TAAP User Guide

Remote Assistance

By Zoe Barker
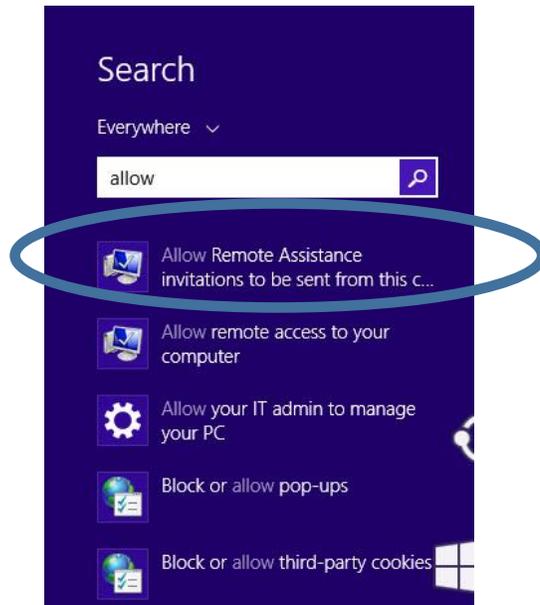
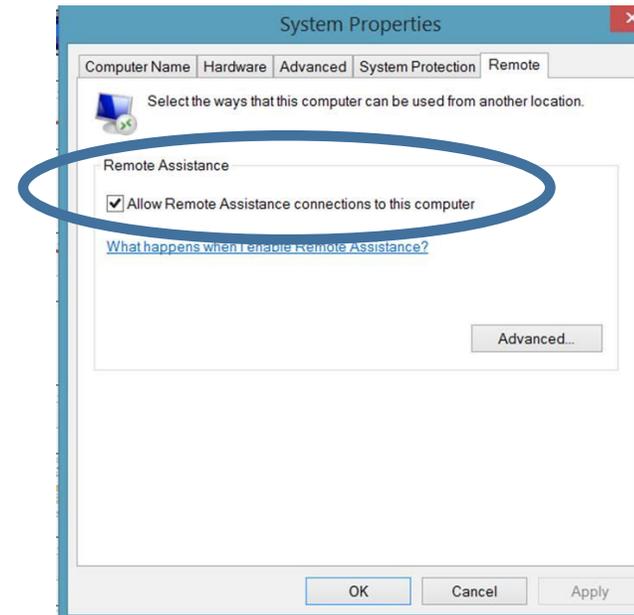Date 24th February 2016

Version V1.1

Allowing Remote Assistance

Check Remote Assistance is allowed by searching for Allow Remote Assistance Invitations to be sent and selecting this option.
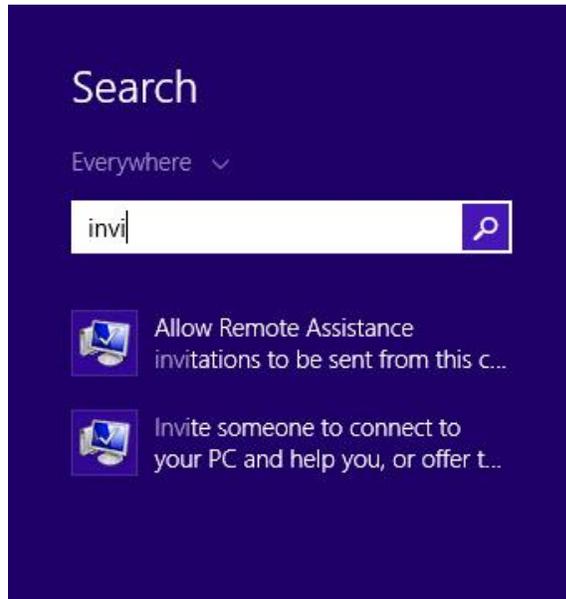
Make sure that Allow Remote Assistance connections to this computer is ticked.

