

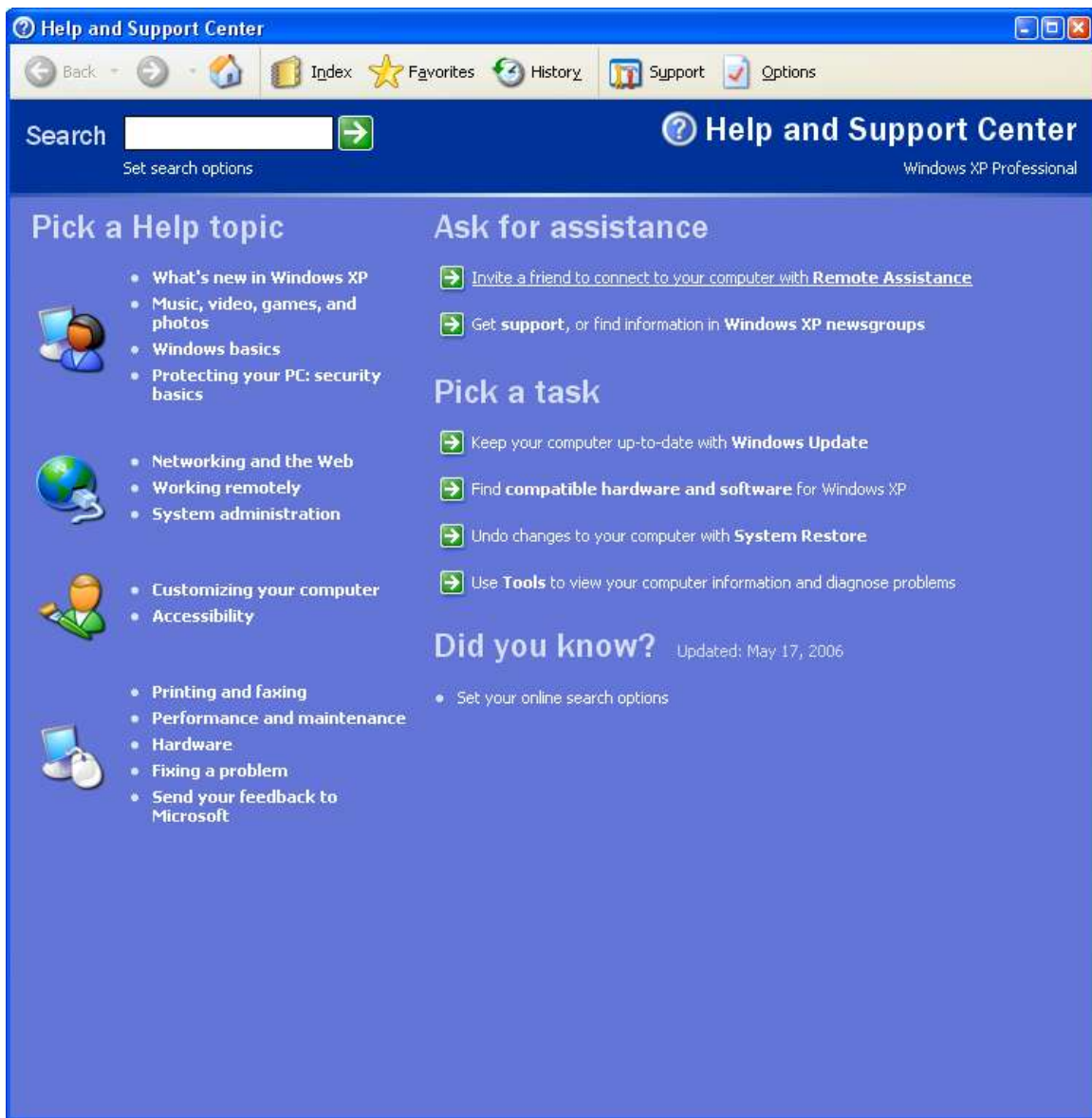
How to Request Remote Assistance to connect to another Windows XP Computer

Please Note: Will only work with Windows XP Computers.

