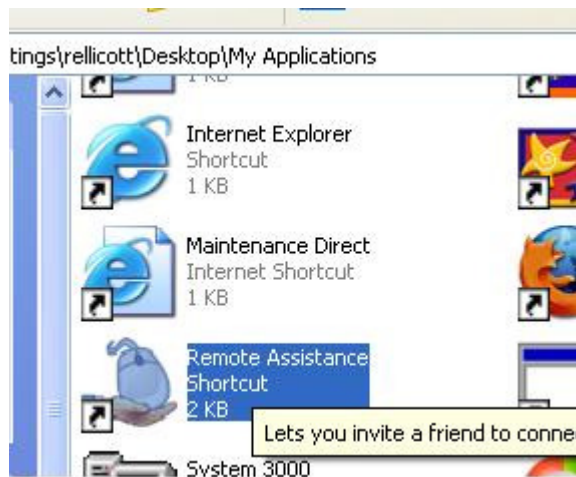
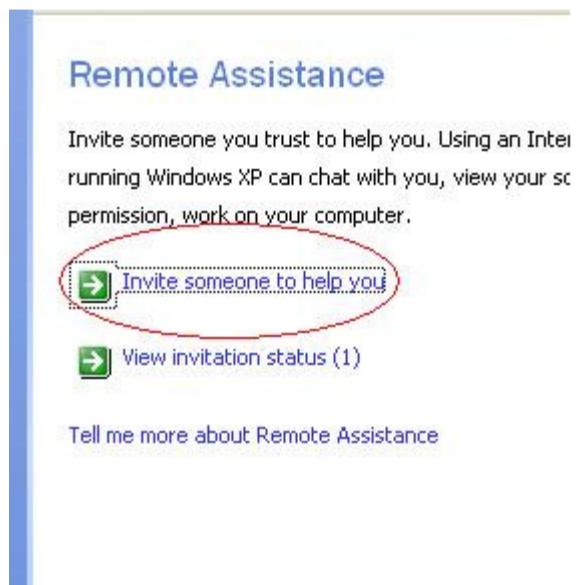


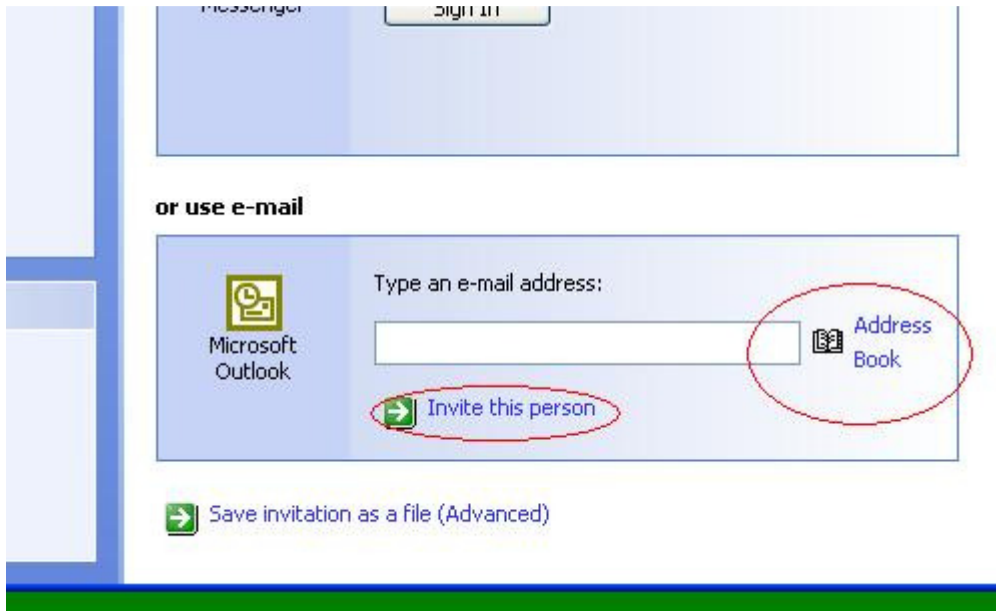
Step 1: A neat feature to the network is Remote Assistance. By opening the 'My Applications' folder on your desktop and double clicking the 'Remote Assistance' icon (see below) You are on your way to establishing a remote session with literally anyone in the district that may be of assistance to you. (Generally this should be done by the invitation of the remote user asking to help you remotely.)