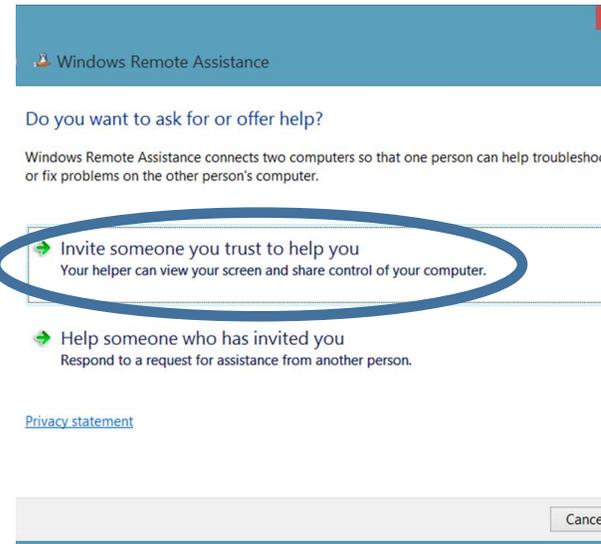(The Admin password maybe required to see this screen)
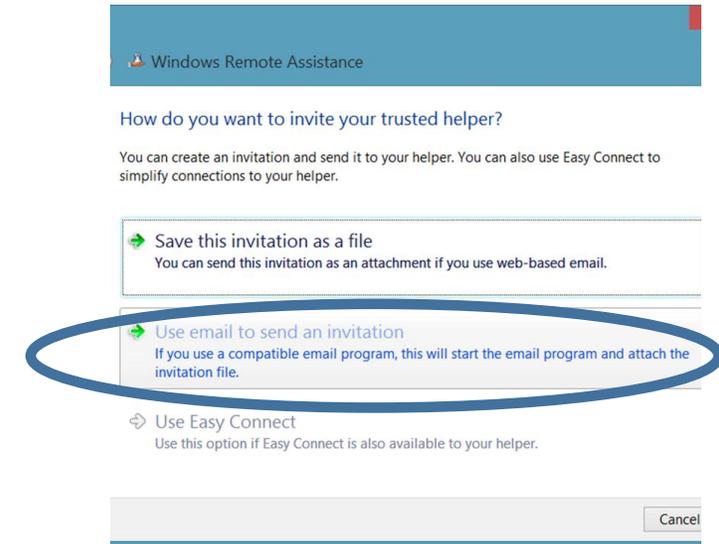
Inviting Someone To Connect

Search for Invite someone to connect to your PC and help you and select this.
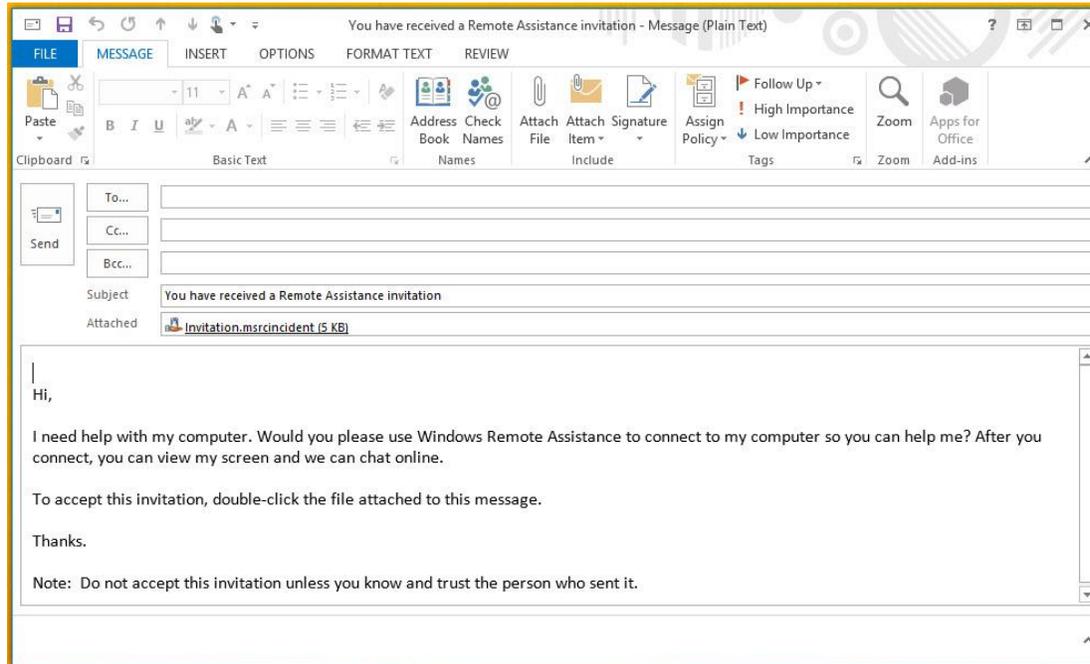
Select Invite someone you trust to help you.

