

How to Use Microsoft Quick Assist

Microsoft Quick Assist is a Windows feature that allows you to assist, or be assisted, entirely remotely. This guide walks you through both giving, and receiving, assistance using Quick Assist. You will also find summative explanations on the several tools that can be utilized during a QuickAssist session.

Before You Begin

Make sure:

- You have a Windows 10 or Windows 11 PC.
 - You're connected to the internet.
 - Both users are ready at the same time.
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To Give Assistance (Helper)

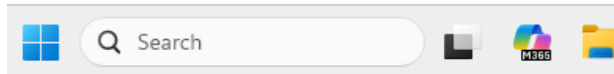
1. Open **Quick Assist**
 - In the **Search Bar**, type Quick Assist.
 - Click on the app to open it.
2. Select **Help Someone**
 - Sign in with your Microsoft account if prompted.
3. Get the Security Code
 - A 6-digit security code will appear.
 - Share this code with the person you're helping—by phone, text, or email.
4. Wait for the Other Person to Enter the Code
 - Once they do, you'll see a prompt to connect.
5. Select **View** or **Take Full Control**
 - Choose whether you just want to view their screen, or take full control.
 - Click Continue.
6. Begin the Assistance Session
 - Once they grant permission, you'll see their screen.

- o Use the top toolbar to pause, annotate, restart their computer, or end the session.

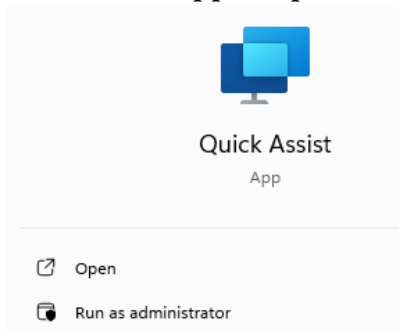
To Receive Assistance (Person Being Helped)

1. Open Quick Assist

- o In the **Search Bar**, type Quick Assist.

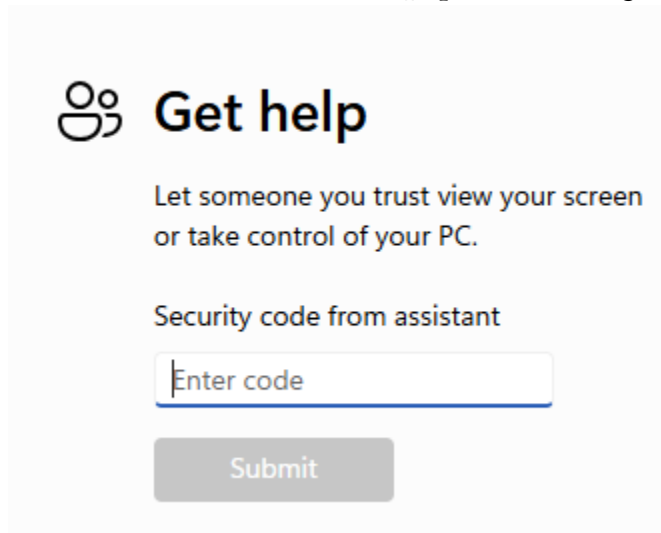


- o Click on the app to open it.



2. Enter the Code

- o Under **Get Help**, paste the 6-digit code provided by your helper.



- o Click Submit.

3. Grant Permission

- o Review the helper's name and click Allow to let them view or control your PC.



4. Stay Connected

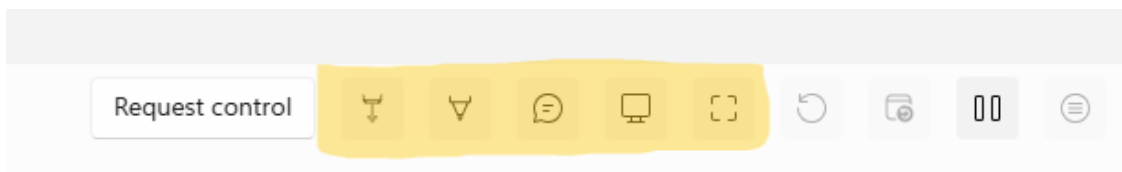
- o The session will remain active until either party ends it.
- o Do not close Quick Assist during the session.

Tips for a Successful Session

- Only accept help from someone you trust.
- Close sensitive files, additional tabs, and any private data before starting.
- You can end the session at any time by clicking End at the top of the window.

Using Tools While in QuickAssist

1. Access the markup tools within the top task bar.
 - a. The available tools are: Laser, Annotate, Comment, Screen Select, and Scale Screen Size.



2. Laser Tool:

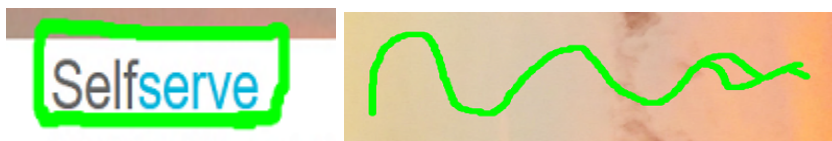
- a. Access the Laser Tool by clicking on this icon:
- b. Move your mouse freely, and hold down the cursor to form a solid line that will disappear momentarily after it is created.





3. Annotate Tool:

- Access the Annotate Tool by clicking on this icon:
- You may customize the color, then hold down the mouse to make desired edits and marks.



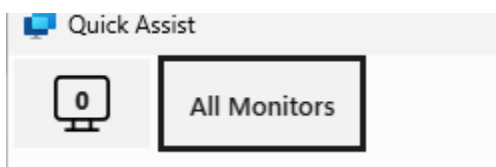
4. Comment:

- Access the Comment Tool and chatbox by clicking this tool:
- This tool will allow you to leave comments that can be seen by the viewer.



5. Screen Select:

- Access the Screen Select Tool by clicking this icon:
- This tool allows you which screen you wish to view. You can then leave the chosen screen and return to the one previously projected.



6. Scale Screen Size:

- Access the Scale Screen Tool by clicking this icon:



- b. Allows the helper to scale the window to their screen, so that viewing content is clearer.
7. You may pause the screen sharing session (via this icon:)
 - a. Screen sharing will be halted, and the screen will appear frozen.

Troubleshooting

- Quick Assist won't open: try restarting your computer.
- Can't connect: check your internet connection and firewall settings. Close out the program, then re-open the software.
- No response from helper: make sure both users are online and using the same version of Windows. Contact helper if necessary.

More Help

Visit the Microsoft Support page:

 <https://support.microsoft.com/quick-assist>