



Remote Support — DETAILS

How to set up and connect

Updated: 27 May 2009

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 remote assistance to someone. 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 detailed step-by-step instruction on how to set up a remote connection, and how to get connected.

You can also refer to the shorter “**Remote Support — Brief Overview**” document for a much shorter overview explanation.

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.

Overview

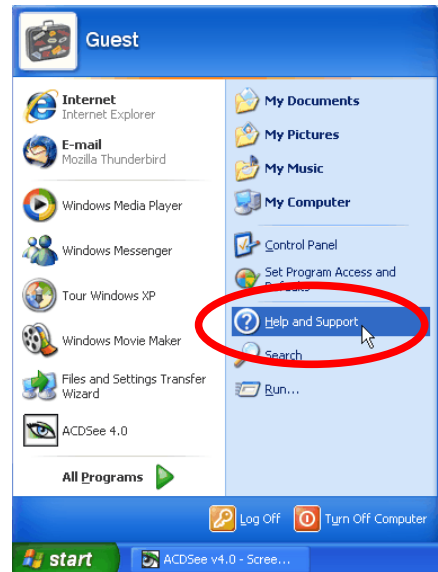
The following steps are a brief overview of how to use the Windows “Help and Support” software for remote support (more details on the following pages):-

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.

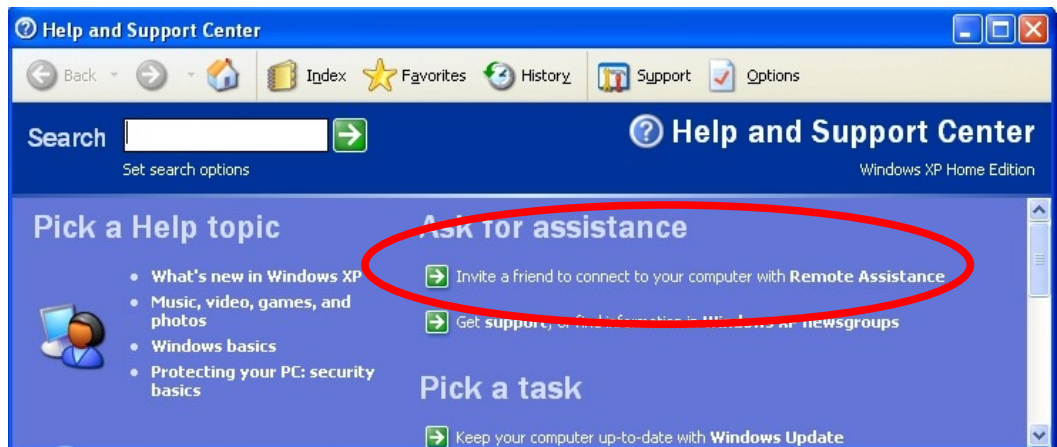
How to Start — steps

Follow these steps to start a Remote Support Connection:

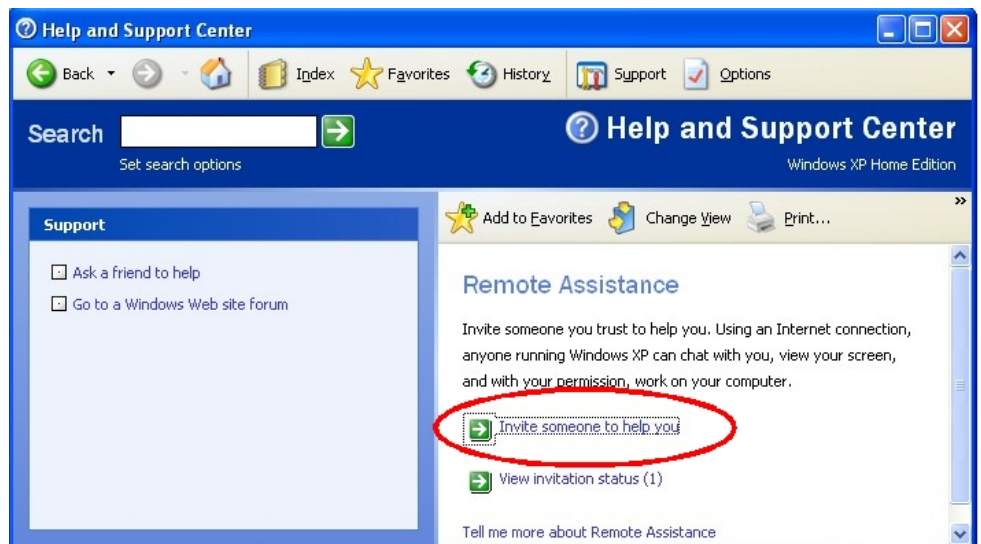
1. **Start the “Help and Support” software.**
On the Windows Start Menu, click on the option **Help and Support** (see image at right).