Select Use email to send an invitation.

Emailing Invitation For Remote Assistance

An email will open up in Outlook for you to add the To address and send.

Make sure Outlook is open on your machine or the email may not be sent until the next time Outlook is opened.

Once you have sent the email a connection password will pop up.

You will need to give this password over the phone to enable them to connect to your machine.

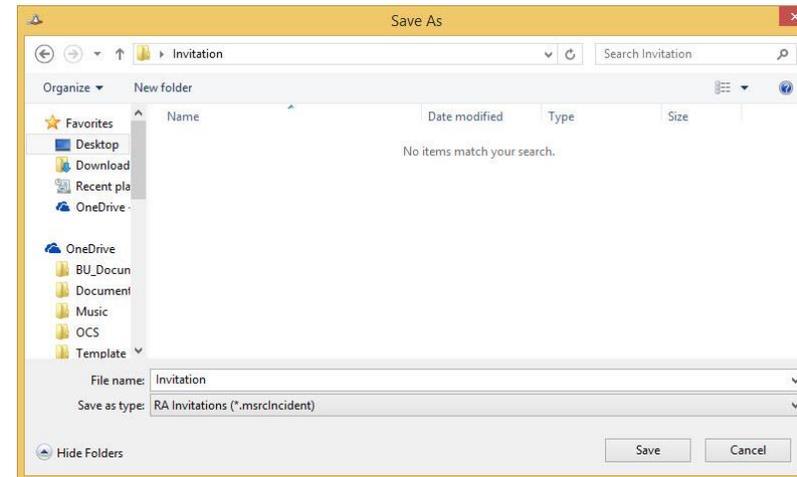Closing this box will end the Remote Assistance session.

Emailing Invitation For Remote Assistance – Using Web Browser

If you need to use a web browser to send the invitation then select Save this invitation as a file instead of Use email to send an invitation.
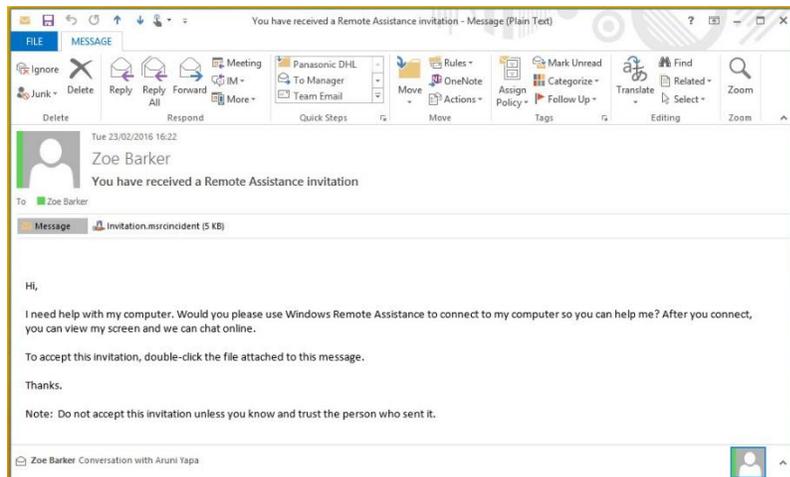
Select where to save the file.

The file can then be attached to an email and sent.
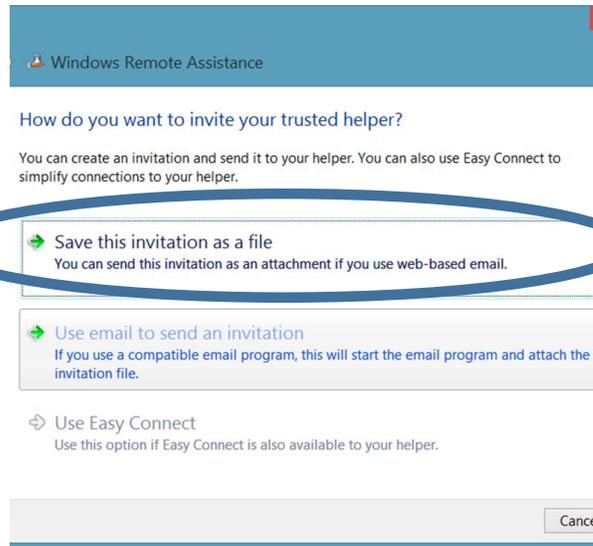
Taking Remote Access Of A Machine

You will receive an email with a file attached.

