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Users helping users
for over 40 years

Quick Assist

fast, easy, & free remote assistance

Chris Taylor
2023-05-10



Did you ever have a conversation like...

- Bill: I can't get to the file my grandson emailed me.
- Sue: Right-click the filename at the bottom of the message and choose Save As.
- Bill: I don't see that.
- Sue: Do you see a paper clip to the left of the message in the message list? In the window above the preview pane?
- Bill: I don't see anything called preview pane.
- Sue: It doesn't actually say preview pane. It just...oh, forget that. Open the message in its own window.
- Bill: Do you want me to right-click and choose 'open link in new window'?
- Sue: Ummm ... are you in Thunderbird or your web browser?
- Bill: I think I am on the Internet...

What is Quick Assist




- Free program from Microsoft for Windows 10 & 11
- Get help by sharing **your** computer with another person over a remote connection
 - allow helper to just view your screen, or
 - allow helper to view screen, and use your keyboard & mouse
- Help someone else with their PC problems
 - view **their** screen
 - direct the person's attention
 - on-screen annotations & laser pointer
 - optionally, operate **their** keyboard and mouse
 - person you are helping has total control over this

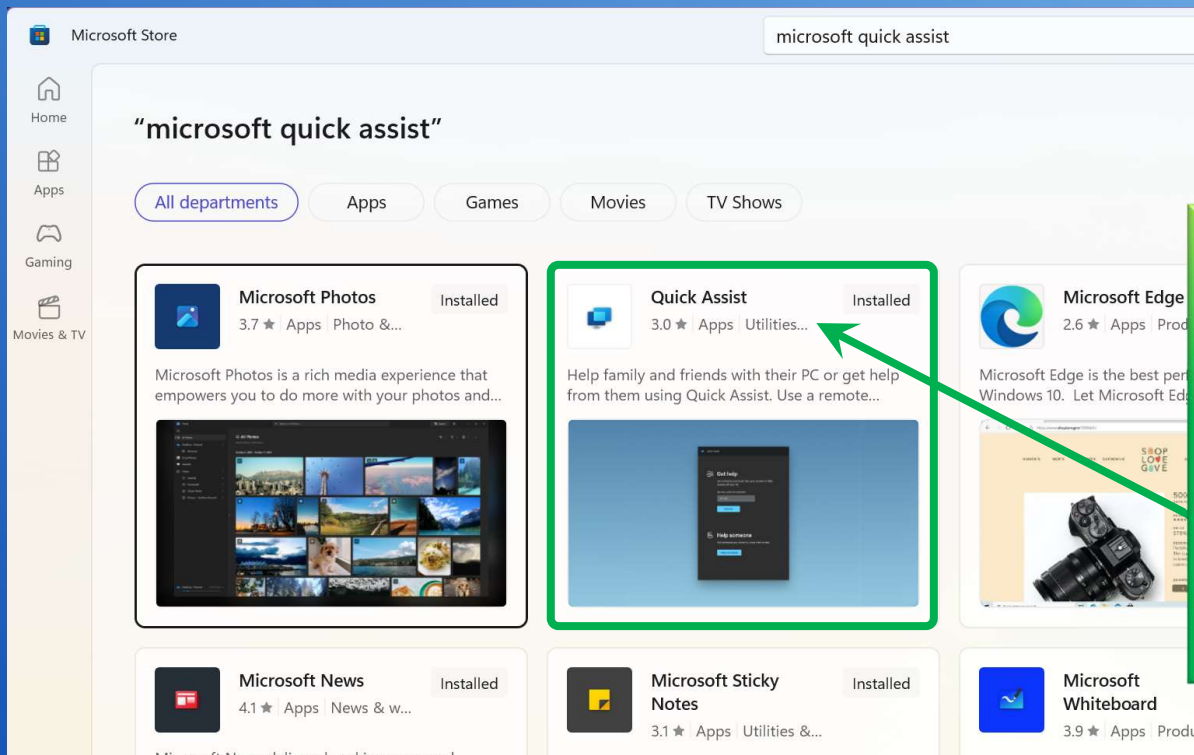
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Running Quick Assist

Run *Quick Assist* on both computers

- press   
- click *Start* button, type *Quick Assist*
- find it in *Start* menu
 - in *Windows Accessories* (Windows 10)
 - under *All apps* > *Q* (Windows 11)



May have to install from Microsoft Store




- search in Store for *Microsoft Quick Assist*
- search results list many other (*completely unrelated*) programs

