

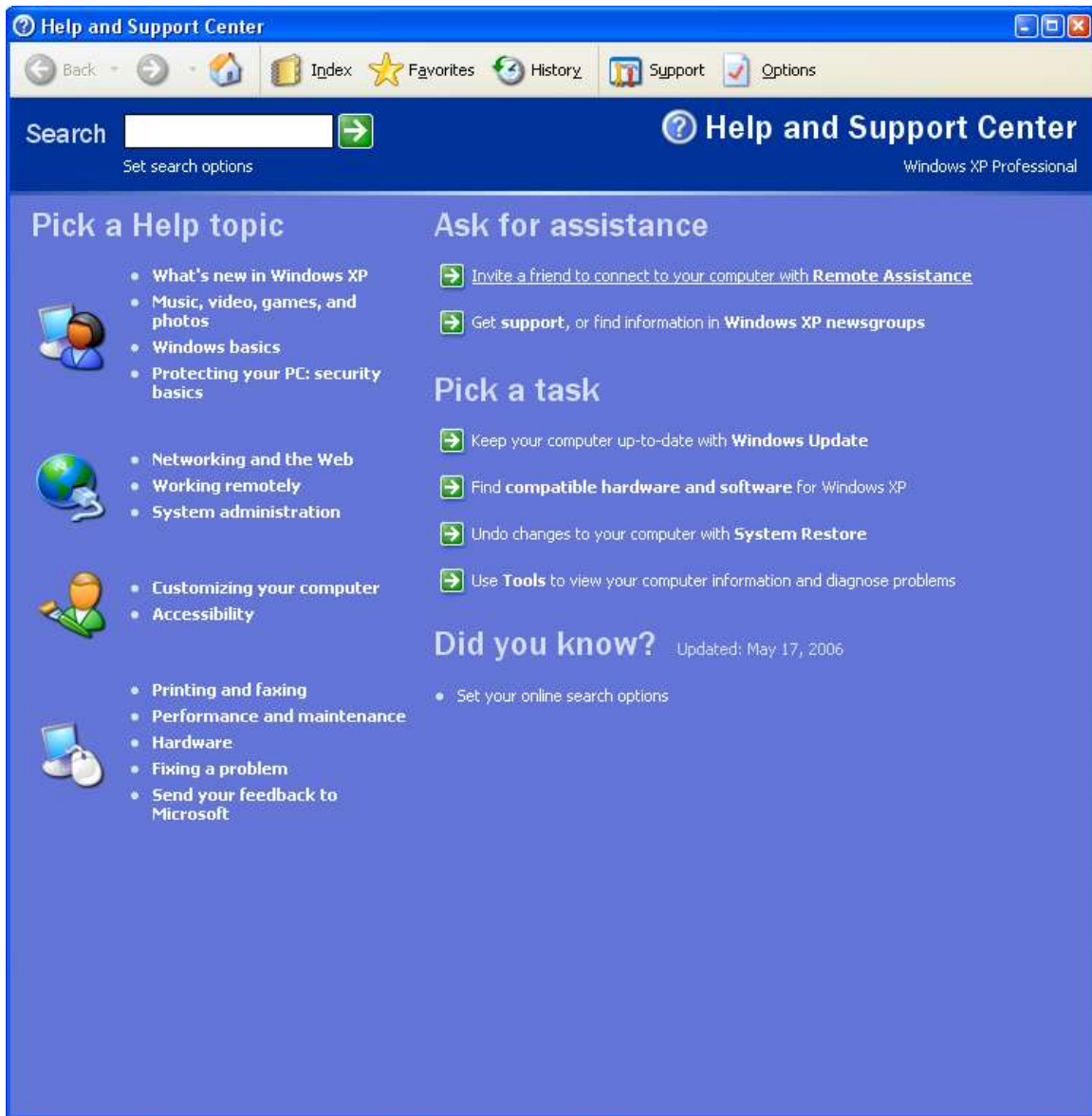
How to Request Remote Assistance to connect to another Windows XP Computer

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 "Index", "Favorites", "History", "Support", and "Options". A search bar is located at the top left with the text "Search" and "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

See Also

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

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.

