

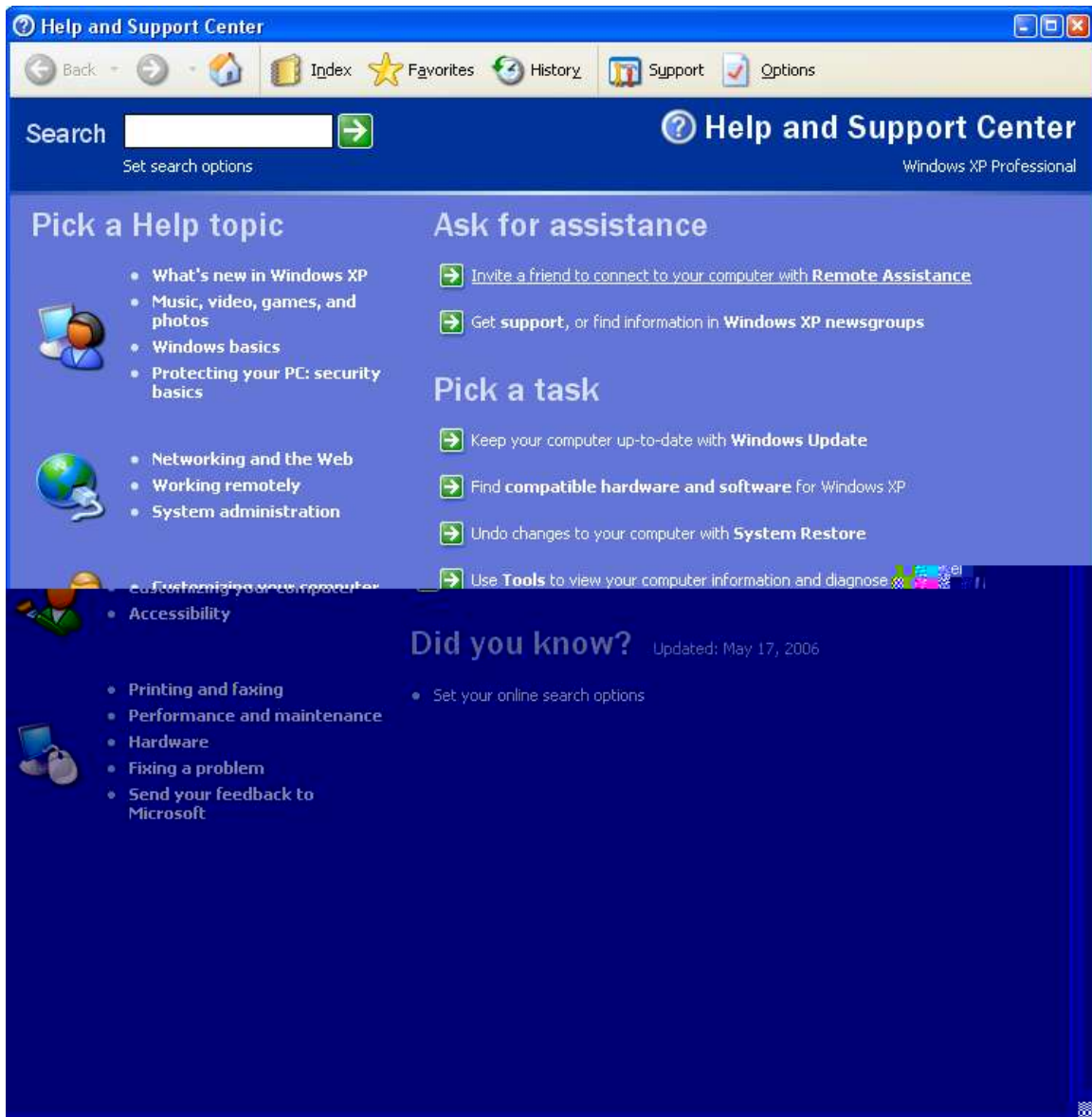
How to Request Remote Assistance to connect to another Windows XP Computer

Please Note: Will only work with Windows XP Computers.

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 window. The title bar reads "Help and Support Center". The address bar contains "Back", "Index", "Favorites", "History", "Support", and "Options". Below the address bar is a search box with a green arrow button and the text "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 has a "Remote Assistance" section with the following text: "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." Below this text are 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".

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

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 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" and contains the following elements:

- Support** sidebar with links: Ask a friend to help, Go to a Windows Web site forum.
- See Also** sidebar with links: About Support, My Computer Information, Advanced System Information, System Configuration Utility.
- Remote Assistance** section with the heading "Pick how you want to contact your assistant".
- Use Windows Messenger ...** section with a "Sign In" button.
- or use e-mail** section with a text input field containing "les@6717000.com" and an "Invite this person" button.
- Save invitation as a file (Advanced)** button.

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

The screenshot shows the Windows XP Help and Support Center window. The title bar reads "Help and Support Center". The address bar contains "Back", "Home", "Index", "Favorites", "History", "Support", and "Options". Below the address bar is a search box with a green arrow button and the text "Set search options". The main content area is titled "Help and Support Center" and "Windows XP Professional".

On the left side, there is 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".

On the right side, there is a "Remote Assistance - E-mail an Invitation" section. It includes a "Provide contact information" heading and instructions: "Instructions on how to use Remote Assistance are automatically attached to this invitation. Please type a personal message that includes the best way to contact you while the invitation is open, and a brief description of the computer problem." Below the instructions is a form with a "From (the name you would like to appear on the invitation):" label and a text input field containing "les". Below that is a "Message:" label and a large text area containing "help with...!".

At the bottom right of the main content area, there is a "Continue >" button.

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 address bar displays 'Help and Support Center'. The page title is 'Remote Assistance - E-mail an invitation'. The main content area is light blue and contains the following elements:

- Support** sidebar on the left with links: Ask a friend to help, Go to a Windows Web site forum.
- See Also** section with links: About Support, My Computer Information, Advanced System Information, System Configuration Utility.
- Remote Assistance - E-mail an invitation** main content area:
 - Set the invitation to expire** section: Text: "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." Fields: "01" (dropdown), "Hours" (dropdown).
 - Require the recipient to use a password** section: . Text: "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." Fields: "Type password:" (input with 6 dots), "Confirm password:" (input).
 - Important** note: "You must communicate the password to the recipient."
 - Send Invitation** button.

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 "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 - E-mail an Invitation". It includes a section "Set the invitation to expire" with a text box containing "01" and a dropdown menu set to "Hours". Below this is a section "Require the recipient to use a password" which is checked. It includes two text boxes for "Type password:" and "Confirm password:", both containing six dots. An "Important" note states: "You must communicate the password to the recipient." A "Send Invitation" button is located at the bottom right of the page.

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

8. 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".



9. 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 computer issues you are having.

