



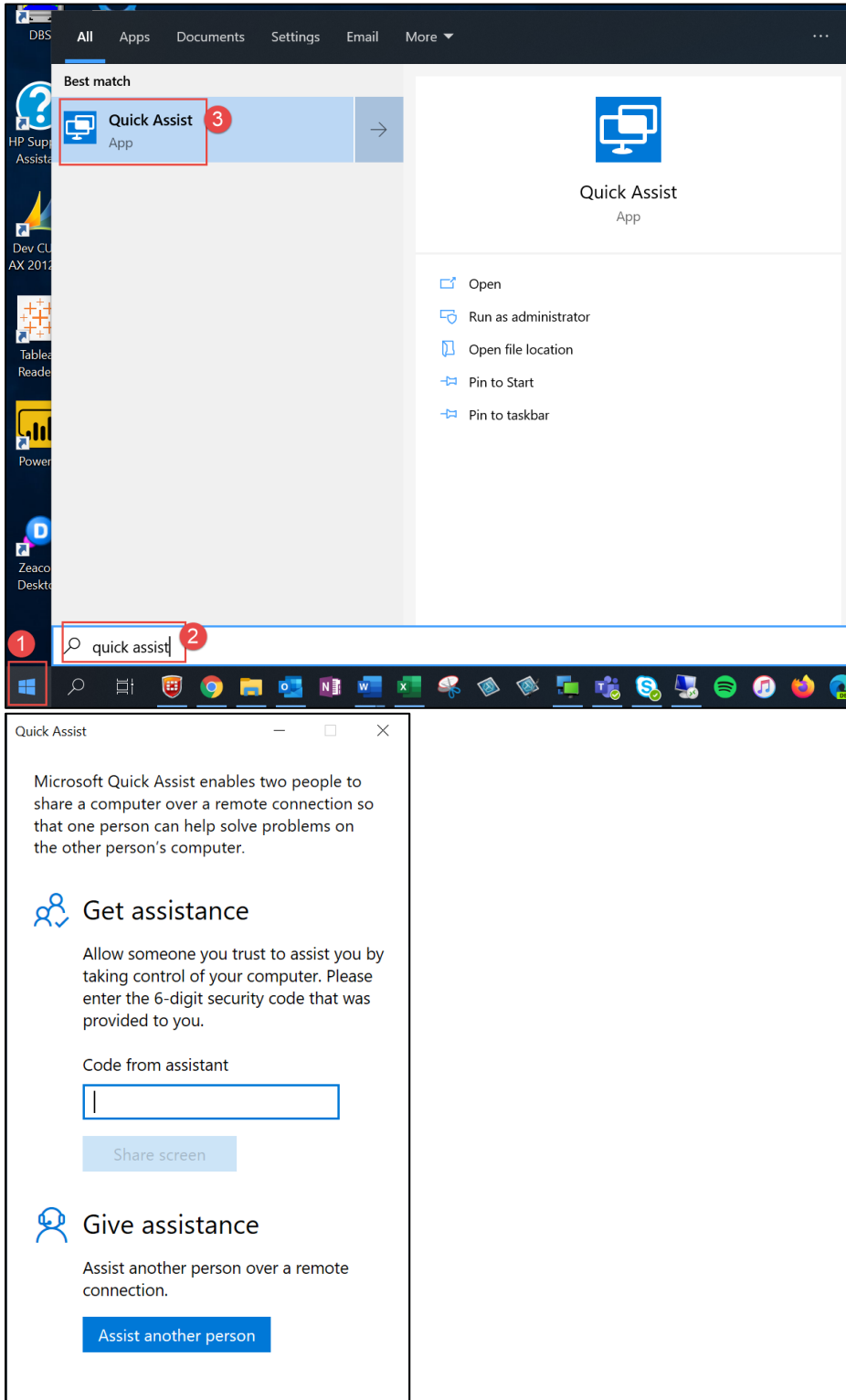
14 July 2022

Using Quick Assist to remote onto a PC

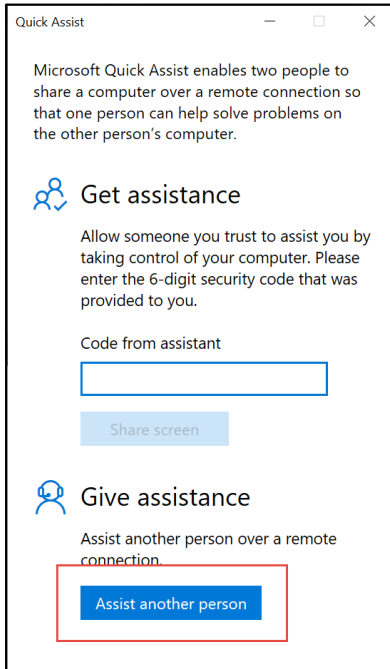
Terra Industrial New Zealand Ltd

PO Box 16 168
16 Branston Street, Hornby
Christchurch 8441, New Zealand
