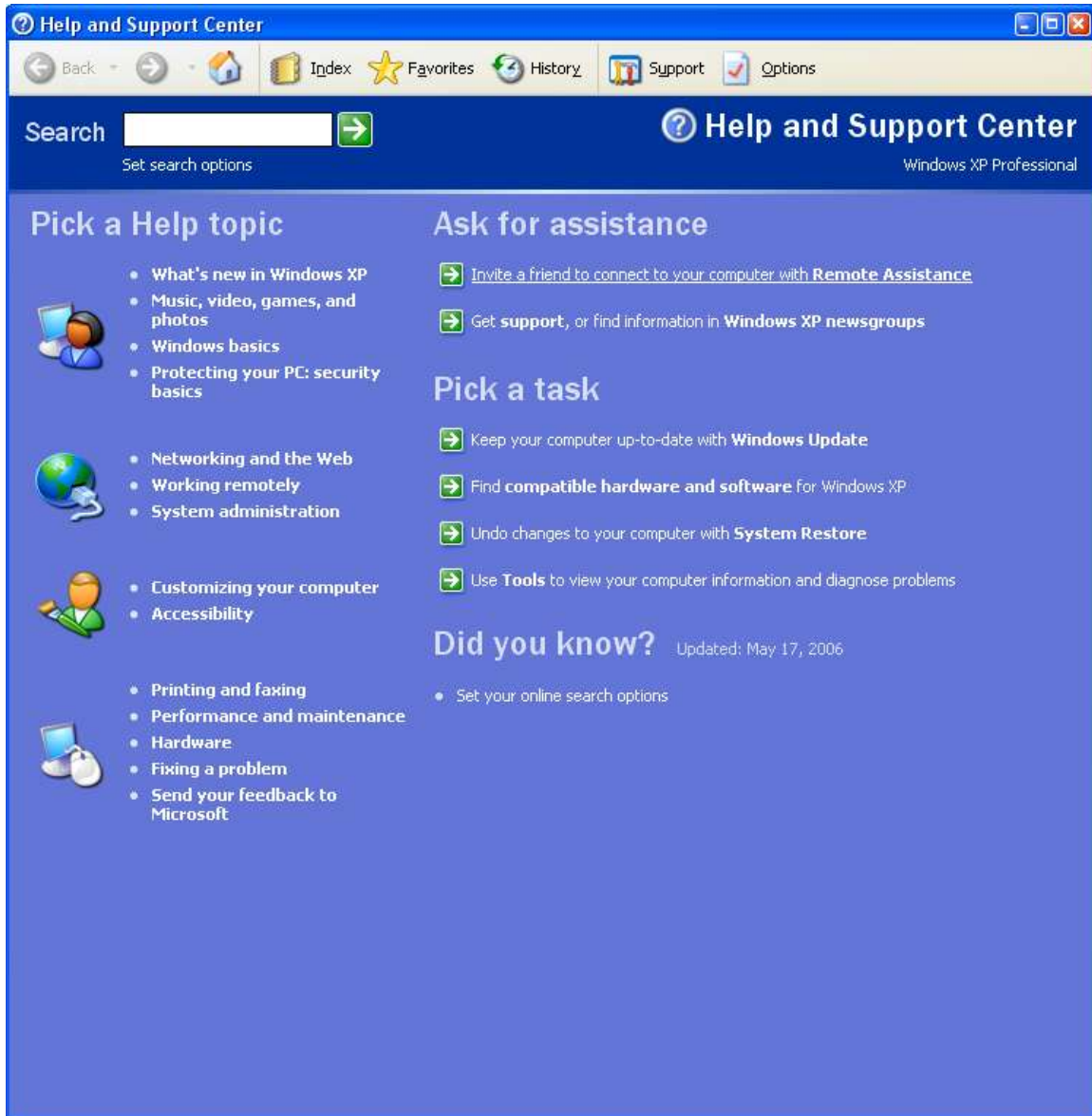


How to Request Remote Assistance

1. To request remote assistance click on the “START” menu in the bottom left hand corner of your screen. Click on the icon that says “Help and Support”.



