Remote Support — Brief Overview

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Introduction

It is possible to establish a **remote connection** between two computers over the internet for a variety of purposes.

One key use for a remote connection is to enable computer support staff to provide assistance to someone remotely. This could be any of the following:

- Demonstrate how to use some software by *taking control* of the remote PC (of course, with the appropriate permissions and security).

- Trouble-shooting — to identify software problems.

- To install new software.

Robert Brain (Brainy) now provides such support to people over the internet — by establishing a secure connection to the remote PC, and then moving the mouse, etc. to control software on the remote PC.

This document provides a very brief overview of the remote connection and Remote Support, and answers some key questions. For more details and a description of how to do this, refer to the "**Remote Support — Details**" document.

FAQs (Frequently Asked Questions)

1. Question: *Do I have to install more software for this?*
    Answer:- No. There is no need to install any more software to enable this.

2. Question: *Are there any security risks?*
    Answer:- Because of the way this works, any security risks are absolutely minimal.

3. Question: *Can anyone connect to my PC?*
    Answer:- No. For anyone to connect to your PC using these methods, you need to be at your PC, and you need to click on the "Accept" button to allow it to proceed.

4. Question: *Can the support person see any personal information on my computer?*
    Answer:- The support person can only see what ever is displayed on your screen. While you sit and watch the screen during the process, you will be able to see everything that the support person is doing, and everything that they see.

5. Question: *What if I want to end the remote connection session?*
    Answer:- You can end the session at any time you like, simply by clicking on the "end session" button.

Pre-requisites:

1. Firstly, contact the Support Staff to discuss whether a remote support session is needed to address your question or problem. If it is going to be useful, then pre-arrange a day and time to do a remote-support session. It might be possible to do it immediately. And the session might answer all your questions within the first few minutes.

2. For this Remote Connection and Support to work as described in this document, you need to be running Windows XP Home or Windows XP Pro.

3. You should download and view the "***Remote Support Details — How to set up and connect***" information document which provides detailed instructions, including screen shots to help you navigate the process.

Very brief overview

Is is assumed that the remote connection process to be used is the ***Windows "Help and Support"*** method. There are alternatives such as the Team Viewer facility (www.teamviewer.com); but they might not be available.

The following steps are a brief overview of how to use the ***Windows "Help and Support"*** software for remote support:-

1. Make sure the computer is running, and the internet access is available.

2. Use the Help and Support software to create a special email message with a special "Remote Support Invitation Request" file attached, and email this to the Support Staff.

3. The Support Staff will receive the email message, and open the special attached file, and then send an electronic request over the internet to your computer.

4. On your computer, a message will pop up asking if you want to grant access to the Support Staff. You will need to click on Accept button.

A more detailed summary of the steps is included on the next page; and a very detailed version complete with screen shots is included in the separate "***Remote Support Details — How to set up and connect***" information document.

Process overview

The following steps summarise how the remote support session is set up and executed.

Much more detailed steps with screen shots are included in the document
"***Remote Support Details — How to set up and connect***".

These steps will help you to achieve a quick set up and connection, and a successful session.

1. With your computer running, click on the Start Menu, and the Windows "Help and Support" option.

2. Under the heading "Ask for Assistance", click on the option to "Invite a friend to connect to your computer with Remote Assistance".

3. On the next screen (in the right-hand half), notice there are two options. The second one is "View invitation status" with a number in brackets. This indicates the number of outstanding invitations.
Click on the first option "Invite someone to help you".

4. On the next screen headed "Remote Assistance", you can choose whether to send the request for assistance using Windows Messenger, or by email. The preferred method is by email.

5. To send the request by email, click in the email address space, and type in Robert's email address, and click on the "Invite this person" link.

6. In the "Remote Assistance — Email an Invitation" screen:-
you can enter or change your "From" name, and type a message in the "Message" box.

7. Then click on the Continue button to continue.

8. In the "Set the invitation to expire" window:-
(this is used set a time limit for the invitation request, just in case someone else receives it in error), you can change the value to 2 hours.
By default the box is ticked to "Require the recipient to use a password".
In the "Type password" and "Confirm password" boxes, type in the name:
     robert
then click on the "Send Invitation" button.

9. The Windows Help and Support Center will now try to start your email program (which might be Outlook Express, or some other email program).

10. If the Help and Support Center can start your email program, it will create an email message for you.
If not, it will prompt you with a message like: "Click OK if you would like to save the invitation and send it to your friend yourself." In this case, note that the message is being saved into a specific folder (probably the "My Documents" folder), and note the File Name, and "Save as type".

11. If you use Windows Messenger, and if Robert is logged into Windows Messenger you can sign in and use this option to send the request.