

2026

Remote Assistance using Quick Assist on Windows



This topic explains how to set up remote assistance from a third party that you trust when you experience problems or require assistance while using your Windows operating system.



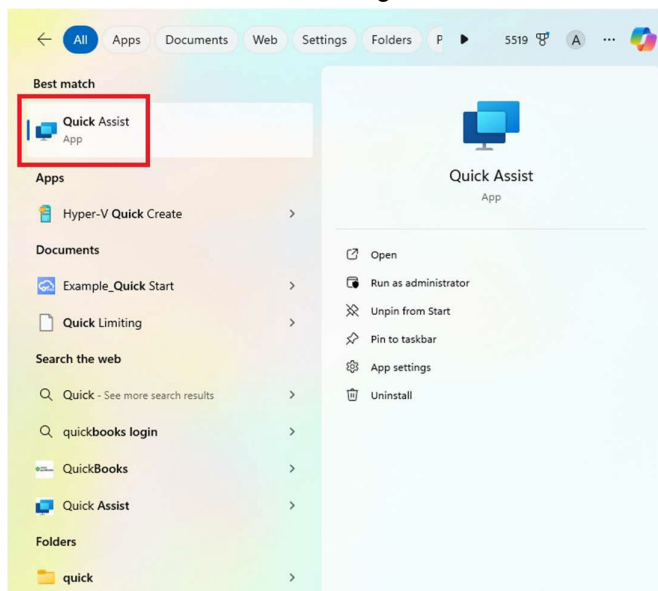
Quick Assist is a new built-in Windows application that enables you to share your computer over the Internet or a local network using a more streamlined and easy-to-use solution than previous Microsoft remote control software. Using Quick Assist, a trusted friend, family member, or Microsoft support person can gain easy one-time access to your computer to help you troubleshoot, diagnose technological issues, or provide instruction on your computer, or for you to remotely access and help another person on their computer.

Starting a Quick Assist session

1. Use the Search icon  next to the Windows Start button in the Taskbar at the bottom of your Windows screen, and type **quick assist** into the search field.



2. You should then see something like this...

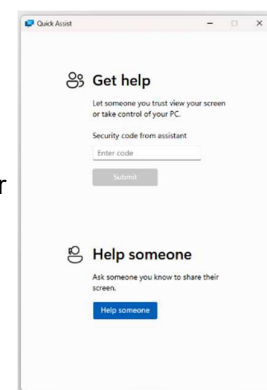


3. Click on the **Quick Assist App** icon shown in the search results and the Quick Assist application will start.

Setting up your computer to get remote assistance

If you are the person that needs somebody else to remotely access your computer:

1. Get in touch with your trusted helper (who should also be running the Quick Assist application) and they will provide you with a six-character Code which you will need to type into the *Get help* Enter

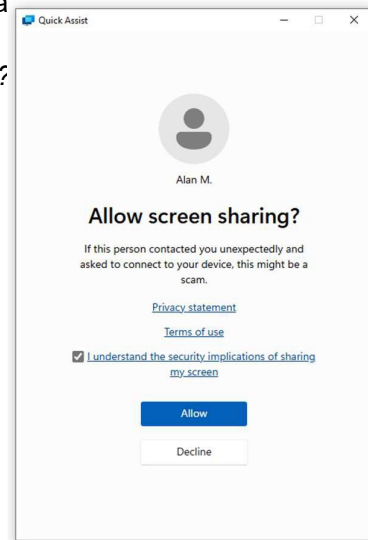


Code field. When entered, click on the **Submit** button just below the field where you just entered the code.

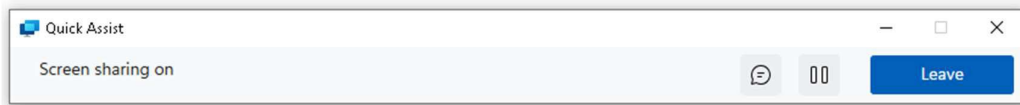
2. While the connection between the two computers is being established, you will see a pop-up window with the message *Waiting for the person helping you to set up the session* and some blue dots rotating in a circle to indicate that something is happening (as this can take a while before connection is fully established).

3. The next thing you will see is the *Allow screen sharing?* informational screen...

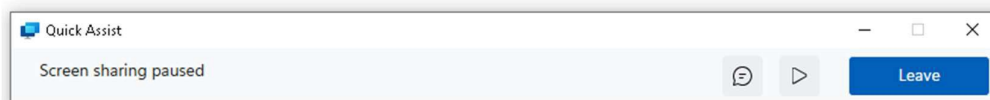
Read this information, and then if you are happy giving permission to the person mentioned in the message to see your screen, tick the “*I understand...*” message and then click on the **Allow** button when ready, otherwise click **Decline** to refuse connection and exit the application.



