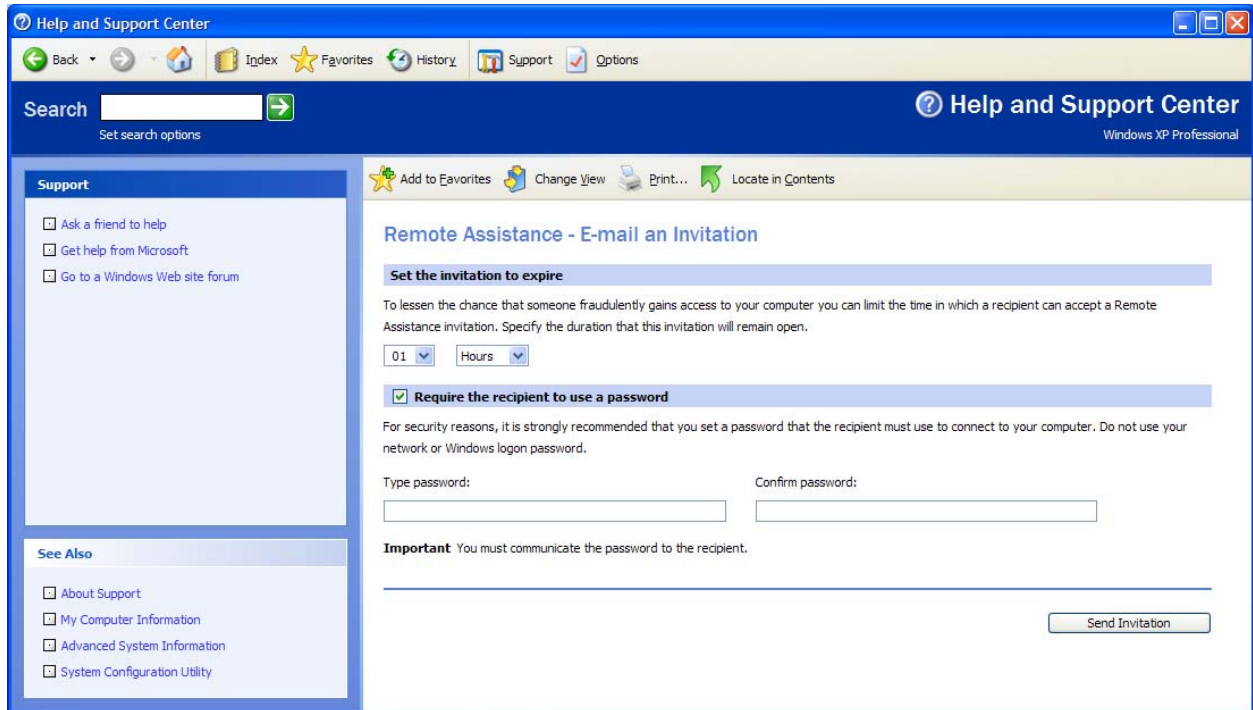
Step 3: Enter the other person’s email address in the field under “Type an e-mail address” next to the Microsoft Outlook icon and click on “Invite this person.”



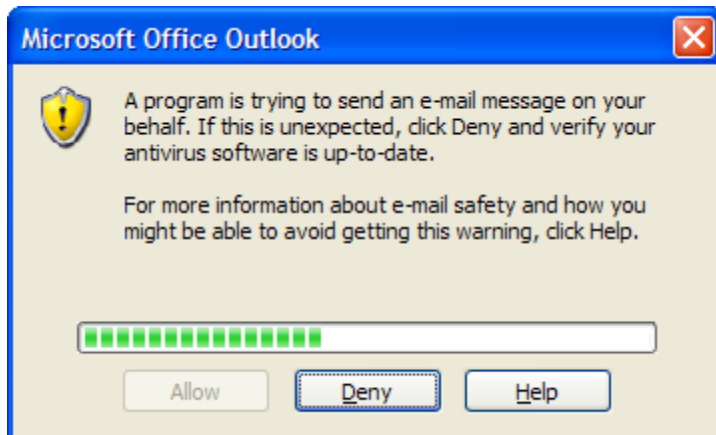
Step 4: Type a message so the recipient will know what you’re trying to do and click on CONTINUE



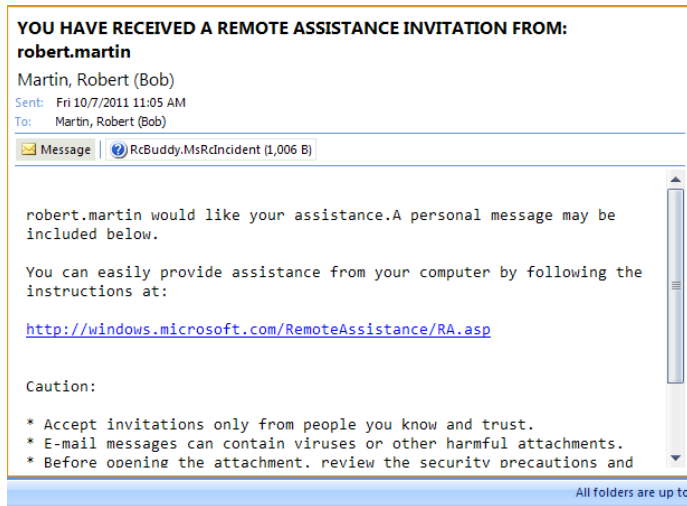
Step 5: Select a length of time and a password and then click on SEND INVITATION