Double click on the file to open.
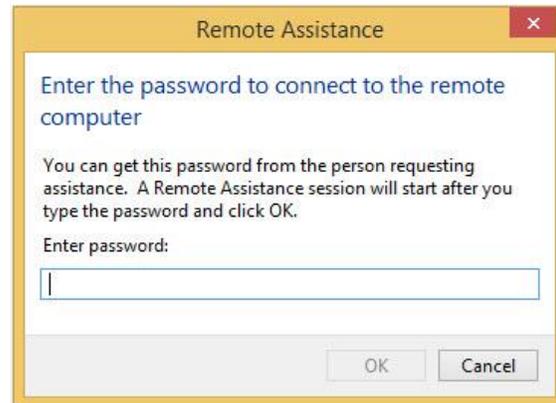
Select Open in the pop up box.
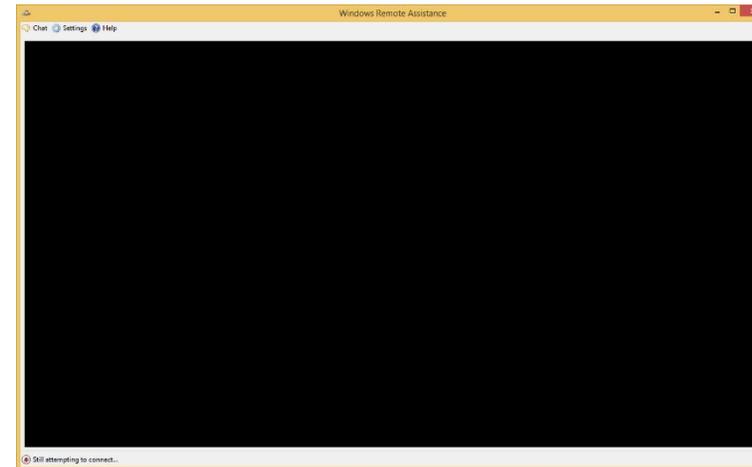
Taking Remote Access Of A Machine

You will be asked to enter a password to connect to the remote computer.

The person requesting assistance will need to provide this over the phone.

You will then see a blank screen until the person has accepted the access request.

There is a message in the bottom left hand corner to let you know it is attempting to connect
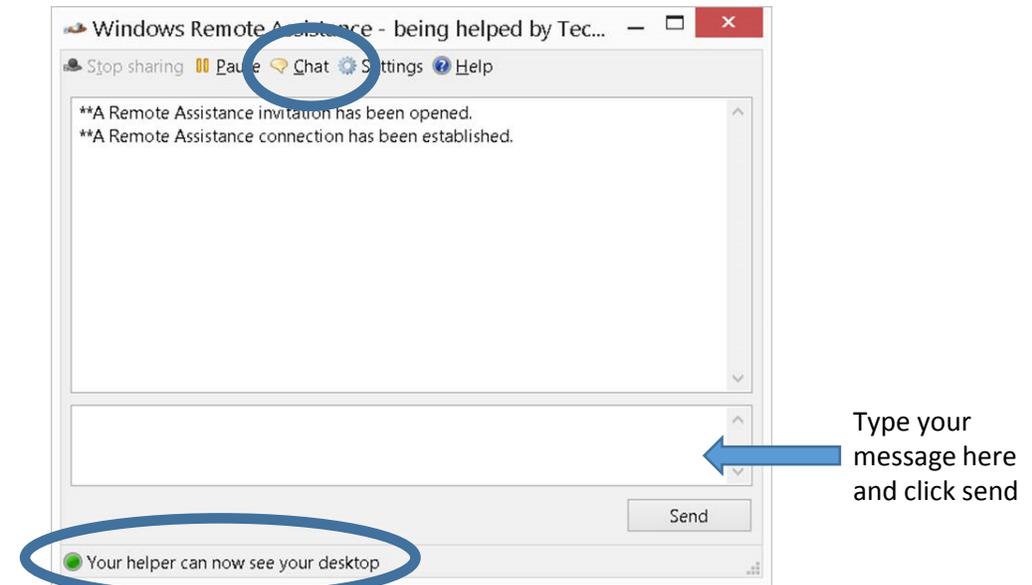
Remote Access – Allowing Access

The person requesting assistance will see the message below once you have entered your password.