03 983 2333 Tel
www.TerraCat.co.nz

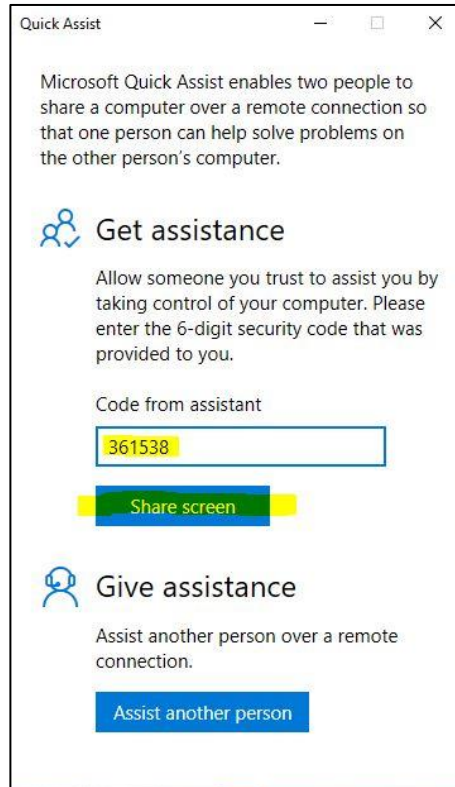
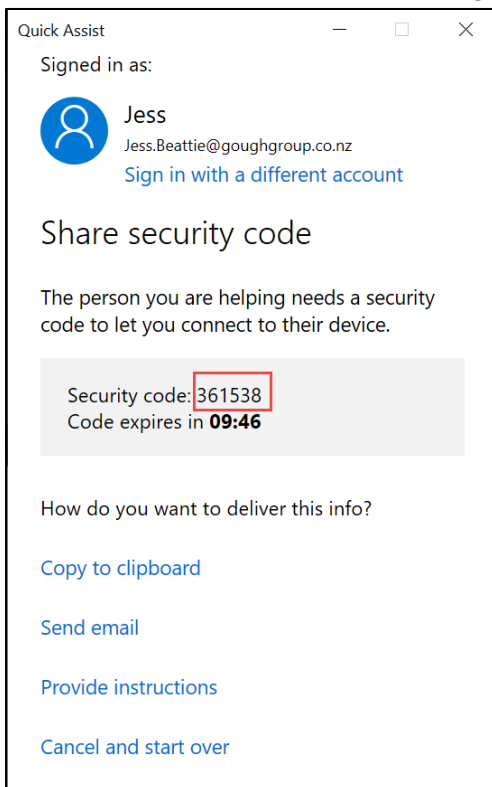
On your pc, type in the start menu **Quick Assist**, click to open it (get the user to do the same)



