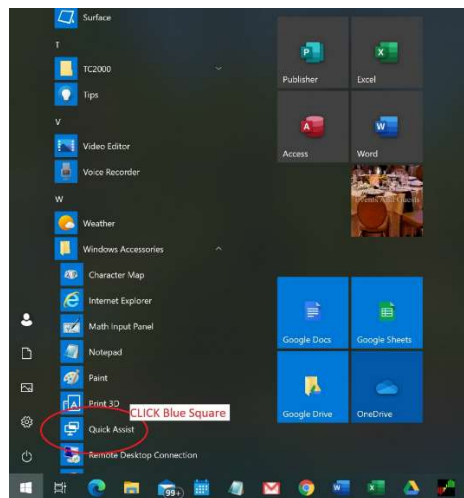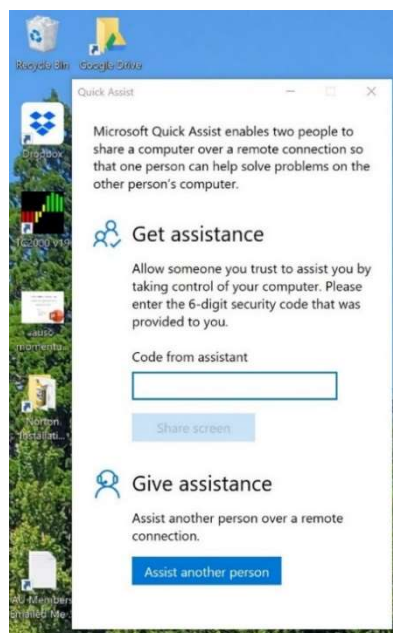# Quick Assist

Person Getting Assistance

This procedure requires that both parties be connected to the internet.

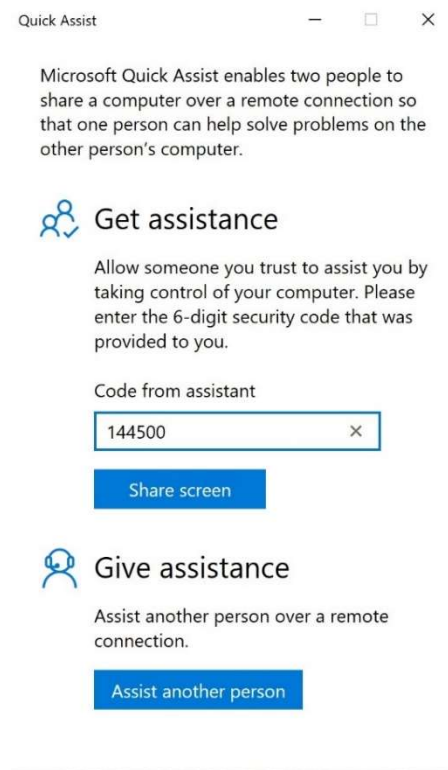Find and click the Quick Assist tile. Look in the windows 10 list of apps under:

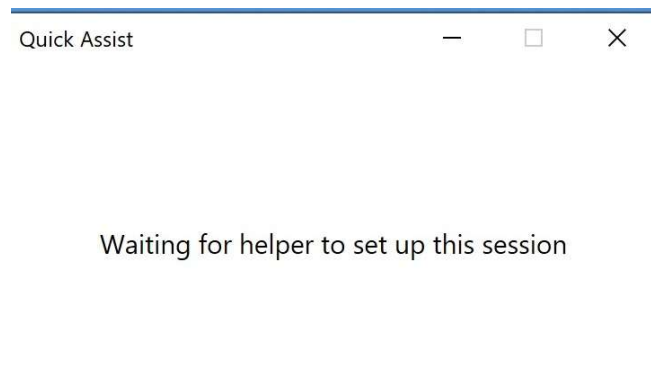W > Windows Accessories > Quick Assist

Below is the starting screen. As you are expecting assistance from another person, you need to get the code that will be entered from the other person. Do not use the button **"Assist another person".**
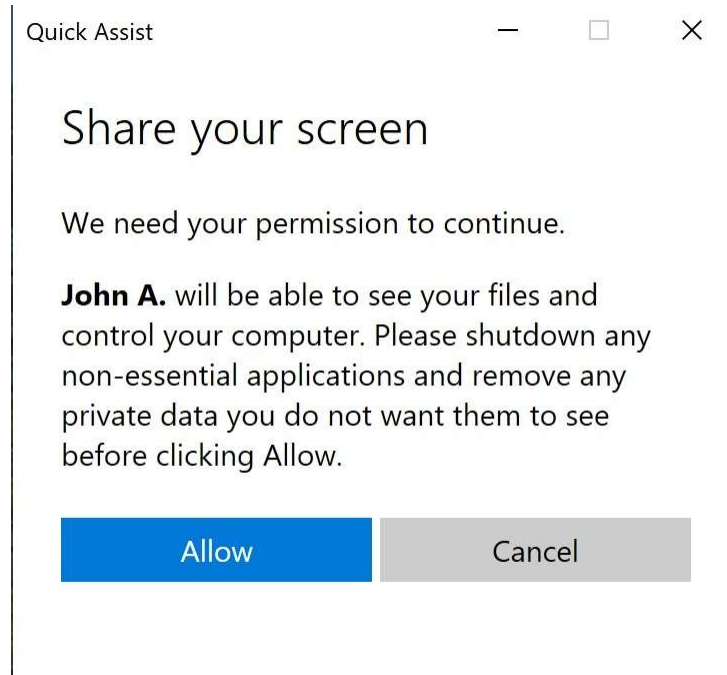
The person connecting to your PC will call, email or text the code to you. Enter the code as shown below and **CLICK/TAP** the button **"Share screen"**.

