

Windows Help and Support

remote assistance

► Show all

Windows Remote Assistance: frequently asked questions

Here are answers to some common questions about Windows Remote Assistance.

- What is Windows Remote Assistance?
When you're having a computer problem, sometimes you might want help from someone else. You can use Windows Remote Assistance to invite someone to connect to your computer and help you, even if the person isn't nearby. (Make sure you only ask someone you trust, because that person will have access to your files and personal information.) After connecting, your helper can view your computer screen and chat with you about what you both see. With your permission, the person can use his or her own mouse and keyboard to control your computer and show you how to fix a problem. You can also help someone else the same way.
- Why can't I help someone using Windows Remote Assistance?
[More support options](#)

Online Help

Document - WordPad

Home View

Clipboard

Paste

Cut Copy

Calibri 11

B *I* U **X** **X**

Font

Paragraph

Insert

Date and Picture time drawing

Paint drawing

Find Replace Select all Editing

100%

8:52 PM 8/11/2009