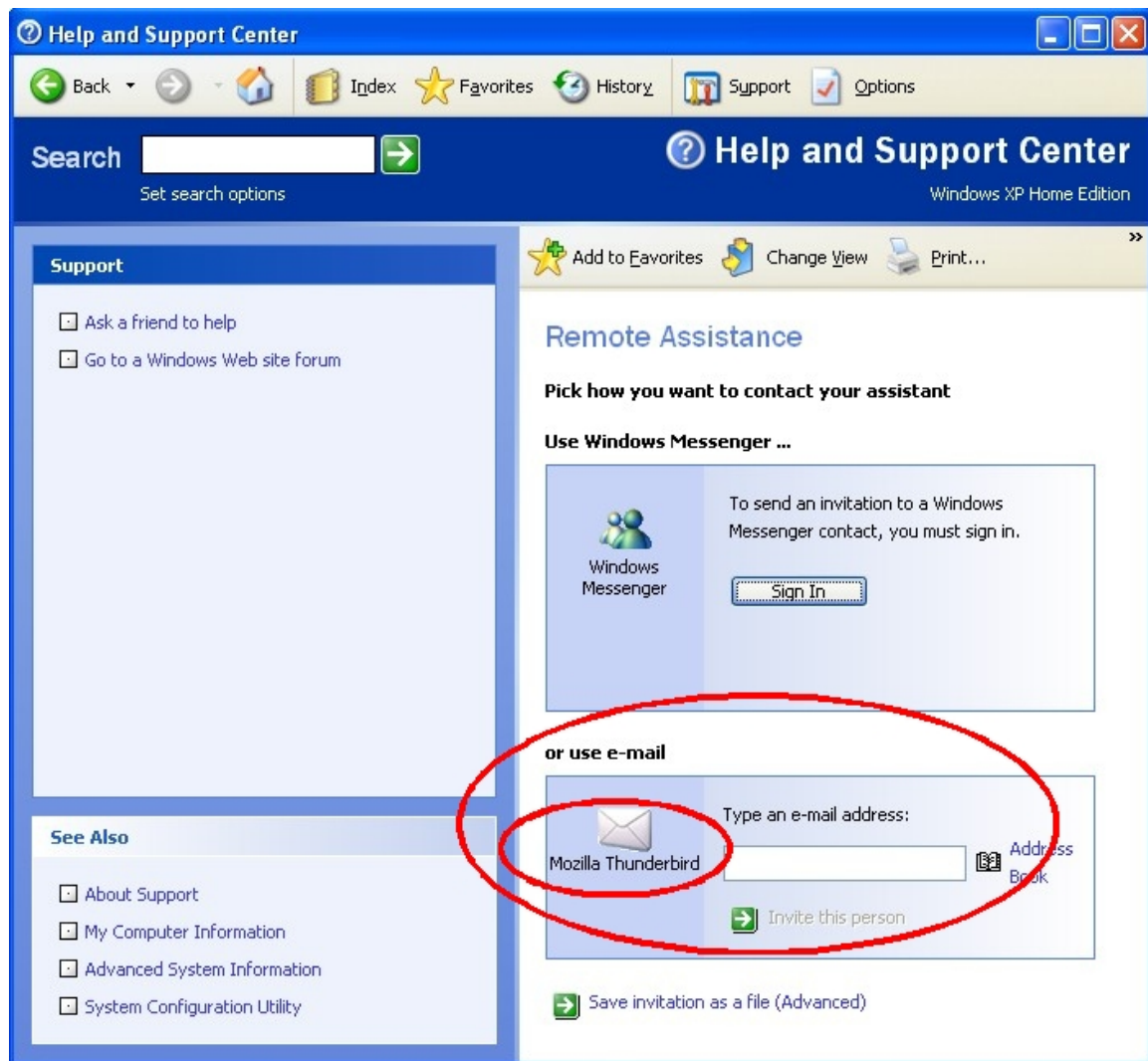
2. In the Help and Support Center window, under the heading “Ask for assistance”, click on the option that says:- “Invite a friend to connect to you computer...” (see image below).