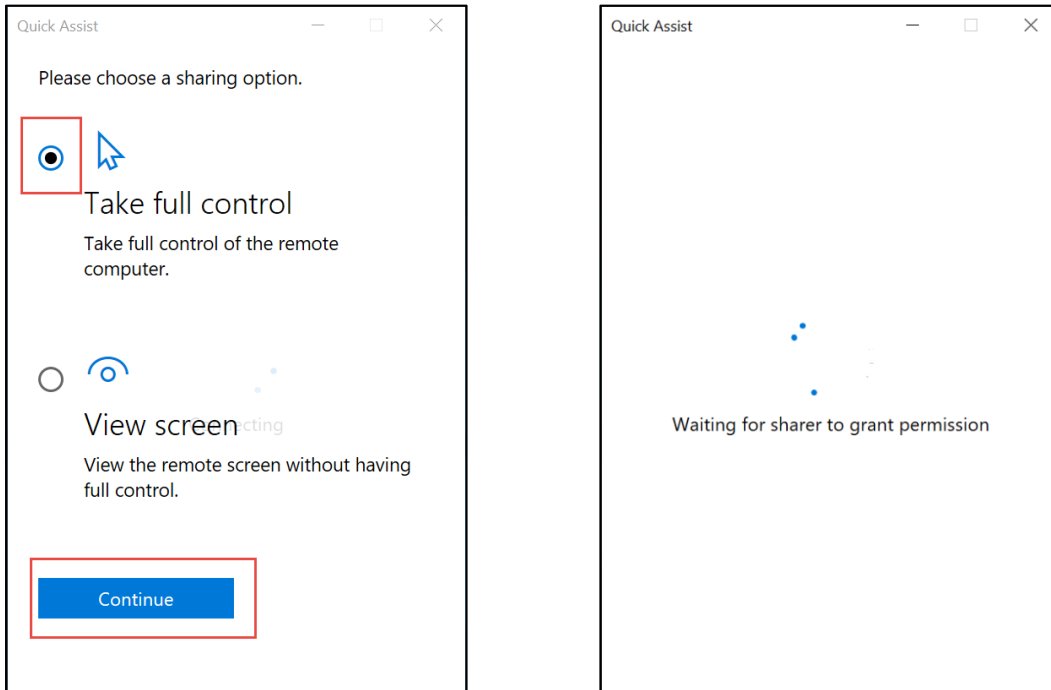
On your pc, click **Assist another person** under **Give assistance**



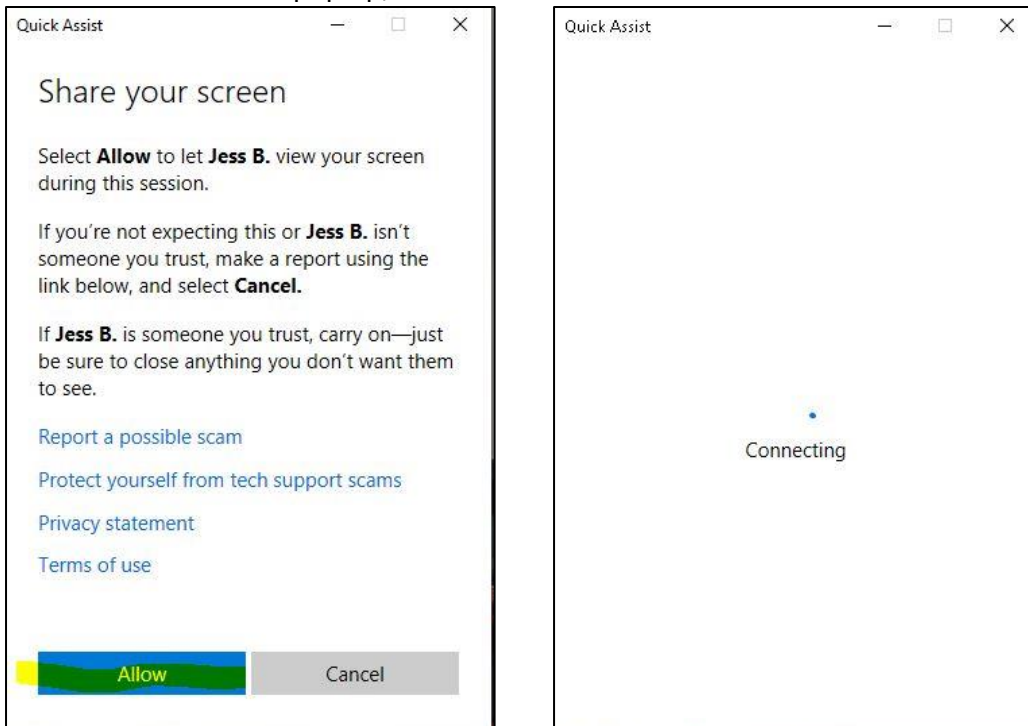
This screen with a security code will show, tell the user this code and get them to put it in the box under **Code from assistant**, then get them to click **share screen**



Once they have done that, wait a short moment, on your pc this will show up, choose **Take full control** then click **continue**. You will now wait for the user to grant you permission to take control.



The user will have this pop up, tell them to click **allow**



Wait a short moment while it connects, once you are in, the top of the screen should look lie this