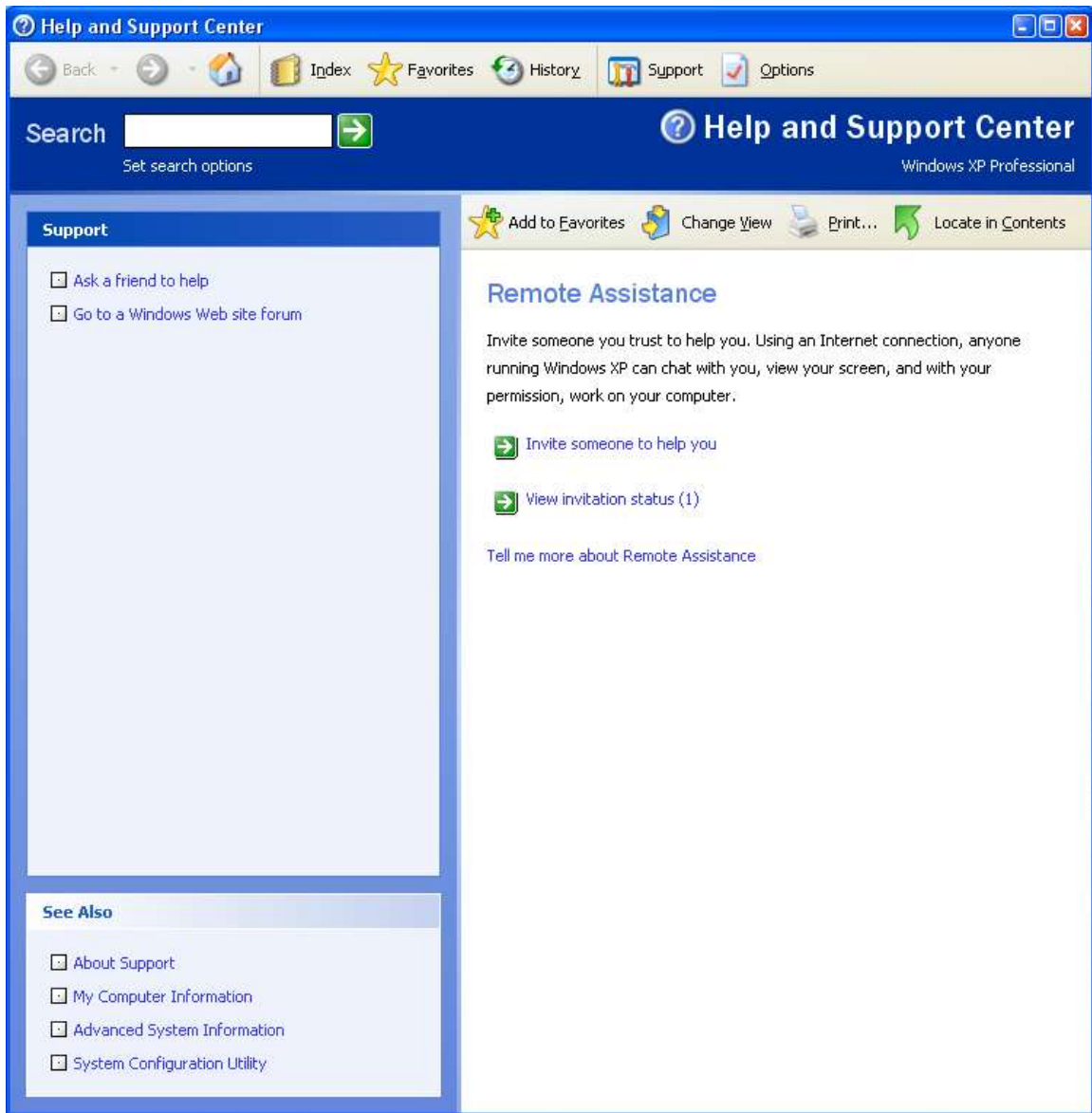
1. To request remote assistance click on the “START” menu in the bottom left hand corner of your screen. Click on the icon that says “Help and Support”.



