

Quick Assist

A remote access tool that's built into Windows 10.

It connects two PCs over the internet so that a person at one PC can remotely control the other.

In this way, the person controlling the remote PC can diagnose or fix a problem with it

Makes it easy to help a colleague, friend, or family member with their PC.

Ensure you trust the person giving assistance.

- Should be someone you have called
- NOT someone who says “I am from Microsoft and we can see you are having problems with your PC”

Five things to know before starting

- 1. Both computers need to be running Windows 10 version 1607 or later.
- 2. The person who needs assistance with their Windows 10 PC must be sitting in front of it
- 3. If you're the one who will provide assistance to the other person's PC, you must have a user account with a Microsoft service.
- 4. Quick Assist works best if each Windows 10 PC has fast and reliable internet access.
- 5. Quick Assist won't stream sound from the remote PC. This shouldn't matter unless you're trying to fix an audio issue with the other PC.

<https://www.youtube.com/watch?v=bR8iVSrClZw>

Suggested reading

<https://www.computerworld.com/article/3124640/how-to-use-windows-10s-quick-assist-app-for-remote-pc-support.html>

Any Questions?