

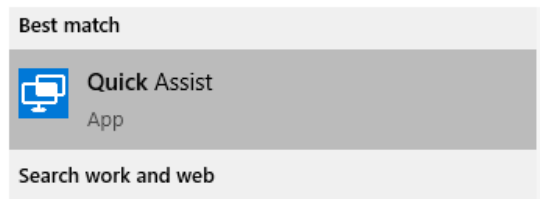


## Quick Assist Guide

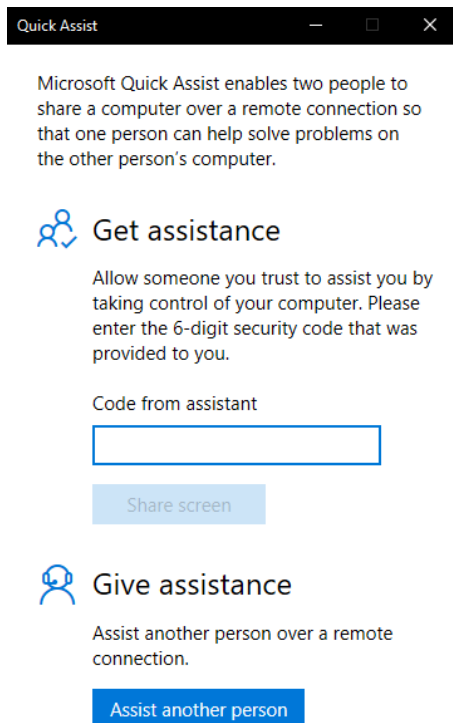
1. Type in “Quick Assist” into the Windows Search Bar.



2. Then click on “Quick Assist”.



3. You will see a new window on your screen, that looks like this:



This is the Quick Assist remote program. You will be using the “Get assistance” section of the window.

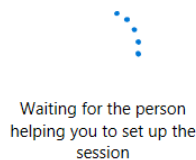
Once we have sent you the code, you will enter it into the “Code from assistant” field. Then you will click the “Share screen” button.

This will share your screen and give access to someone in the DLSEC IT Department.

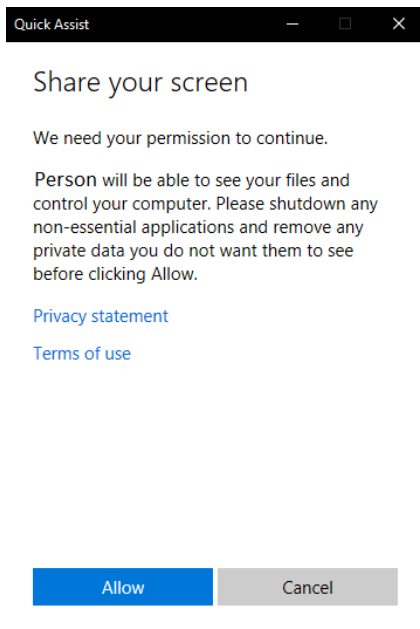
**Note:** Please save and close out of any confidential or sensitive information, before the session is started.



4. After you share your screen, the window will show a loading message. This message means that the person helping you has to confirm the connection to proceed.



5. Next you will see another “Share your screen” confirmation window. Click “Allow” to continue. Your screen should now be shared



**Notes:**

- After your screen is shared, do not use the mouse or keyboard unless that is part of the instructions.
- Make sure you are connected to the internet.