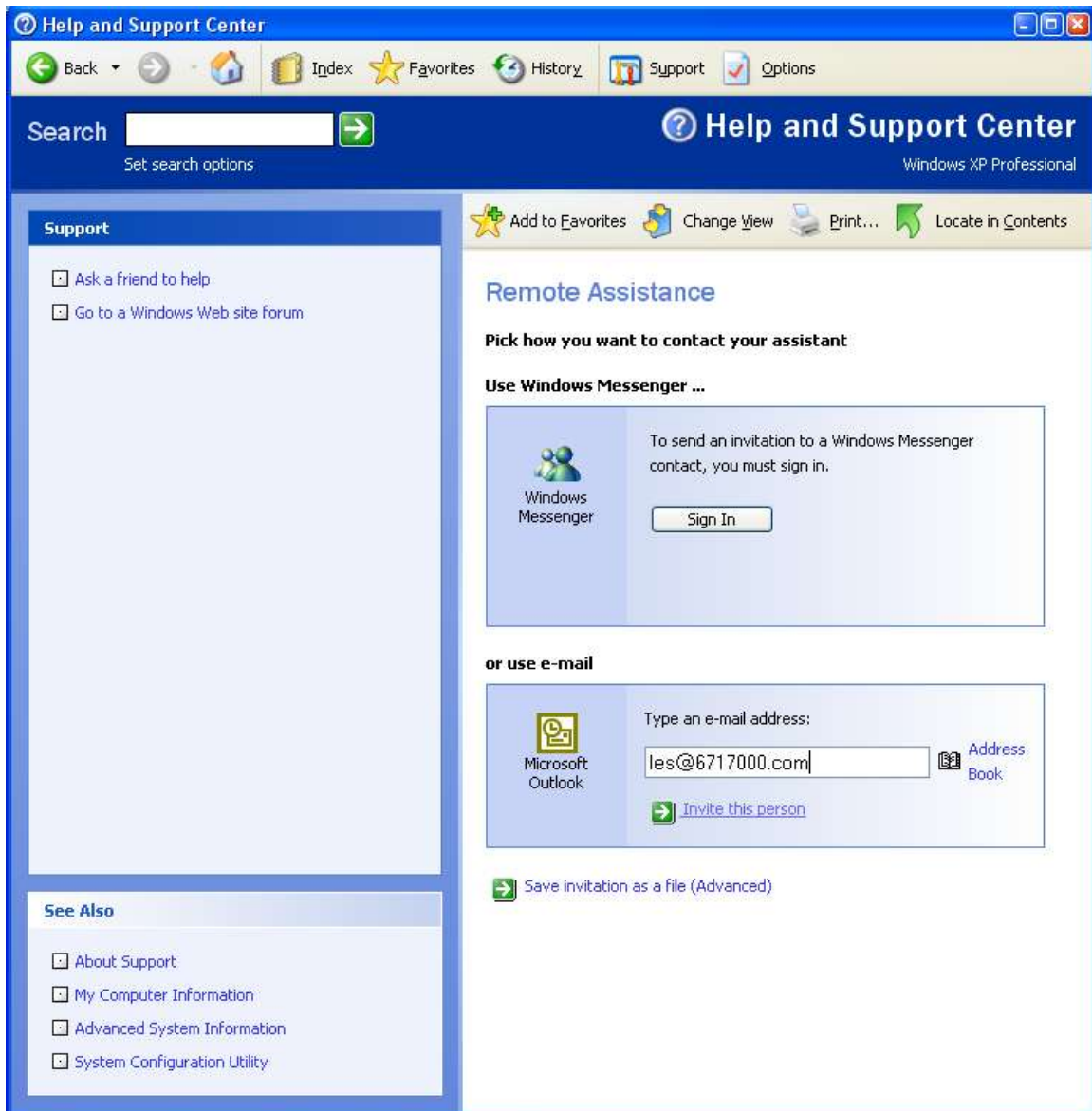
2. On the right hand side of the window (under “Ask for assistance”), click “Invite a friend to connect to your computer with Remote Assistance”



3. Under the heading “Remote Assistance”, click on “Invite someone to help you”



4. Enter the following email address: les@6717000.com as shown in the example below. Then click on “Invite this person”.



5. Next you can enter a message (but is not required), then click “continue”.

The screenshot shows the Windows XP Help and Support Center window. The title bar reads "Help and Support Center". The address bar shows "Back", "Index", "Favorites", "History", "Support", and "Options". The main content area is titled "Remote Assistance - E-mail an Invitation" and includes a section "Provide contact information". Below this, there is a text box for "From (the name you would like to appear on the invitation):" with the text "les" entered. Below that is a text box for "Message:" with the text "help with...." entered. At the bottom right, there is a "Continue >" button.

