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# How to . . .

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## Request Remote Assistance for your Computer

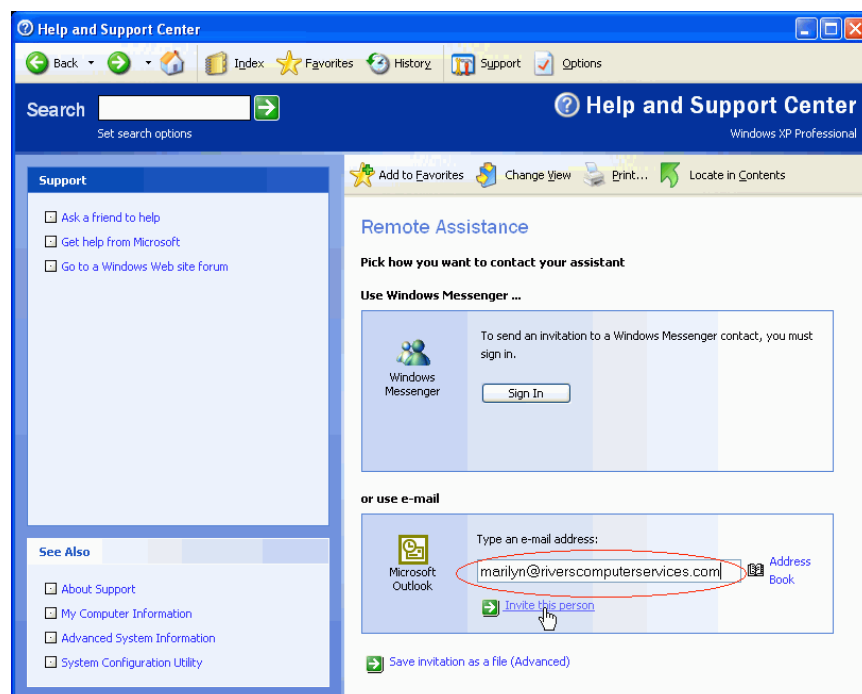
Sometimes the best way to fix a problem on your computer is for someone to show you how. With Windows XP, you can send a remote assistance invitation to someone and allow them to connect to your computer to help you solve problems.

### The first step is to confirm that your computer will allow remote assistance:

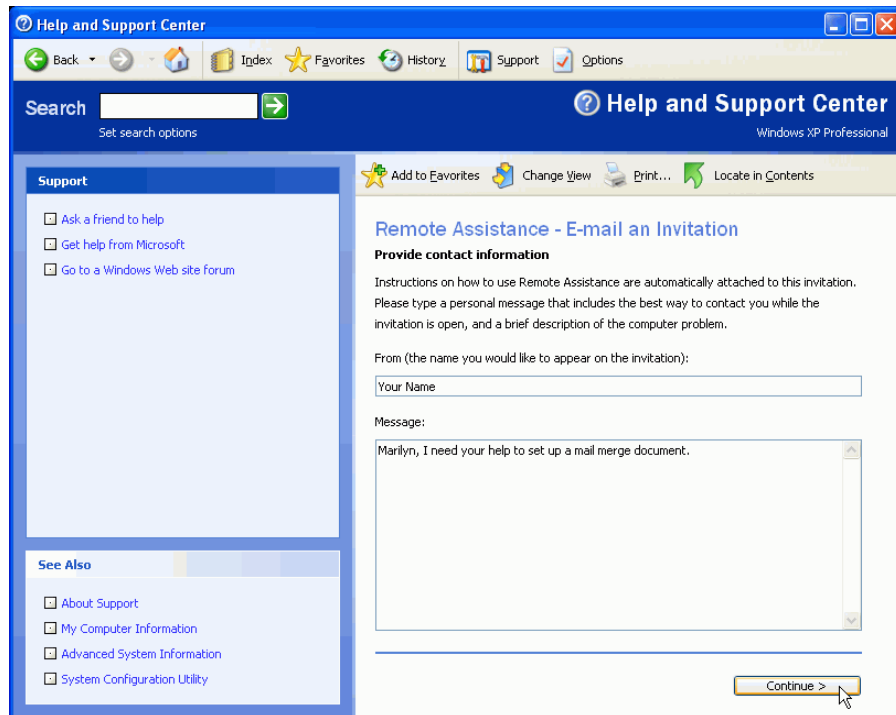
1. Click **Start**, then right mouse click on **My Computer** and select **Properties**
2. In the System Properties window, select the **Remote** tab
3. If there isn't already a check in the box to **Allow Remote Assistance invitations to be sent from this computer**, check it now.
4. Click **Apply** and then **OK** to save the change and close the window