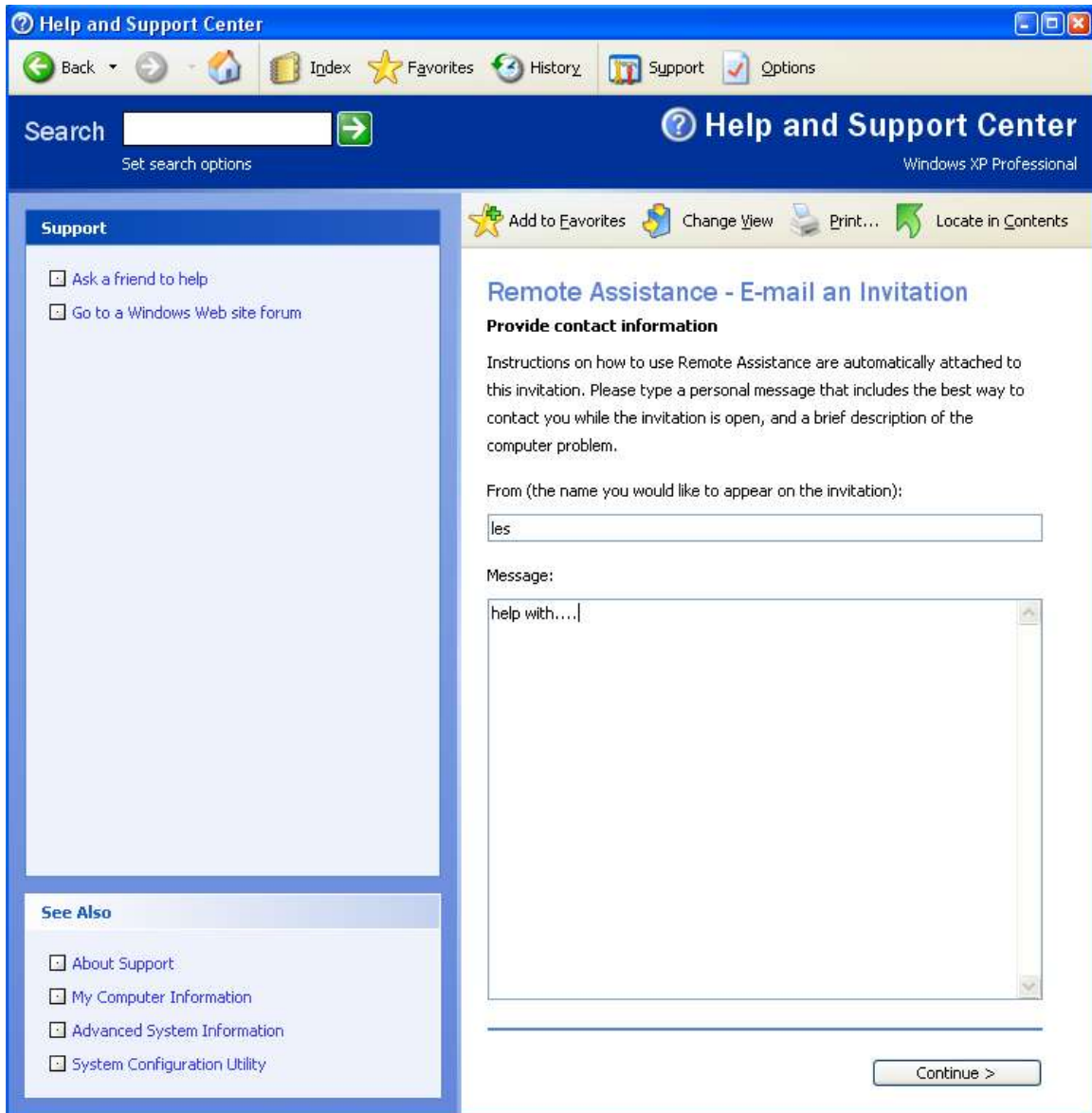
- Invite someone to help you
- View invitation status (1)

[Tell me more about Remote Assistance](#)

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's address bar displays "Support" and "Options". The page title is "Help and Support Center" for "Windows XP Professional". A search bar is present at the top left. 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, under "or use e-mail", there is a text input field containing "les@6717000.com" and an "Invite this person" button. A "Microsoft Outlook" icon is also visible. A "Save invitation as a file (Advanced)" option is at the bottom. The left sidebar contains a "Support" section with links like "Ask a friend to help" and "Go to a Windows Web site forum", and a "See Also" section with links like "About Support" and "My Computer Information".

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 web 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.

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

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Type password: Confirm password:

Important You must communicate the password to the recipient.

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.

