

What is Windows Remote Assistance?

Sometimes the best way to fix a problem is to have someone show you how. Windows Remote Assistance is a convenient way for someone you trust, such as a friend or technical support person, to connect to your computer and walk you through a solution—even if that person isn't nearby. To help ensure that only people you invite can connect to your computer using Windows Remote Assistance, all sessions are encrypted and password-protected.

By following a few steps, you can use an instant message or e-mail to invite someone to connect to your computer. After he or she is connected, that person can view your computer screen and chat with you about what you both see. With your permission, your helper can



even use his or her mouse and keyboard to control your computer and show you how to fix a problem. You can also help someone else the same way.

How does Windows Remote Assistance affect computer privacy and security?

When someone uses Windows Remote Assistance to connect to your computer, that person can see your desktop, any open documents, and any visible private information. In addition, if you allow your helper to control your computer with his or her mouse and keyboard, that person can do things like delete files or change settings. So only allow people you trust to access or share control of your computer.

Warning

- Before you allow someone to connect to your computer, close any open programs or documents that you don't want your helper to see. Watch what your helper is doing. If at any time you feel uncomfortable about what that person is seeing or doing on your computer, click Cancel or Stop sharing, or press ESC to end the session.