### To send a remote assistance invitation:

1. Click **Start**, then select **Help and Support**
2. When the Help and Support Center window appears, click on the **Invite a friend to connect to your computer with remote assistance** link
3. When the Remote Assistance window appears, click on the **Invite Someone to Help You** link
4. Enter an email address in the email box and click the **Invite this person** link



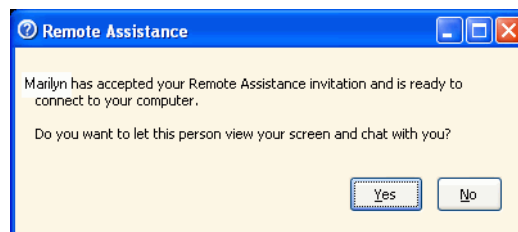
- When the invitation window appears, enter your name and message, then click **Continue**



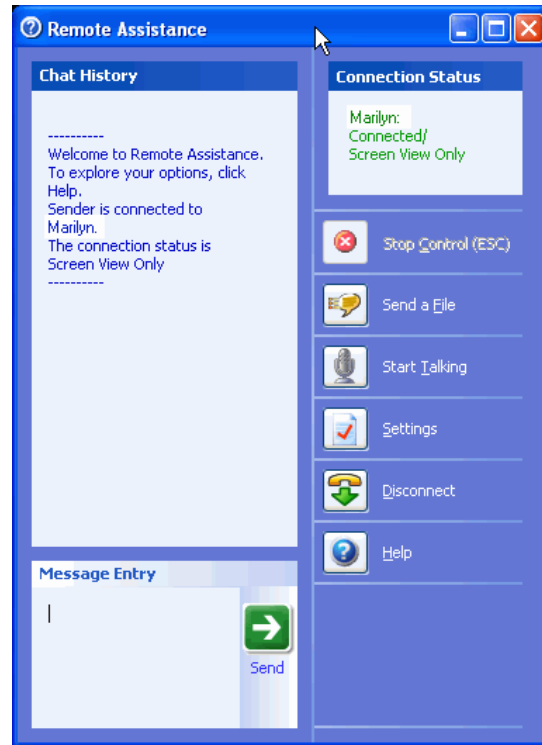
- When the next window appears, leave the expiration at the default of 1 hour, and check the box to require the recipient to use a password. Enter a password for security, and then click **Send Invitation**.
- If you receive an alert message from your email or antivirus program, click **Yes** to confirm OK to send the invitation.
- Once the remote assistance message has gone out, phone the recipient to confirm the password. They'll need this in order to connect to your computer.

### To start the remote assistance session:

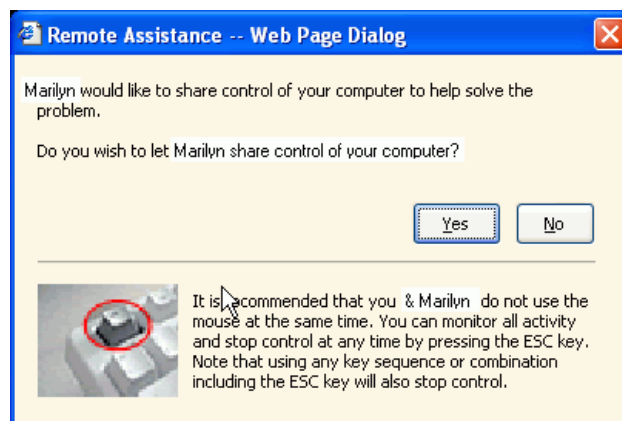
- Once the recipient accepts the request for assistance, you'll receive a message on your computer asking you to confirm it's OK for them connect - select **Yes**.



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2. After the recipient has connected, they will be able to view your computer screen and you can use the remote assistance dialog box (below) to send messages or talk to each other, as well as share files.



3. With your permission, the recipient can use your mouse and keyboard to work on your computer. When the share control dialog box appears, select **Yes** if you'd like to allow this. Press the **Esc** key at any time to cancel.



**To end the remote assistance session, close the remote assistance dialog box.**