4. A *Connecting* message will appear and will eventually be replaced by the following window (which can be moved around if required) indicating that *Screen sharing is on* and your screen is now be viewable to your trusted helper ...

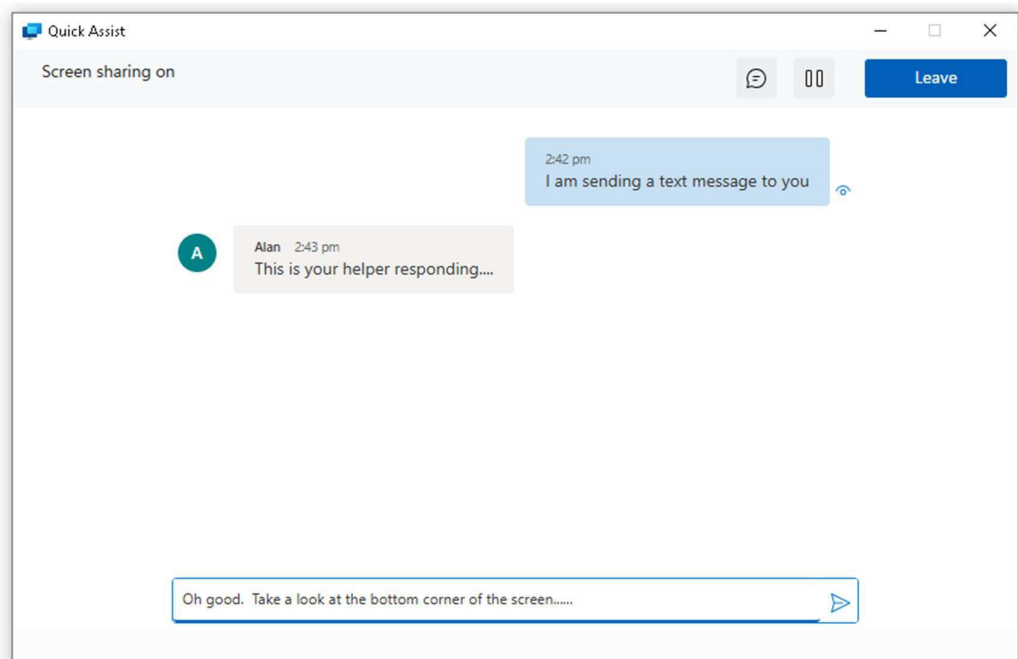


Note: That at any time you can click on the pause || button to temporarily disable the screen sharing with your remote helper. The Quick Assist window will then display *Screen sharing is paused...*



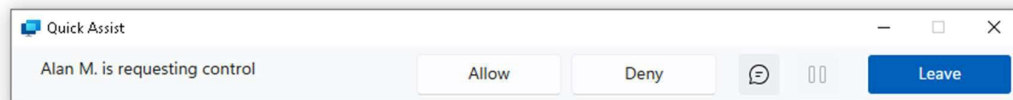
Note: This Pause capability is very useful if you suddenly need to open some sensitive information or do some Internet banking for example while you are in the middle of the shared session. Simply pause the session and the other party will NOT be able to see your screen, allowing you to work on your computer in complete privacy (so long as the *Screen sharing paused* message is display to you). When you are ready you can continue sharing your screen again by pressing the *play* button in the Quick Assist window.

5. Whilst Quick Assist is in a sharing session, either party has the ability to send text messages to the other party by clicking on the  chat icon, which then expands the Quick Assist window to allow messages to be typed into the text field at the bottom of the window and sent to the other person by clicking - **Send** arrow button.

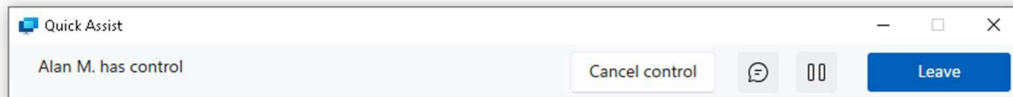


When done chatting, pressing the chat icon again shrinks the Quick Assist window back to its original size.

6. Your helper might need to take *remote control* of your mouse and keyboard to show you how to do something or to fix things on your computer, in which case the following *is requesting control* message will be displayed...



If you are happy for the helper to take control of your computer, simply click the **Allow** button, otherwise click **Deny** to reject their request. The Quick Assist window will then announce when your helper *has control* of your computer...



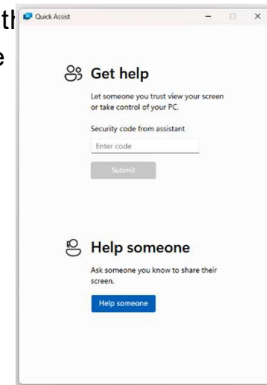
Note: At any time, you can click on the **Cancel control** button to get control back and stop the helper from controlling your computer.