They will need to select Yes to allow access

They will then see a message to let them know that you can now see their desktop.

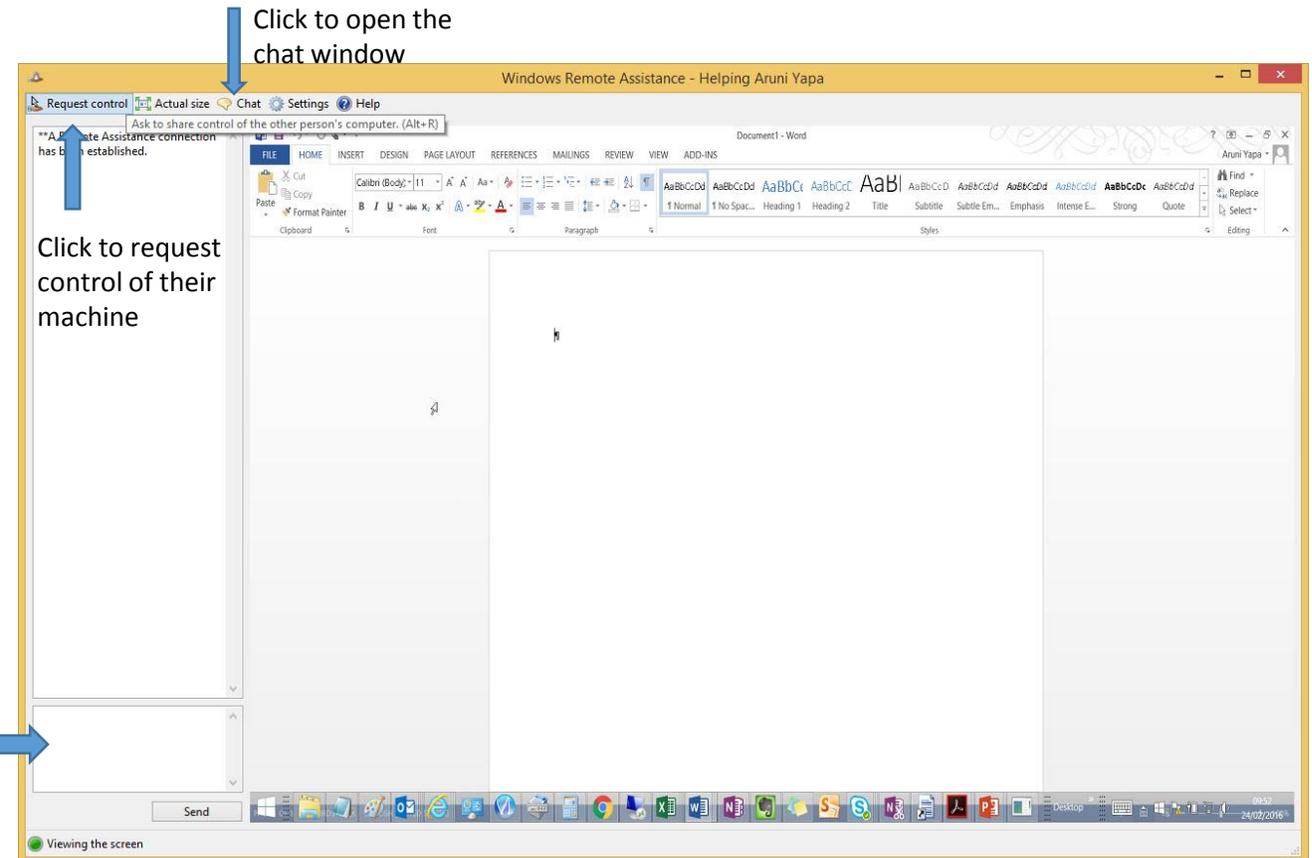Clicking on Chat will open up a message box as shown below.

Type your message here and click send

Remote Access – Taking Control

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means business for apps

Once you have been given access to someone's machine you will be able to see their screen.

You are able to send them messages using the Chat option across the top of the screen to open the chat window shown on the left hand side of the screen.

You are able to take control of their screen (mouse and keyboard) by selecting Request Control at the top of the screen.