2. On the right hand side of the window (under “Ask for assistance”), click “Invite a friend to connect to your computer with Remote Assistance”




3. Under the heading “Remote Assistance”, click on “Invite someone to help you”

The screenshot shows the Windows XP Help and Support Center web interface. At the top, there is a navigation bar with icons for Back, Home, Index, Favorites, History, Support, and Options. Below this is a search bar with a search button and a link to "Set search options". The main content area is divided into two columns. The left column has a "Support" section with two links: "Ask a friend to help" and "Go to a Windows Web site forum". Below this is a "See Also" section with four links: "About Support", "My Computer Information", "Advanced System Information", and "System Configuration Utility". The right column features a "Remote Assistance" section with a heading, a paragraph of text, and two links: "Invite someone to help you" and "View invitation status (1)". At the bottom of the right column is a link "Tell me more about Remote Assistance". The browser's address bar shows "Help and Support Center" and "Windows XP Professional".

Help and Support Center

Back Home Index Favorites History Support Options

Search  **Help and Support Center**
Windows XP Professional



Set search options

Support

- Ask a friend to help
- Go to a Windows Web site forum

Remote Assistance

Invite someone you trust to help you. Using an Internet connection, anyone running Windows XP can chat with you, view your screen, and with your permission, work on your computer.

-  [Invite someone to help you](#)
-  [View invitation status \(1\)](#)

[Tell me more about Remote Assistance](#)

See Also

- About Support
- My Computer Information
- Advanced System Information
- System Configuration Utility

4. Enter the following email address: les@6717000.com as shown in the example below. Then click on “Invite this person”.

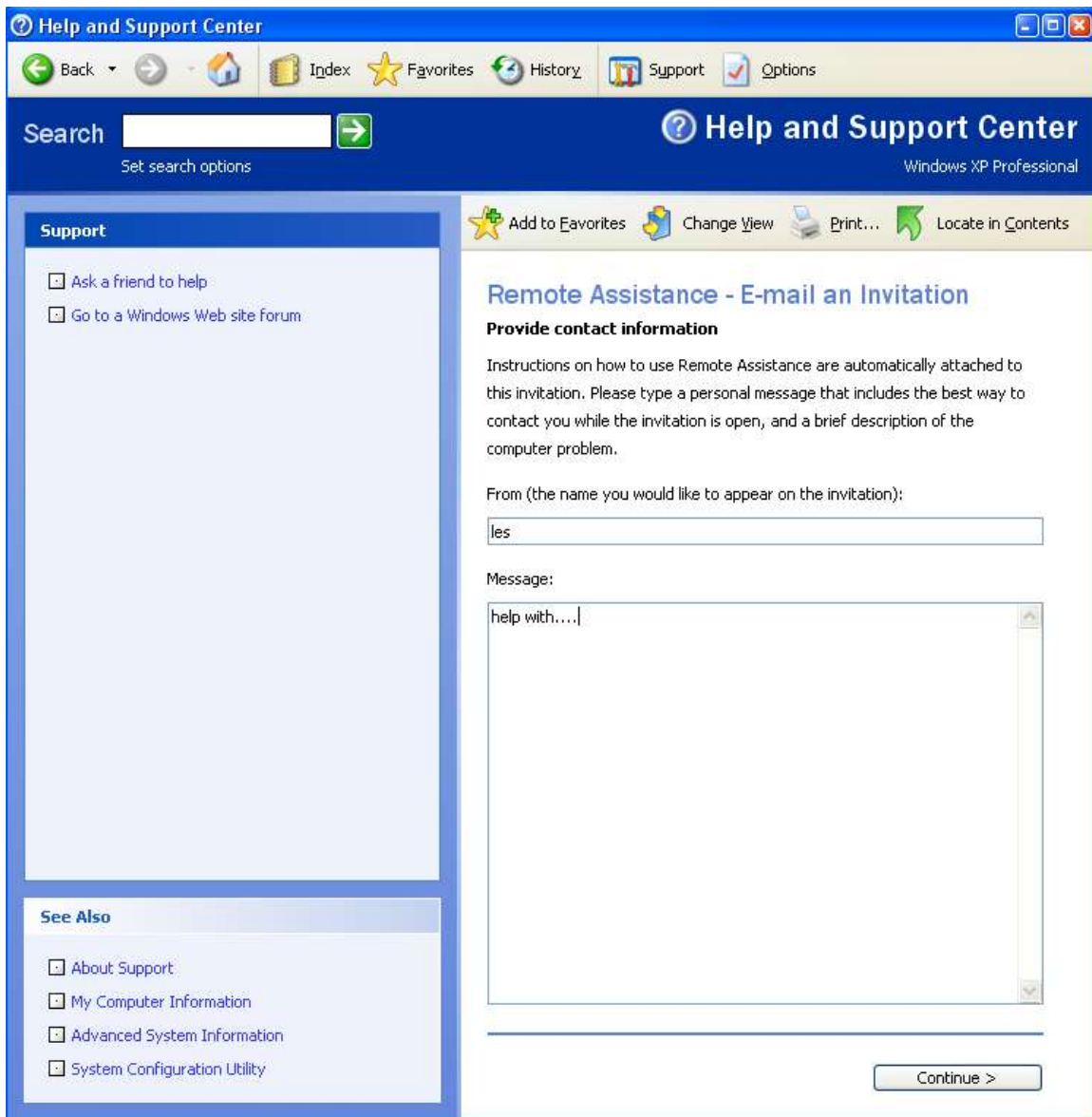
The screenshot shows the Windows XP Help and Support Center interface. The browser address bar displays "Help and Support Center". The navigation bar includes "Back", "Index", "Favorites", "History", "Support", and "Options". The search bar is empty, and the page title is "Help and Support Center" for "Windows XP Professional".