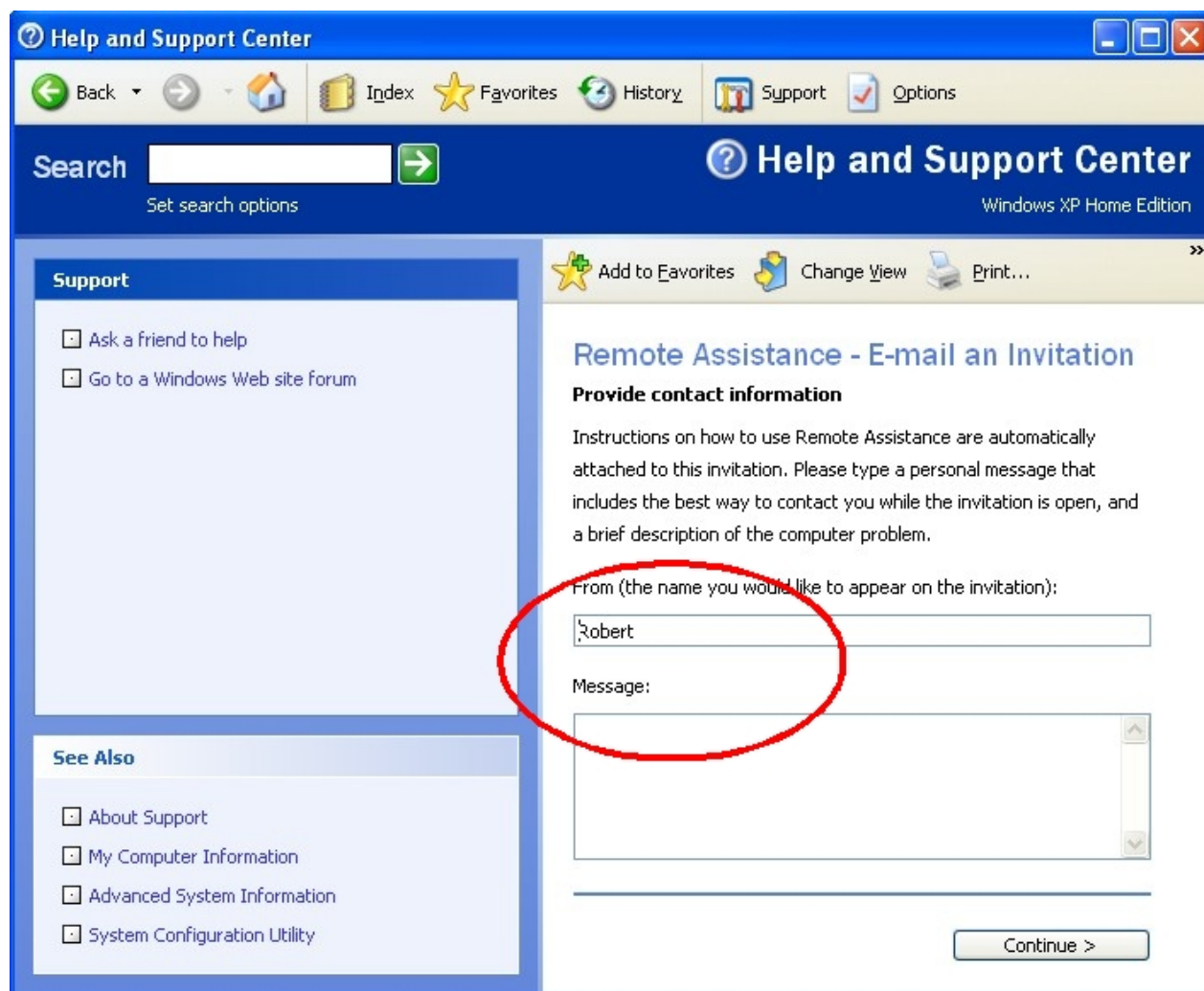
3. In the next window (see figure below), under the heading “Remote Assistance”, click on the option “Invite someone to help you”. (Also note the extra detail that says “View invitation status” which is followed by a number in brackets — this number is the number of outstanding invitations for assistance — if any.)