This screen indicates that you need to wait while the person helping you activates the connection.
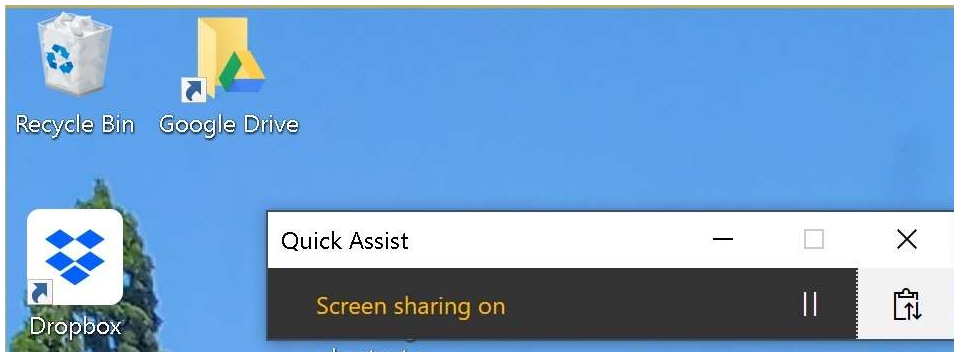
When the other person has initiated the process (you see the screen below) you need to **CLICK/TAP** the **"Allow"** button on the screen below, so that, the connection can be made.
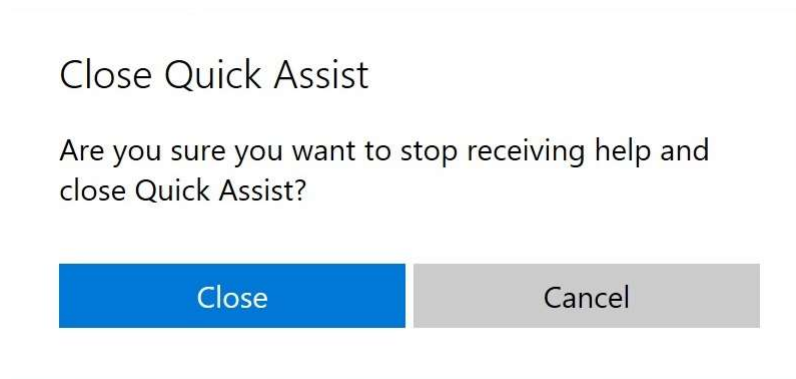

The next screen shows the "Screen sharing on" window. The helper is now connected to your PC and can see your screen, use your mouse and keyboard.
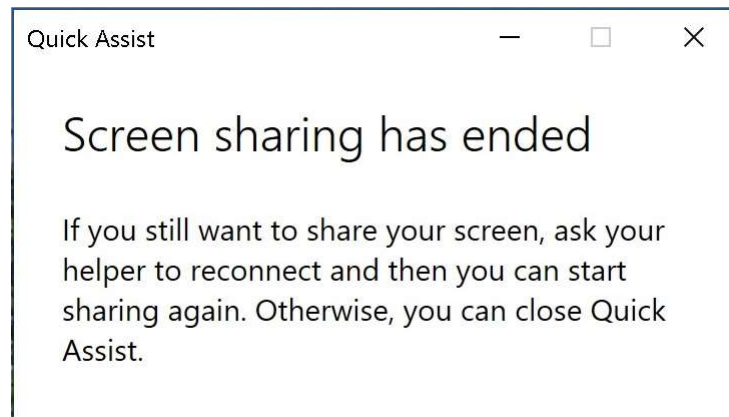
Closing this window will end the session. You can do this at any time. Once ended the helper cannot re-establish the connection.

This window is just to confirm the closing action you have triggered.

This is a confirmation that the connection session is over.

If you do want to resume, the process must be started from scratch including getting a new code from the helper.

What if you don't end the session as shown above? The helper can end the session. When the helper ends the session you see this screen. This means that the connection has been broken and cannot be re-established. You can close this window as shown below.