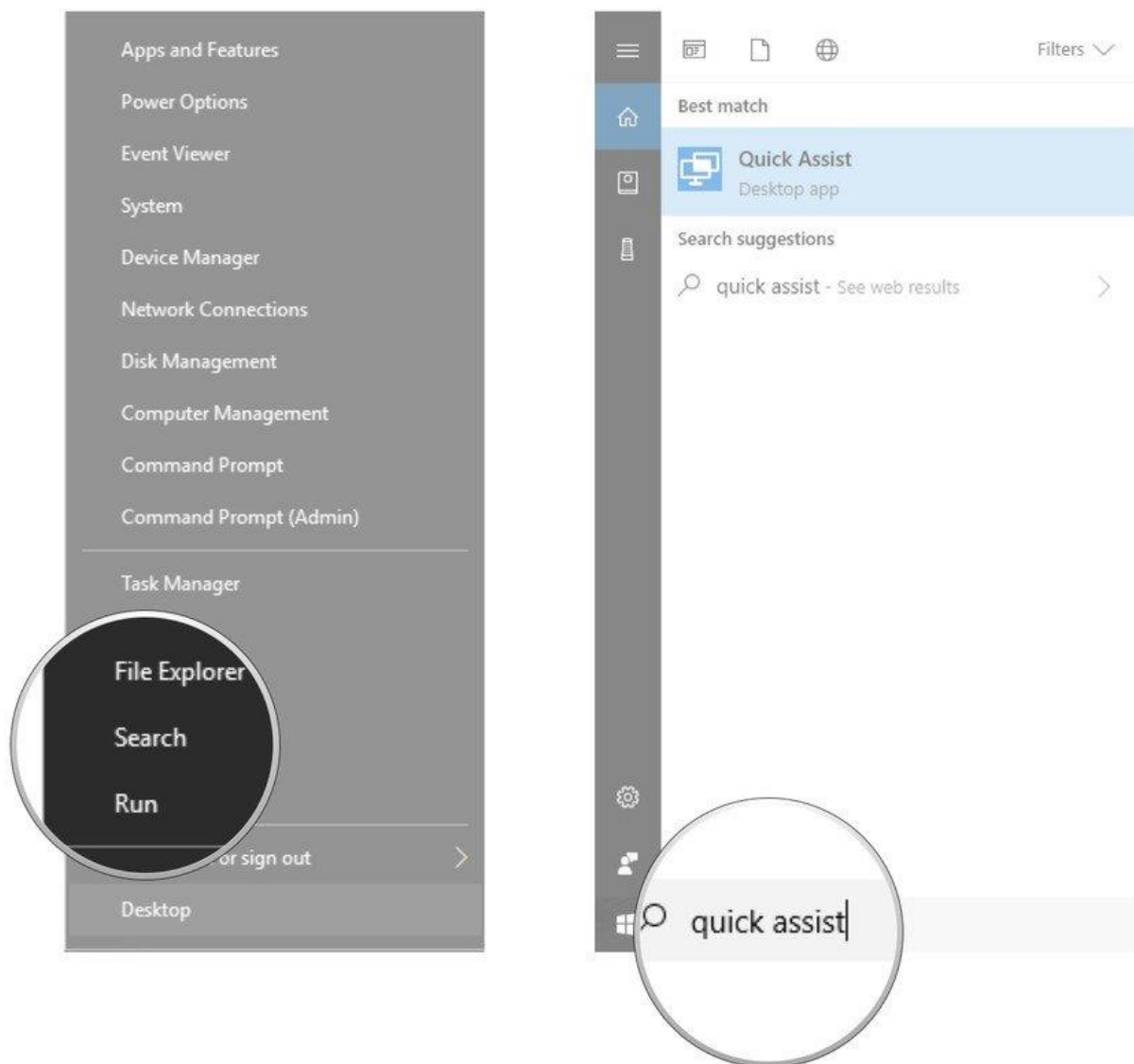**If you're getting help or Support from your IT service Provider**