Help and Support Center

Back Index Favorites History Support Options

Search Set search options

Help and Support Center Windows XP Professional

Add to Favorites Change View Print... Locate in Contents

Support

- ☐ Ask a friend to help
- ☐ Go to a Windows Web site forum

See Also

- ☐ About Support
- ☐ My Computer Information
- ☐ Advanced System Information
- ☐ System Configuration Utility

Remote Assistance - E-mail an Invitation

Provide contact information

Instructions on how to use Remote Assistance are automatically attached to this invitation. Please type a personal message that includes the best way to contact you while the invitation is open, and a brief description of the computer problem.

From (the name you would like to appear on the invitation):

les

Message:

help with....

Continue >

6. Enter in a password and then confirm the password. This password will be used from our end to gain secured access to your computer.

The screenshot shows the Windows XP Help and Support Center interface. The browser window title is "Help and Support Center". The address bar shows "Index", "Favorites", "History", "Support", and "Options". The search bar is empty. The main content area is titled "Remote Assistance - E-mail an Invitation". It includes a section "Set the invitation to expire" with a dropdown menu set to "01" and "Hours". Below this is a section "Require the recipient to use a password" which is checked. It contains two password fields: "Type password:" and "Confirm password:". The "Type password:" field contains six dots. An "Important" note states: "You must communicate the password to the recipient." A "Send Invitation" button is at the bottom right. The left sidebar has a "Support" section with links: "Ask a friend to help" and "Go to a Windows Web site forum". Below that is a "See Also" section with links: "About Support", "My Computer Information", "Advanced System Information", and "System Configuration Utility".

Help and Support Center

Back Index Favorites History Support Options

Search Set search options

Help and Support Center
Windows XP Professional

Add to Favorites Change View Print... Locate in Contents

Remote Assistance - E-mail an Invitation

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

☒ **Require the recipient to use a password**

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password: Confirm password:

.....

Important You must communicate the password to the recipient.

Send Invitation

Support

- ☐ Ask a friend to help
- ☐ Go to a Windows Web site forum

See Also

- ☐ About Support
- ☐ My Computer Information
- ☐ Advanced System Information
- ☐ System Configuration Utility

7. Click “Send Invitation”

The screenshot shows the Windows XP Help and Support Center window. The title bar reads "Help and Support Center". The address bar shows "Back", "Index", "Favorites", "History", "Support", and "Options". The main content area is titled "Remote Assistance - E-mail an Invitation". It includes a "Set the invitation to expire" section with a dropdown menu set to "01" and "Hours". Below this is a "Require the recipient to use a password" section, which is checked. It contains two password input fields labeled "Type password:" and "Confirm password:". An "Important" note states: "You must communicate the password to the recipient." At the bottom right is a "Send Invitation" button. The left sidebar has a "Support" section with links like "Ask a friend to help" and "Go to a Windows Web site forum", and a "See Also" section with links like "About Support", "My Computer Information", "Advanced System Information", and "System Configuration Utility".

Help and Support Center

Back Index Favorites History Support Options

Search Set search options

Help and Support Center
Windows XP Professional

Add to Favorites Change View Print... Locate in Contents

Support

- ☐ Ask a friend to help
- ☐ Go to a Windows Web site forum

Remote Assistance - E-mail an Invitation

Set the invitation to expire

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

☒ **Require the recipient to use a password**

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password: Confirm password:

Important You must communicate the password to the recipient.

See Also

- ☐ About Support
- ☐ My Computer Information
- ☐ Advanced System Information
- ☐ System Configuration Utility

8. Depending on which email client you use, as well as your security settings... you may see a window similar to the one shown below. Click on the box marked "Allow access for", and then click "Yes".



9. The window will look similar to the one shown below, as your email requesting remote assistance is being sent. Once we have received the email at our end, we will be able to gain access to your computer (Using the password you selected earlier) and help you solve any computer issues you are having.

