Lab: Remote Access Tools in Windows

Objectives:
- Set up and use Remote Desktop Connection
- Understand and initiate Remote Assistance
- Use Quick Assist for troubleshooting

Part 1: Remote Desktop Connection

Remote Desktop Connection allows you to control another PC on your network or over the internet. Both PCs must be on, connected to the internet, and have Remote Desktop enabled.

Steps:

1. **Enable Remote Desktop on the Host PC**:
   - On the PC you want to control remotely (Host), go to **Settings > System > Remote Desktop**.
   - Toggle on **Enable Remote Desktop**.
   - Note the computer name, as you will need it for connecting.

2. **Configure Firewall Settings**:
   - In the search bar, type **Windows Defender Firewall** and select it.
   - Click on **Allow an app or feature through Windows Defender Firewall**.
   - Ensure **Remote Desktop** is checked for both **Private** and **Public** networks.

3. **Connect from the Client PC**:
   - On the PC you are using to control the Host (Client), open the **Remote Desktop Connection** app by typing it in the search bar.
   - Enter the Host computer's name or IP address.
   - Click **Connect** and enter the login credentials of the Host PC when prompted.

4. **Practice Navigating the Remote Desktop**:
   - Once connected, explore the Host PC's files and settings.
   - Practice simple tasks, such as creating a text file or opening a web browser, to see the full control you have over the remote PC.

5. **Disconnect the Session**:
   - When finished, close the Remote Desktop window to disconnect.

Part 2: Remote Assistance

Remote Assistance lets a user invite a trusted person to view or control their PC for troubleshooting. The remote user must accept the invitation, ensuring privacy.

Steps:

1. **Send an Invitation from the Host PC**:
   - On the Host PC, open **Control Panel > System and Security > Security and Maintenance**.
   - Under **Remote Assistance**, click **Invite someone to help you**.
   - Choose how you'd like to send the invitation (e.g., via email or file).

2. **Share the Invitation with the Helper**:
   - Send the invitation link or file to the person providing assistance, along with the access code.

3. **Helper Accepts the Invitation**:
   - On the Client PC (Helper), open **Windows Remote Assistance** (type it in the search bar).
   - Select **Help someone who has invited you** and enter the invitation details provided by the Host.

4. **Provide Remote Assistance**:
   - Once connected, the Helper can view the Host PC's screen.
   - If the Host allows, the Helper can request control to perform troubleshooting tasks.

5. **End the Session**:
   - Either user can end the session at any time by closing the Remote Assistance window.

Part 3: Quick Assist

Quick Assist allows two people to share a computer for real-time troubleshooting. Unlike Remote Assistance, the Helper can take control without the user logging out.

Steps:

1. **Open Quick Assist on Both PCs**:
   - On both the Helper and the Host PC, open the **Quick Assist** app by typing it in the search bar.

2. **Helper Provides Assistance Code**:
   - On the Helper's PC, select **Assist another person** and sign in with a Microsoft account if prompted.
   - A security code will be generated. Share this code with the Host user.

3. **Host Enters the Code**:
   - On the Host's PC, select **Get assistance** in Quick Assist.
   - Enter the code provided by the Helper and click **Share screen**.

4. **Helper Takes Control**:
   - The Helper can choose between **View screen** and **Take full control** once

connected.
   - The Host must accept the request for the Helper to control the PC.

5. **Troubleshoot on the Host PC**:
   - The Helper can guide the Host user by taking control or showing steps directly on their screen.

6. **End the Session**:
   - When finished, either the Helper or Host can end the session by closing Quick Assist.

Challenge Questions

1. **Remote Desktop Connection**:
   - How would you securely connect to a remote PC over the internet rather than on the same local network?

2. **Remote Assistance**:
   - What steps would you take to ensure that only authorized users can provide assistance on your PC?

3. **Quick Assist**:
   - Compare Quick Assist and Remote Assistance. Which one would you recommend for a scenario where a user needs active guidance without losing access to their screen?

4. **Troubleshooting Challenge**:
   - Use Quick Assist to help a friend or colleague troubleshoot a setting. Document the steps you took to resolve the issue.

Completion

After completing this lab, you'll have a practical understanding of Windows remote access tools. You'll know how to set up and use Remote Desktop, provide or request help through Remote Assistance, and assist others using Quick Assist.