

14 July 2022

**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

**Using Quick Assist to remote onto a PC**

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

Graphical user interface, text, application

Description automatically generated Graphical user interface, text, application

Description automatically generated

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

Graphical user interface, text, application

Description automatically generated

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**

Graphical user interface, text, application

Description automatically generated![A screenshot of a cell phone

Description automatically generated]()

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.

Graphical user interface, application

Description automatically generatedChart, scatter chart

Description automatically generated

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

![A screenshot of a cell phone

Description automatically generated]() ![A picture containing bird

Description automatically generated]()

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

A screenshot of a computer

Description automatically generated