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**Screen Sharing from Phone to Computer Service Desk Guide**

1. On the users’ computer > Open command prompt as admin
2. Type in **gpedit** which will open Group Policy Editor as admin
3. Find the below policy

Text

Description automatically generated with medium confidence

1. Click **Enabled**,
2. Tick the box next to **Download repair content**..
3. Click **Apply**
4. Click **OK**

Graphical user interface, text, application, email

Description automatically generated

1. Open PowerShell as admin and run the following command:

**DISM /Online /Add-Capability /CapabilityName:App.WirelessDisplay.Connect~~~~0.0.1.0**

Graphical user interface, text

Description automatically generated

**The user now needs to do the following:**

*Can also give them this document for future reference:*

[*https://terraindustrial-my.sharepoint.com/:b:/g/personal/jess\_beattie\_terracat\_co\_nz/EX8aGYSMSBFNvdiXJ\_x3GQUBSd6kACzNMycDBQAczzR-dg?e=K91vUZ*](https://terraindustrial-my.sharepoint.com/:b:/g/personal/jess_beattie_terracat_co_nz/EX8aGYSMSBFNvdiXJ_x3GQUBSd6kACzNMycDBQAczzR-dg?e=K91vUZ)

1. Open the **Connect App** on their computer

Graphical user interface, application

Description automatically generated

1. On their Samsung phone > scroll down from the top of the screen > pull the menu right down so all icons show > click on the **Smart View** icon

Graphical user interface, application

Description automatically generated

1. Select their computer name > then select **Start Now**

Text

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1. Both the phone and computer should say it is trying to connect then eventually the connection will succeed 😊

Text

Description automatically generated with medium confidence Graphical user interface, application

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