# Quick Assist

Time required: 60 minutes

# The Assignment

1. In Blackboard, in the left-hand navigation bar, Click Groups to find out who is on your team.
2. Email your Group/Team members to setup a time for everyone to participate.
   1. Go to **Outlook**, Click **To**, type in their name, their email address will come up.
3. If one of the Group/Team members does not respond within 24 hours, please note that on your evaluation. Work with whoever communicates to complete the assignment.
4. One member of the team will attach this completed document to the group assignment for entire group.

You can use any combination of physical computers or virtual machines.

## Lab Description

Quick Assist is built into Windows, beginning with Windows 10’s Anniversary Update. Quick Assist is a client-server application that uses the HTTPS protocol to provide a convenient way for an IT technician, family member, or computer enthusiast to remotely connect to someone else’s computer while providing assistance with a computer problem.

Using Quick Assist, the person receiving assistance works at the host computer, which is acting as the server in this client-server application and is serving up its desktop to the other computer. The technician aiding works from the client computer, which receives the host computer’s desktop.

For Quick Assist to work:

* Both computers must be running Windows
* The technician aiding must have a Microsoft account
* The person receiving the connection must agree to it by entering a code generated by the technician’s client computer.

Perform both sets of steps for each member of the team. This gives everyone a chance to give and get assistance.

# Give Assistance

1. List the team members who participated in this lab.

Click or tap here to enter text.

1. Click **Start** and type **Quick Assist** or open the Windows Accessories folder in the Start menu. Click **Quick Assist**.
2. Click **Give assistance.** Sign in with your Microsoft account if necessary. You see a 6-digit security code that is valid for 10 minutes.
3. Do one of the following to share this information with the person you’re assisting:
   1. **Copy to clipboard:** Paste the security code and instructions into an email or chat app.
   2. **Send email:** Use Quick Assist to send the security code and instructions directly by email.
   3. **Provide instructions:** Prepare to read aloud the instructions and security code on your screen as you talk the other person through the connection process over the phone.
4. After the connection is established, your computer displays the screen of the person getting assistance (the host computer), along with a toolbar that will help you interact with the other computer.
5. Insert a screenshot of your computer giving assistance.

Click or tap here to enter text.

# Get Assistance

1. Click **Start** and type **Quick Assist**, Click the **Quick Assist** app.
2. Click **Get assistance**.
3. Enter the code provided by the technician giving assistance and click **Submit**.
4. Click **Allow** to give permission for the technician to have access to your computer. After the connection is established, a toolbar appears at the top of your computer screen. During a Quick Assist session, the technician providing assistance has the same rights and privileges as the user account that is signed in on your computer (the host computer). Click **Pause** to temporarily prevent the technician from accessing your computer.
5. Use the PrtScn button to take a screenshot of your partner giving assistance on your computer.

Click or tap here to enter text.

1. Close the toolbar to end the connection.

## Assignment Submission

One member of the team will attach this completed document to the group assignment for entire group.

Attach this completed document to the assignment in Blackboard.