Once the person providing remote support has asked you to launch Quick Assist, here's how to get things set up for the person receiving assistance.
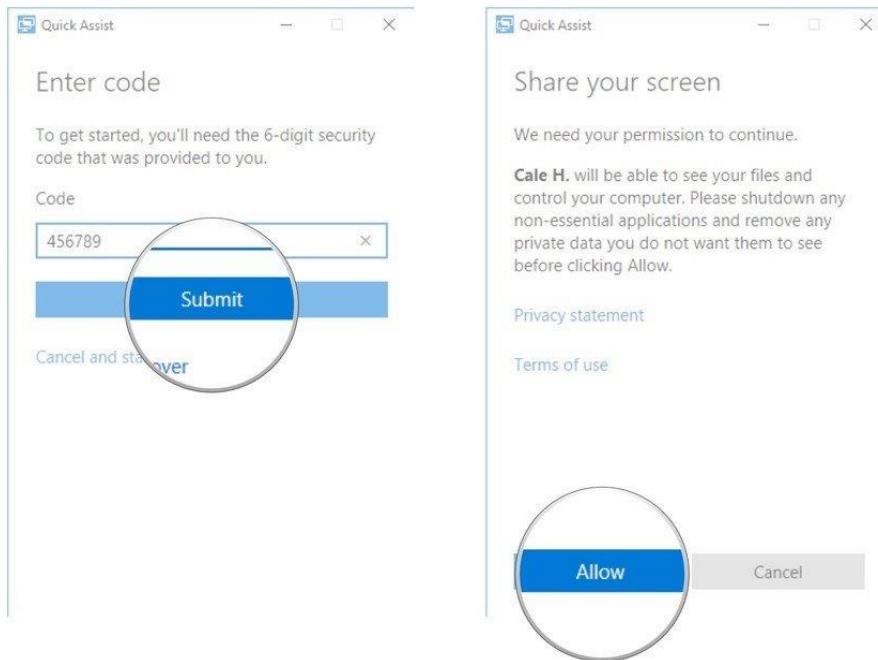
1. Right-click the **Start** button
2. Click **Search**
3. Type **Quick Assist** and hit **Enter** on your keyboard

4. Click **Get assistance**
5. Type the **six-digit code** provided to you by the person giving you assistance
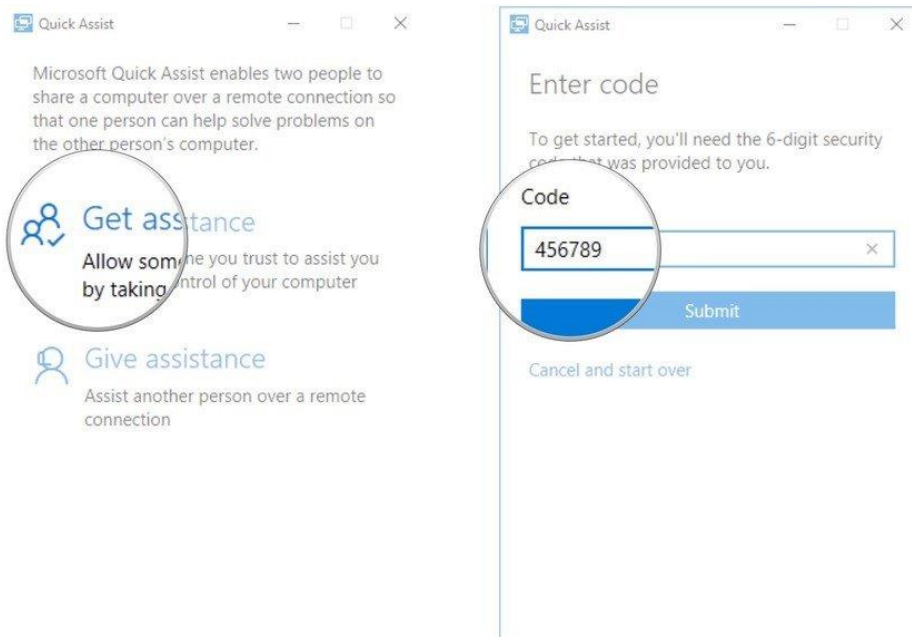
6. Click **Submit**
7. Click **Allow** as long as the name matches the person giving assistance

The person giving assistance will now have a window open that shows the other person's desktop.

How to use Windows 10 Quick Assist

Once you have a working connection, the person offering assistance has a number of tools at their disposal.