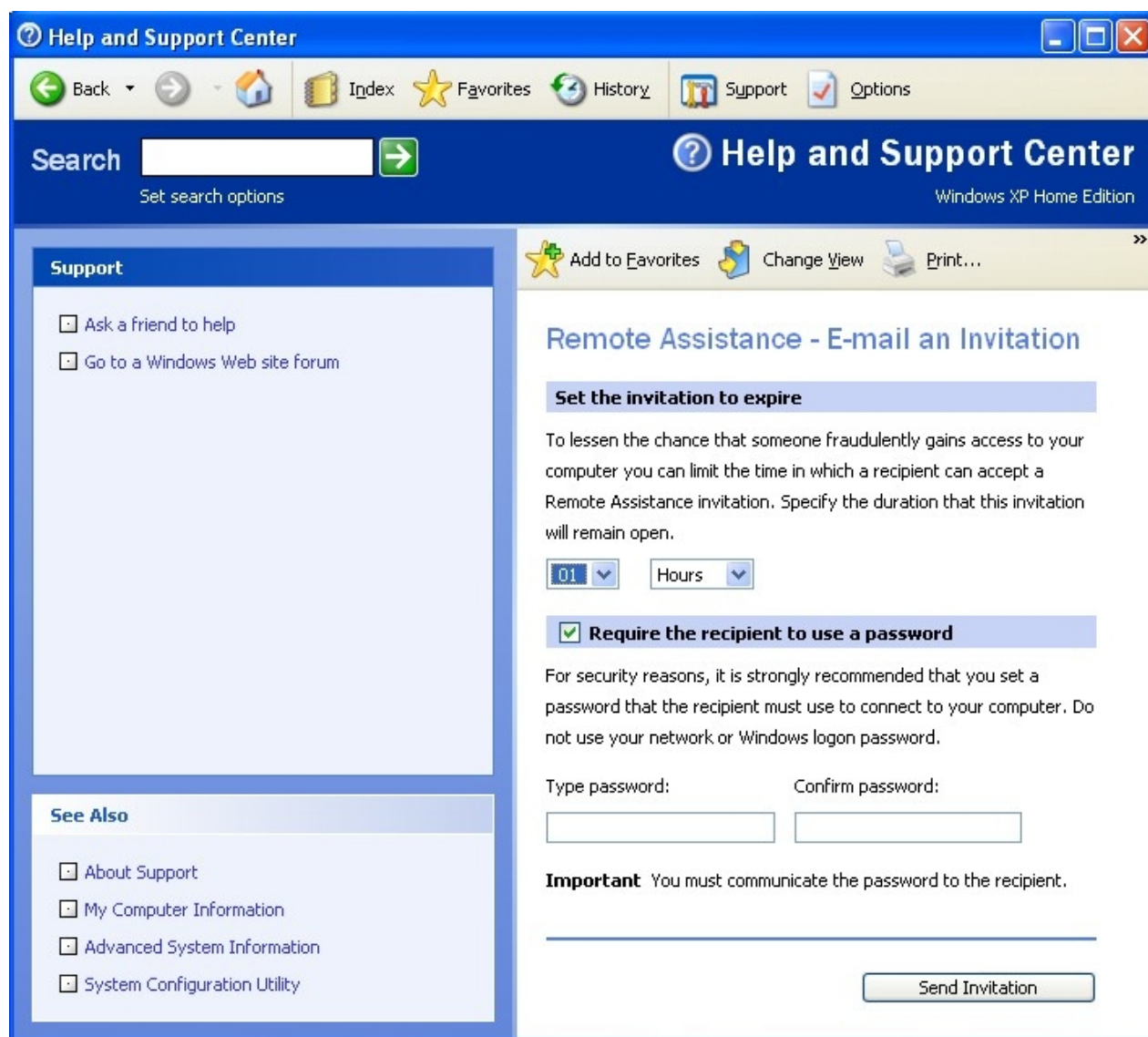
4. In the next window there will be a prompt for you to **“Pick how you want to contact your assistant”**.
 - There are two options — the preferred option is to **“use e-mail”**.
 - BUT, note which email program it will try to use (see the screen shot sample below).
 - In the screen shot example below, the **“Help and Support Center”** intends to use the **“Mozilla Thunderbird”** email program. On your computer, it might want to use **Microsoft Outlook**, or **Outlook Express**, or even a different email program.
 - On this screen on your computer, type the following email address into the email field:
brain@hotkey.net.au
(First click once in the entry field, and then start typing).
 - Now click on the **“Invite this person”** link.



