



FIGURE 15-9:
A Remote Assistance session in progress.

6. To take control of the remote user's computer, click Request Control.

The remote user is prompted to allow control. Assuming that permission is granted, you can now control the other computer.

7. Do your thing.

Now that you're connected to the remote computer, you can perform whatever troubleshooting or corrective actions are necessary to solve the user's problems.

8. If necessary, use the Chat window to communicate with the user.

You can summon the Chat window by clicking the Chat button in the toolbar. Figure 15-10 shows a chat in progress.

9. To conclude the Remote Assistance session, simply close the Remote Assistance window.

The remote user is notified that the Remote Assistance session has ended.