RECEIVING REMOTE ASSISTANCE FROM INFORMATION SERVICES

If you require help with your PC occasionally a member of staff from Information Services will offer you Remote Assistance. The Remote Assistance tool enables the member of staff from Information Services to remotely view and control your PC as well as chat to you online.

This guide explains what to expect when you receive Remote Assistance.

OBTAINING YOUR IP ADDRESS OR COMPUTER NAME

In order to help Information Services connect to your PC you will first need to let them know your IP Address or Computer Name. To find this information:

- Double click on the **IT Support Tool** icon on your desktop.
- Click on the **PC Information** tab:

![IT Support Tool](image)

- The **Computer Name** and **IP Address** are listed under Machine Details.
WINDOWS 7 USERS

Windows 7 users can expect the following when they receive remote assistance:

- Once Information Services are ready to connect to your machine you will receive the following message:

![Remote Assistance Message](image)

- Click Yes, you will then receive a Remote Assistance Bar:

![Remote Assistance Bar](image)

  - You can stop the staff member controlling your machine at any time by clicking Pause.
  - You can disconnect the session at any time by clicking on Stop Sharing.

- Once the session is closed you will be notified on the Remote Assistance Bar:

![Session Ended](image)