Click to open the chat window

Click to request control of their machine

Type your message here and click send

Windows Remote Assistance - Helping Aruni Yapa

Request control | Actual size | Chat | Settings | Help

Ask to share control of the other person's computer. (Alt+R)

**A Remote Assistance connection has been established.

Document1 - Word

Aruni Yapa

FILE | HOME | INSERT | DESIGN | PAGE LAYOUT | REFERENCES | MAILINGS | REVIEW | VIEW | ADD-INS

Send

Viewing the screen

Remote Access – Granting Control

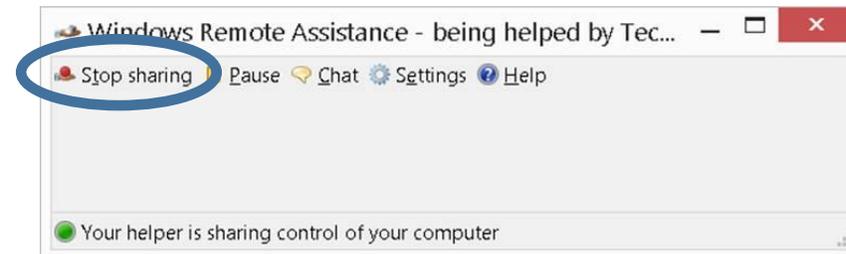The person requesting assistance will see the message below when you have requested control.

They need to select yes to allow you to take control.
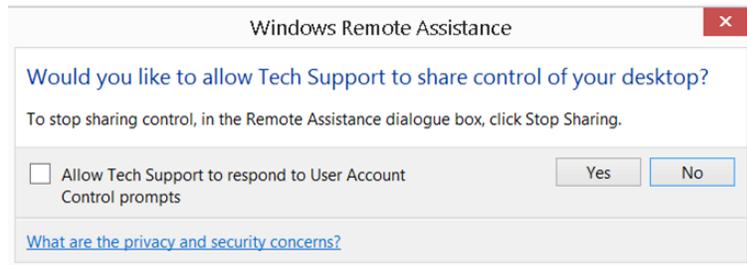
They will then see the screen below letting them know that you are sharing control.

They have the option to stop sharing.

They can end the session by clicking the cross in the top right hand corner.

TAAP Limited Kinetic Centre, Theobald Street, Borehamwood, Hertfordshire WD6 4PJ   Web   **www.ontaap.com**   Tel   **0845 230 9787**

Remote Access – Ending A Session

Once you have been allowed to take control you will see the Stop Sharing option in the top left hand corner of the screen. Select this to end your control of their screen.

To end the session click the cross in the top right hand corner of the screen.
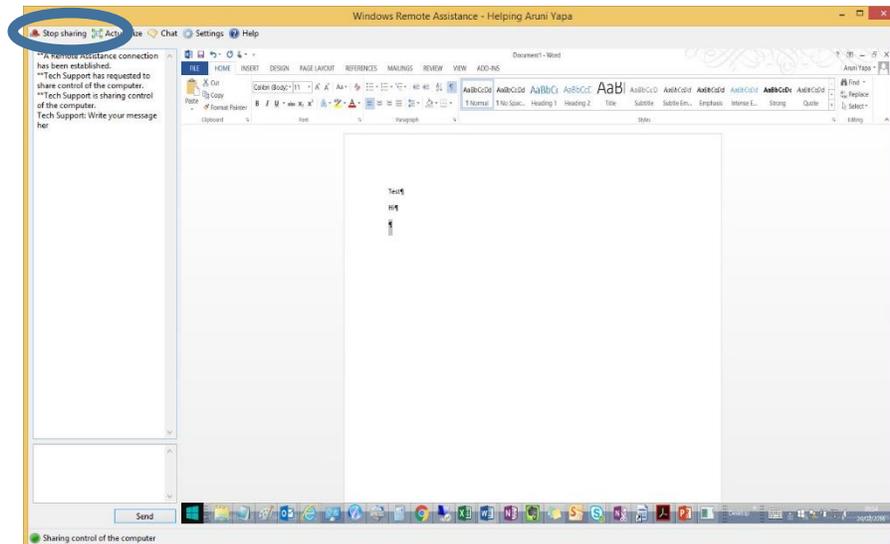
The person requesting assistance will see the message below once you have ended the session. They can click the cross in the top right hand corner to close this screen.