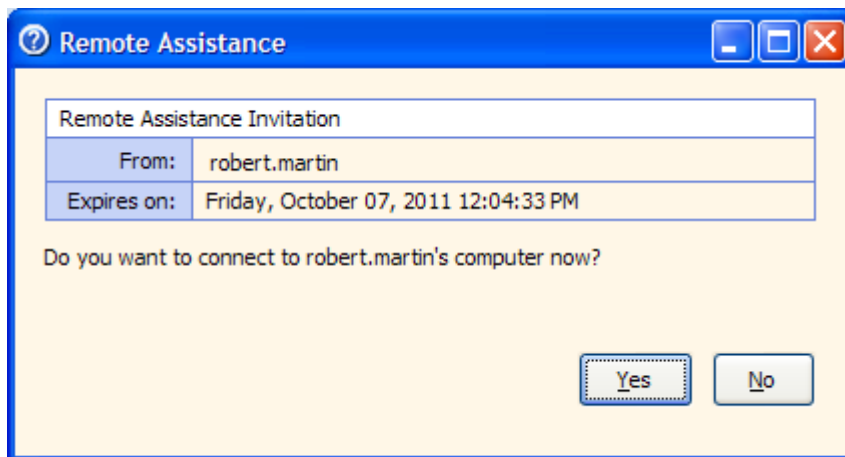
Step 6: Click ALLOW twice



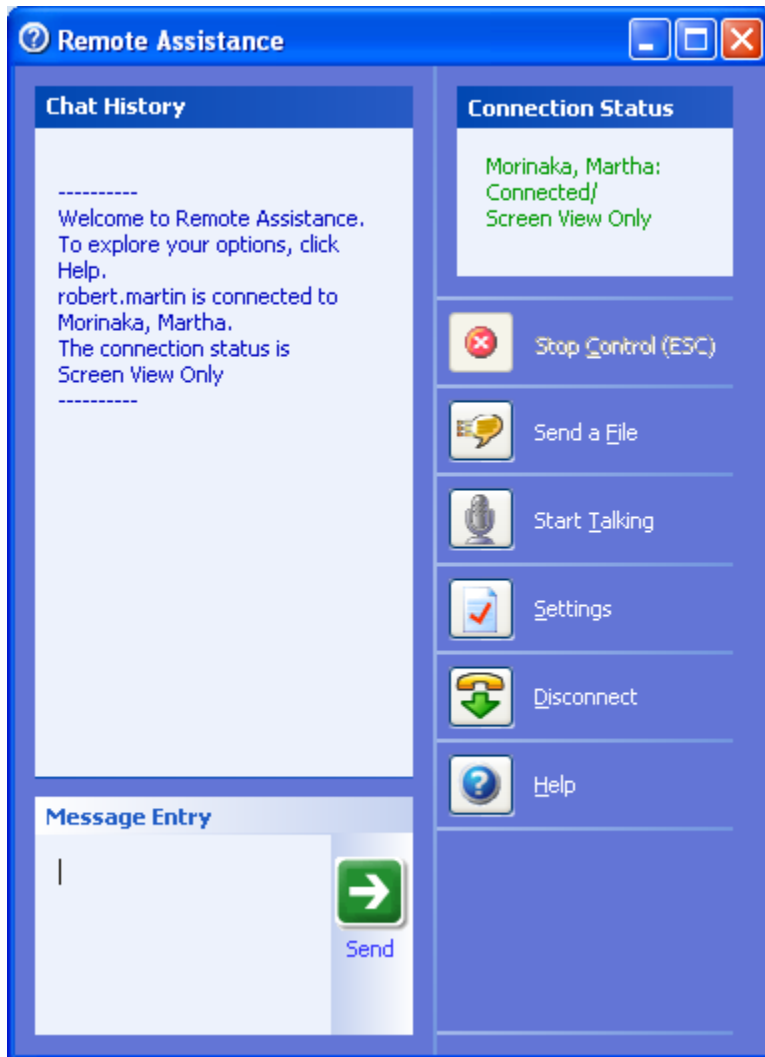
Step 7: Your receiver will receive an email from you. Ask them to click on the attachment titled, "RcBuddy.MsRcIncident" to begin the remote assistance session



Step 8: The recipient will see the message below. Ask him or her to click YES



Step 9: You'll now be connected with the other person. They'll be able to see your screen, you'll be able to allow them to control your screen, you both can transfer files back and forth, and you both can type text messages if you wish.



A good memory aid is to remember that the person who sends the invitation is the one whose desktop may be seen and controlled. If you would like to see and control someone else's desktop, ask him or her to send you a remote assistance request by following the steps above.

Windows 7

Click on START, RUN, and type msra.exe –LaunchRA and click OK

Follow steps 2 through 9