- To annotate both screens, click the **Annotate** button. This allows the person giving assistance to draw directly on both screens using their mouse cursor.
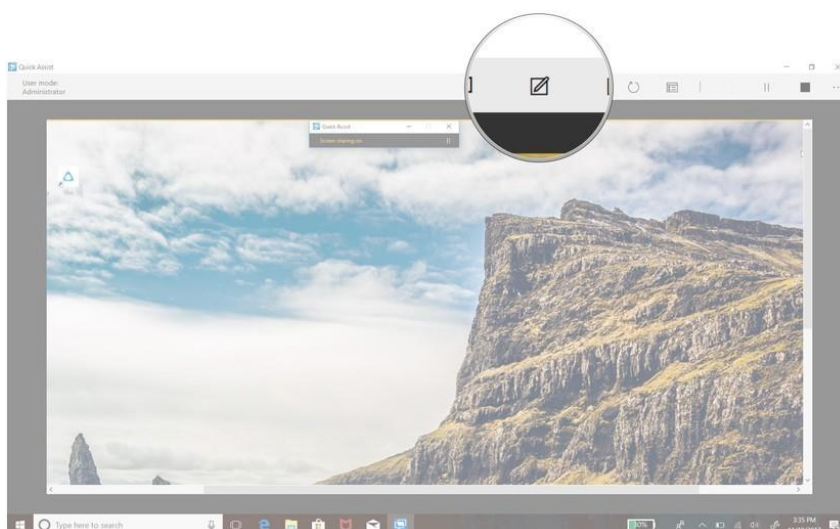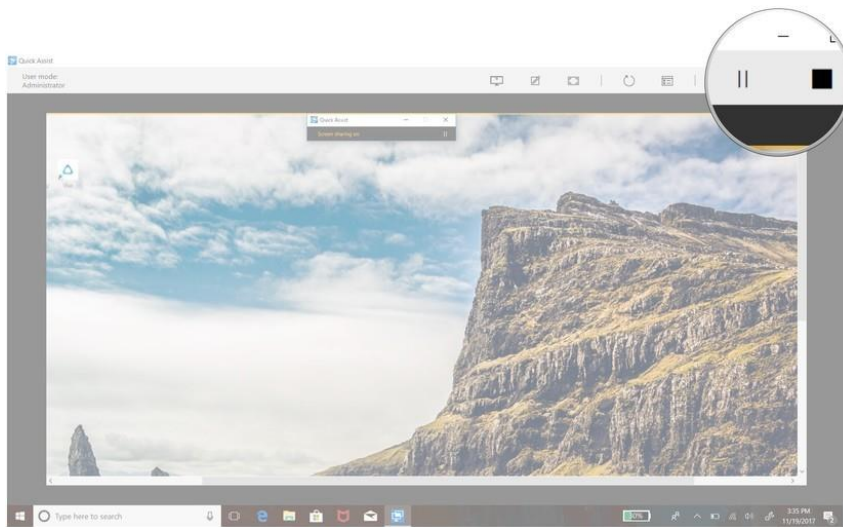
- To restart the other PC, click the **Restart** button. The Quick Assist connection will pause, but will automatically re-open when the PC restarts and boots Windows.
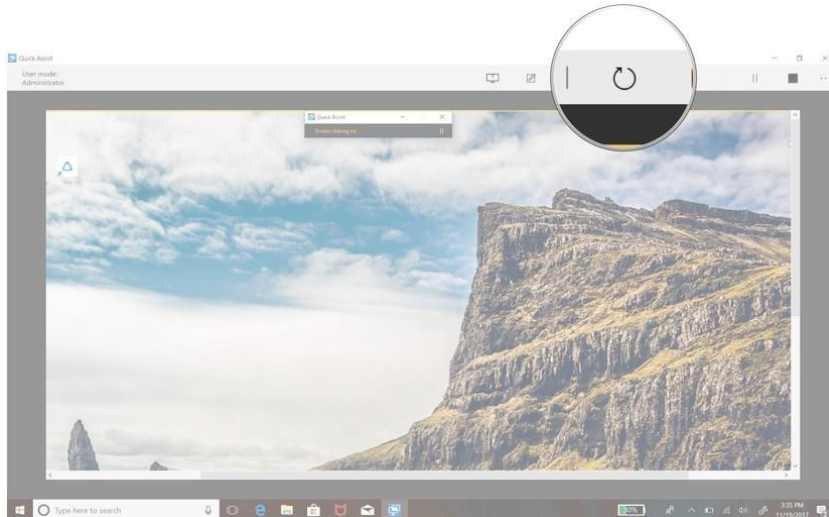
- To open the Task Manager on the other PC, click the **Task Manager** button.
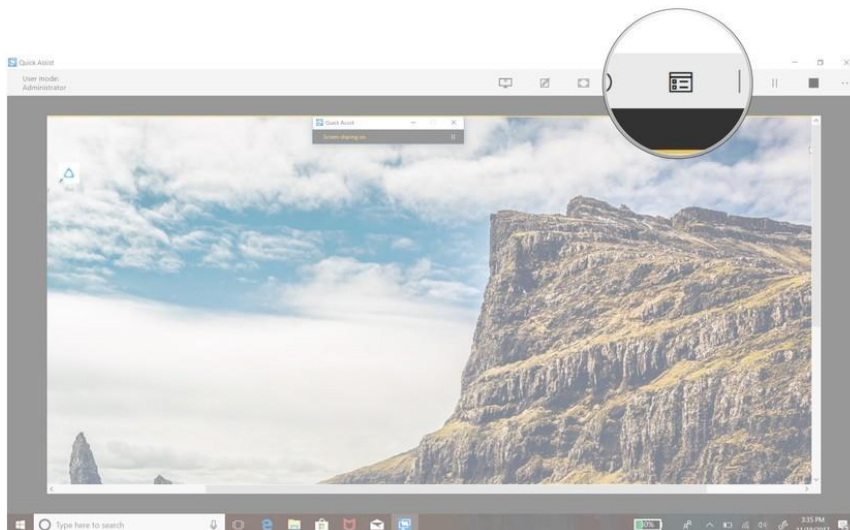
- To pause or stop the connection, click the **Pause** or **Stop** button. The connection can be resumed by hitting the **Play** button in the same spot.

- If the person receiving assistance would like to stop the Quick Assist, they can click the **X** in the top-right corner of the small window on their screen.