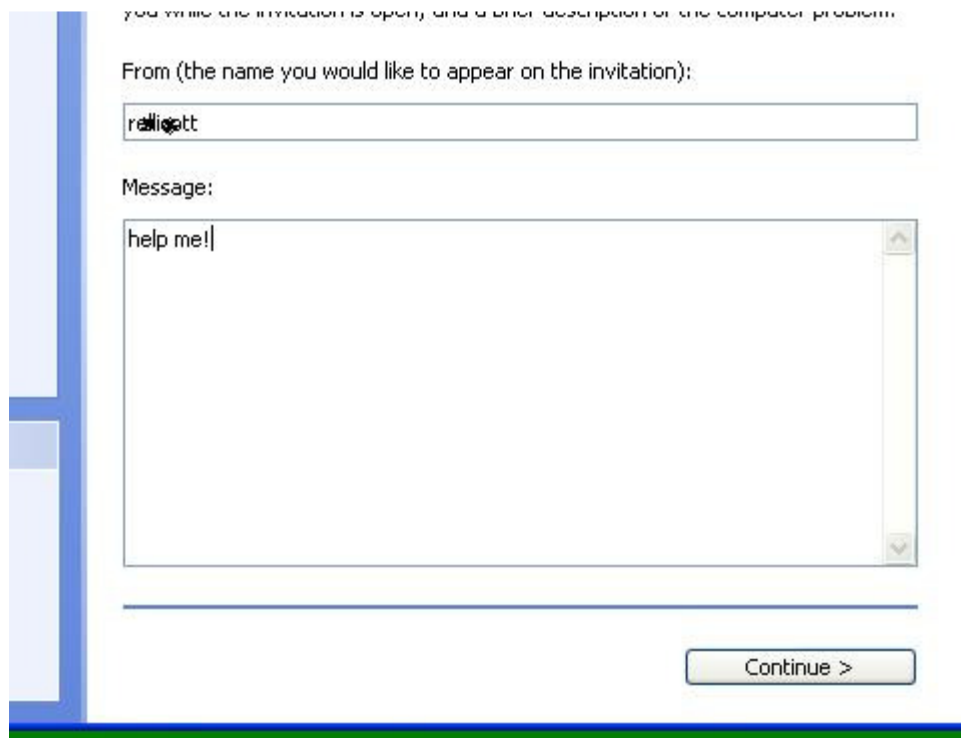
Step 2: When the application opens click the link 'Invite someone to help you' (see below)



Step 3: On the next window select an email recipient. You can use the 'Address Book' to look up a contact or simply type in their email address in the field provided. When done click 'Invite this person' (see below).



Step 4: You can enter a message with additional information or purpose for the remote assistance call then click 'Continue'.



Step 5: Finally, select the amount of time this invitation is valid.  
For the password you can select not to require a password , or use an agreed upon password, else default to the building code as seen below especially when contacting the Technology Department.

When done click 'Send Invitation'.

\*\*\* You may see a security warning letting you know that something is attempting to send an email using Outlook... this is OK... go ahead and proceed \*\*\*

### Remote Assistance - E-mail an Invitation

**Set the invitation to expire**

To lessen the chance that someone fraudulently gains access to your computer you can limit the time in which a recipient can accept a Remote Assistance invitation. Specify the duration that this invitation will remain open.

01 Hours

**Require the recipient to use a password**

For security reasons, it is strongly recommended that you set a password that the recipient must use to connect to your computer. Do not use your network or Windows logon password.

Type password:  Confirm password:

**Important** You must communicate the password to the recipient.

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**Use your school code for password:**  
HES, BMHS, LMES, VMES, VMMS, MES  
OES, EHYES, DPES, PIC, BTHS, IRMS

When done an email will be sent to the end user with instructions and a web link to click on that will connect to your computer. Your done. Hopefully the recipient is at his or her desk waiting for the invitation!