7. When finished with the remote session, either party can terminate the sharing session by exiting out of the Quick Assist application. If the other party stops their session first, then you will receive a *Screen sharing has ended* message and can then either exit out of your running Quick Assist application too or ask the other person to reconnect.

Setting up your computer to provide remote assistance

If you are the person who needs to: gain remote access to and take control of another person's Windows 10/11 computer, to assist them with a problem, watch what they are doing as they discuss something over the phone, or perform some remote work; then you will need to perform the following:

1. Run Quick Assist on your computer and then ask your remote computer user to also start Quick Assist at their end. Then in your Quick Assist window, click on the **Help someone** button.

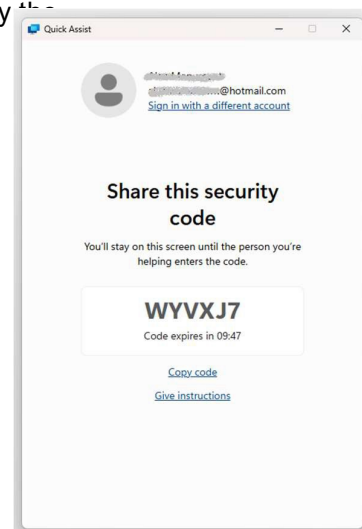


2. A *Connecting* message will display followed after a short time by Quick Assist showing that you are signed into your Microsoft Account together with a six-digit *security code*. You will need to

pass this code on to the person running the remote computer, so that they can enter it into their Quick Assist session. This code is essentially “glue” that binds the two computer sessions together.

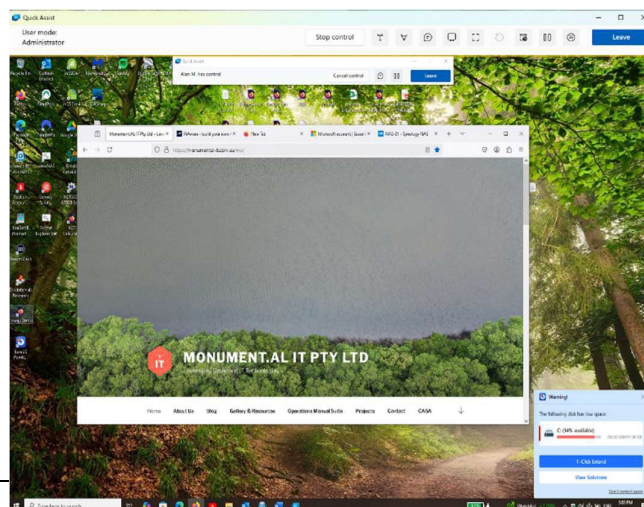
This security code has a limited lifetime before it expires if not used in time. A countdown clock will show how long you have until the code expires. If the computers are not connected in time, the code will expire and you will need to start Quick Assist again.

This dialog will remain displaying until the remote user enters the code into Quick Assist at their end, at which time you will see the *Connecting* message again, followed by a *Waiting for the person you're helping to share their screen* message.



3. The remote computer user will now be asked for permission to share their screen with you. When they click on the **Allow** button their computer screen will be shared with you.

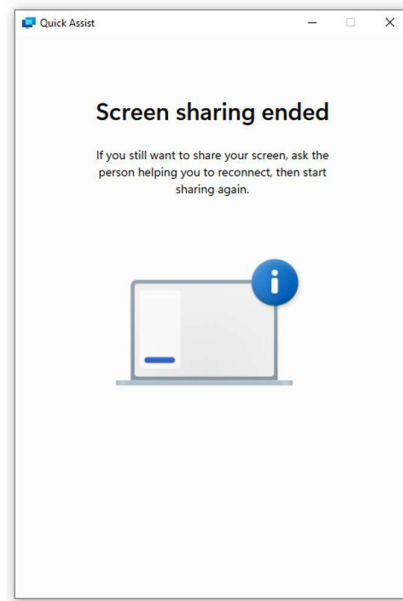
You can resize and move this window around your computer screen. Use your mouse and keyboard to interact with the remote computer's screen as if you were actually sitting in front of that remote computer. You still have full access to your computer's applications – if the quick Assist window is in the way, either move it, resize, or shrink the window to enable you to see your computer's applications.



4. At the top of your Quick Assist window are a number of buttons to control various aspects of the remote session. Position the mouse cursor over a button to see a pop-up message that describes its function. Experiment with these buttons to determine when you might require their use.



5. When finished, click on the **Leave** button or exit out of the Quick Assist application to terminate the sharing session. If the other party stops their session first, then you will receive a *Screen sharing has ended* message and can then either exit out of your running Quick Assist application too or ask the other person to reconnect.



[Cover photo: MoD/MOD](#)