



Help is Never Too Far Away... Using Microsoft Remote Assistance

by Ross Hendry

Microsoft Windows is a highly complex piece of software and the most popular desktop computer operating system in the world for over 4 decades, but in that time it has evolved into a very sophisticated tool with a myriad of features. Learning each new version should be straight forward, however, with each new design they add many new things and change others, and trying to keep abreast of these can be difficult.

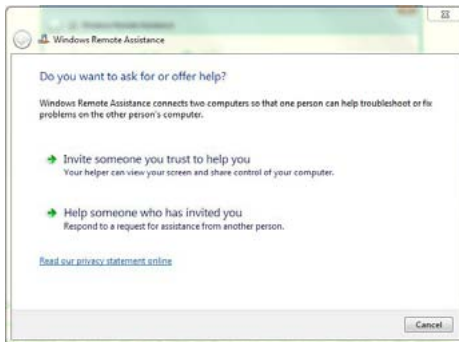
Keenly aware of this, Microsoft have imbedded a remote assistance feature in each operating system, so if you know someone who you trust to help you, you may send them an invitation to do so. When connected to your helper, they may control your PC remotely and advise you what they are doing; you can see them navigate around your PC and learn from the experience.

The great thing about Windows Remote Assistance is that you, the requester, remain in total control. To initiate the help you send an invitation to your helper and at any time during the session you may terminate it.

Invite someone to help you

Hold down the **Windows Key** and press **"R"**, this will open the Run dialogue box.

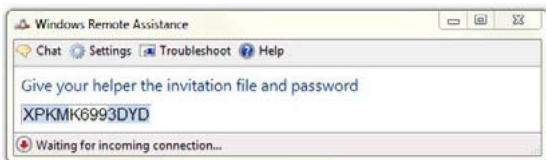
Enter **"msra"** in the box and then press **"Enter"**, this will open the Windows Remote Assistance window - see below :-



Choose **"Invite someone you trust to help you"**.

Now choose **"Save this invitation as a file"**. If you have your PC set-up to use the windows default mail client, this option will automatically start an email and add the attachment you need. All you have to do is type the email address of your trusted helper and send it. However, in most cases you will have to **"Save this invitation as a file"** as I mentioned.

Windows will open a **"Save As"** navigation window, you now need to decide where to save the invite file as you will have to attach the invite file to an email and send it to your trusted helper. Once you have saved the invitation file and password, a new dialogue box with the password will open like this :-



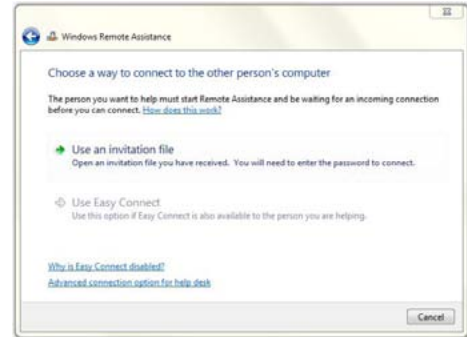
You need to keep this window open otherwise the session will end.

Now you must open a new email message addressed to the person you trust to help you and attach the invitation file you saved earlier and send it.

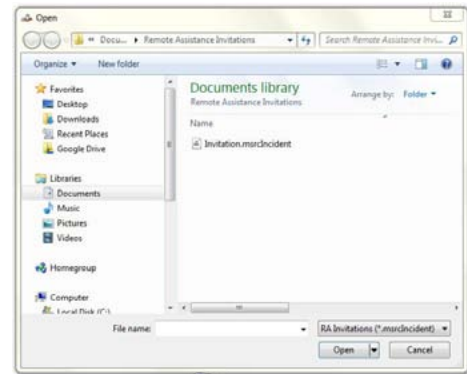
How to Connect to help someone after receiving an invitation.


1. Hold down the **Windows Key** and press **"R"**, this will open the **Run** dialogue box.
2. Enter **"msra"** in the box and then press **"Enter"**, this will open the Windows Remote Assistance window (as first screen seen above)

3. Select **"Help someone who has invited you"**.



4. Select **"Use an invitation file"**. This will open a screen for you to choose the invitation file as below, navigate to where the invitation file is that you received from the person requesting your help - it will normally be found in the **"Downloads"** folder and be called **"Invitation.msrrcincident"**



and have this Icon :- 

5. Open the invitation file by selecting it and clicking **"Open"**, then enter the password, you will be given this by the person who has requested your help, normally over the telephone.



Then select **"OK"** and you will be connected and can control the desktop using **Remote Assistance**.

This powerful feature of Microsoft Windows can be used to teach as well as fix problems, should you need to. I usually insist that the customer/friend is on the telephone at the start of any remote session, so that I may get details of any fault or previously received error messages and of course at the end of the session to explain what action has been or needs to be taken.

Please be very careful who you ask to help and ensure that you close the Remote Assistance Window that has the password to ensure that the session is properly terminated.

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