The main content area is titled "Remote Assistance" and includes the instruction "Pick how you want to contact your assistant". Under the heading "Use Windows Messenger ...", there is a "Sign In" button. Below this, the "or use e-mail" section features a "Microsoft Outlook" icon, a text input field containing "les@6717000.com", and an "Address Book" button. A green arrow button labeled "Invite this person" is positioned below the input field.

On the left side, the "Support" section lists "Ask a friend to help" and "Go to a Windows Web site forum". The "See Also" section lists "About Support", "My Computer Information", "Advanced System Information", and "System Configuration Utility".

At the bottom of the "Remote Assistance" section, there is a link: "Save invitation as a file (Advanced)".

5. Next you can enter a message (but is not required), then click “continue”.



6. Enter in a password and then confirm the password. This password will be used from our end to gain secured access to your computer.

The screenshot shows the Windows XP Help and Support Center interface. The browser window title is "Help and Support Center". The address bar shows "Support" and "Options". The search bar is empty. The main content area is titled "Remote Assistance - E-mail an Invitation". It includes a section "Set the invitation to expire" with a dropdown menu set to "01" and "Hours". Below this is a checked checkbox "Require the recipient to use a password". The password fields are labeled "Type password:" and "Confirm password:". An "Important" note states: "You must communicate the password to the recipient." A "Send Invitation" button is at the bottom right. The left sidebar has a "Support" section with links: "Ask a friend to help" and "Go to a Windows Web site forum". A "See Also" section lists: "About Support", "My Computer Information", "Advanced System Information", and "System Configuration Utility".

Help and Support Center

Back Index Favorites History Support Options

Search Set search options

Help and Support Center
Windows XP Professional

Add to Favorites Change View Print... Locate in Contents

Support

- Ask a friend to help
- Go to a Windows Web site forum

Remote Assistance - E-mail an Invitation

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

Require the recipient to use a password

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password: Confirm password:

Important You must communicate the password to the recipient.

Send Invitation

See Also

- About Support
- My Computer Information
- Advanced System Information
- System Configuration Utility

7. Click “Send Invitation”

The screenshot shows the Windows XP Help and Support Center interface. The browser window title is "Help and Support Center". The address bar shows "Support" and "Options". The search bar is empty. The main content area is titled "Remote Assistance - E-mail an Invitation".

Support

- Ask a friend to help
- Go to a Windows Web site forum

See Also

- About Support
- My Computer Information
- Advanced System Information
- System Configuration Utility

Remote Assistance - E-mail an Invitation

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

Require the recipient to use a password

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password: Confirm password:

Important You must communicate the password to the recipient.

Send Invitation

- Depending on which email client you use, as well as your security settings... you may see a window similar to the one shown below. Click on the box marked "Allow access for", and then click "Yes".



- The window will look similar to the one shown below, as your email requesting remote assistance is being sent. Once we have received the email at our end, we will be able to gain access to your computer (Using the password you selected earlier) and help you solve any issues you are having.