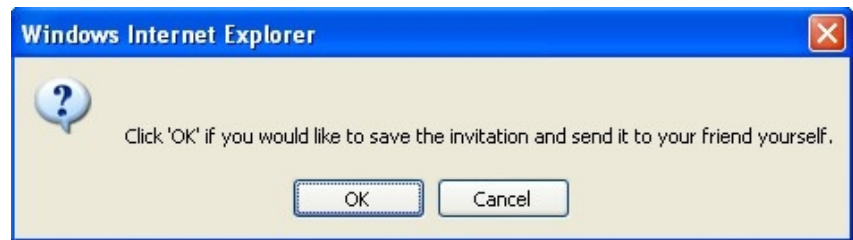
5. In the next window (see below), your name is already entered into the “**From**” field (it is actually the user name of the “user” that is logged onto your computer). You can change this if you want. And you could type in a message in the “**Message**” box. But this is not important.
6. When the details are okay here, click on the “**Continue >**” button in the bottom right hand corner of the window.



7. In the next window (see below), you can “**Set the invitation to expire**” if you want. This means that after the period that you specify, the remote connection will not work for anyone (this is a security option). Discuss this with Robert for guidance on the best time period to use.
8. Also in this window (below), you can insist that the remote connection assistant uses a *password* to connect. If you will be establishing a session almost immediately, you will not need this. For simplicity, it is best to use the following password: **robert**
9. When ready, click on the “**Send Invitation**” button.



10. The “Help and Support” software will try to use your email program to create a new email message. If it has trouble doing this, it will show you a message like the one shown here.



11. If this does NOT happen, and if a new email message **does appear**, then skip down to Step 15.
12. **Create and send the Email Invitation** — If the Help and Support software has trouble creating and sending the email message, then you will need to save the invitation and send it yourself. In this case, follow the steps numbered 13 to 14 below.
13. After you click on the OK button (as in the screen shot above), you will be prompted to save the Invitation Request as a file with a certain file name. The suggested name will be something like **RAinvitation.msincident**. To help find this later, you can save it in the “My Documents” folder.
14. Now you will need to open your email software, and create a new email message, and attach this file, and send the email. Note the following:
- You can use Hotmail, or Gmail, or whatever.
 - Open the email software (either the browser to use Hotmail, etc., or your local email software program).
 - Click on the option to create a New email message.
 - Type in the “To:” email address: brain@hotkey.net.au
 - Type in the “Subject”: *Remote Support*
 - Now Attach the file that you saved above.
 - Now Send the email message.
15. **The Connection** — At the pre-arranged day/time, Robert will reply to your “Invitation” with a request to connect to your computer over the internet. On your computer a message will pop up.
16. You need to click on the “Accept” button, and a connection will be established.
17. Robert can then ask you for permission to take control of the computer. If you agree, then Robert will be able to move your mouse cursor, and demonstrate your own software on your computer.
18. You can disconnect this session at any time.
19. At the end of the session, the connection will be disconnected.

*** End of Information ****