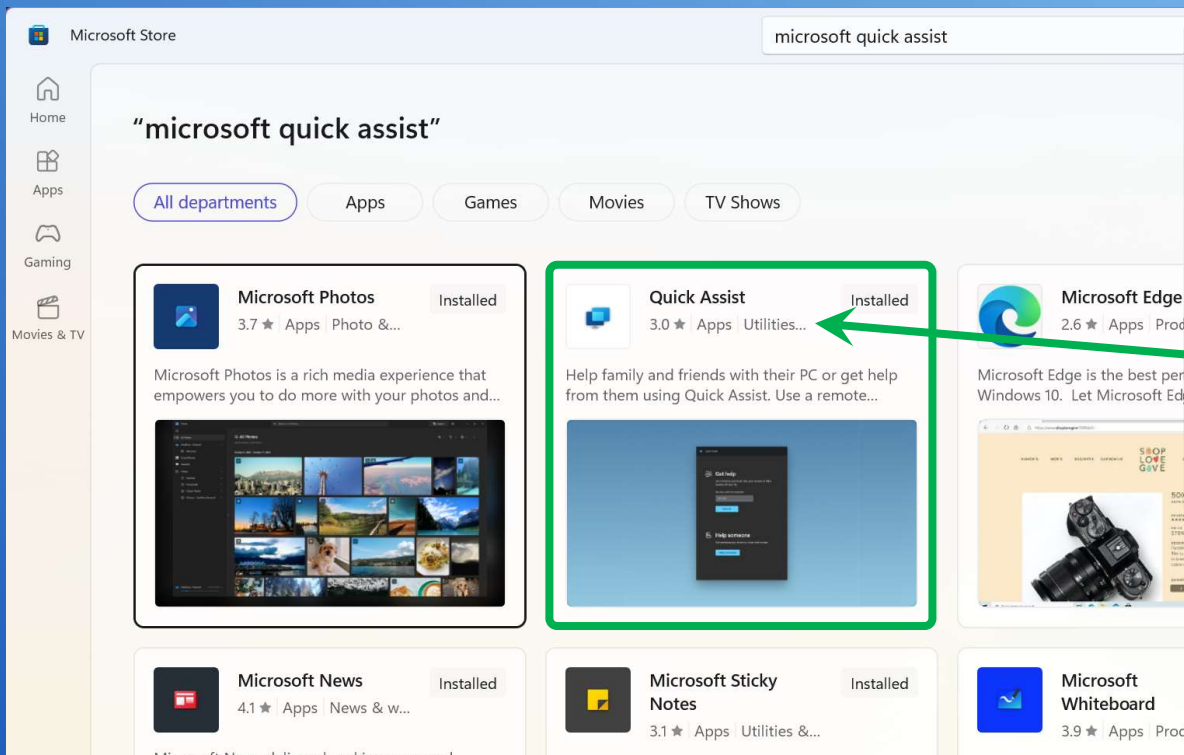
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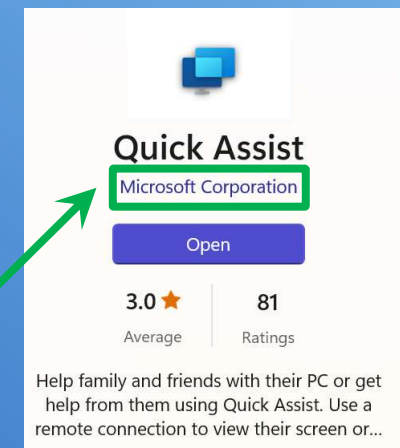


May have to install
from Microsoft Store

- search in Store for *Microsoft Quick Assist*
- search results list many other (*completely unrelated*) programs

Select *Quick Assist*

- make sure publisher is *Microsoft*



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Assistance provider

Click *Help someone*

If not signed into Windows (or Store) using a Microsoft account

- prompted to sign into a Microsoft Account
- only the person *providing* assistance needs to be signed into a Microsoft Account

Give this code to person *receiving* assistance

Quick Assist

Get help

Let someone you trust view your screen or take control of your PC.

Security code from assistant

Enter code

Submit

Help someone

Ask someone you know to share their screen.

Help someone

Quick Assist

Chris

Share this security code

You'll stay on this screen until the person you're helping enters the code.

MXM3NQ

Code expires in 09:41

Copy code

Give instructions

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Assistance receiver

Ask assistance provider for code

Share this security code

You'll stay on this screen until the person you're helping enters the code.

MXM3NQ

Code expires in 09:41

[Copy code](#)

[Give instructions](#)

Enter code

Quick Assist

Get help

Let someone you trust view your screen or take control of your PC.

Security code from assistant

[Submit](#)

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Ask someone you know to share their screen.

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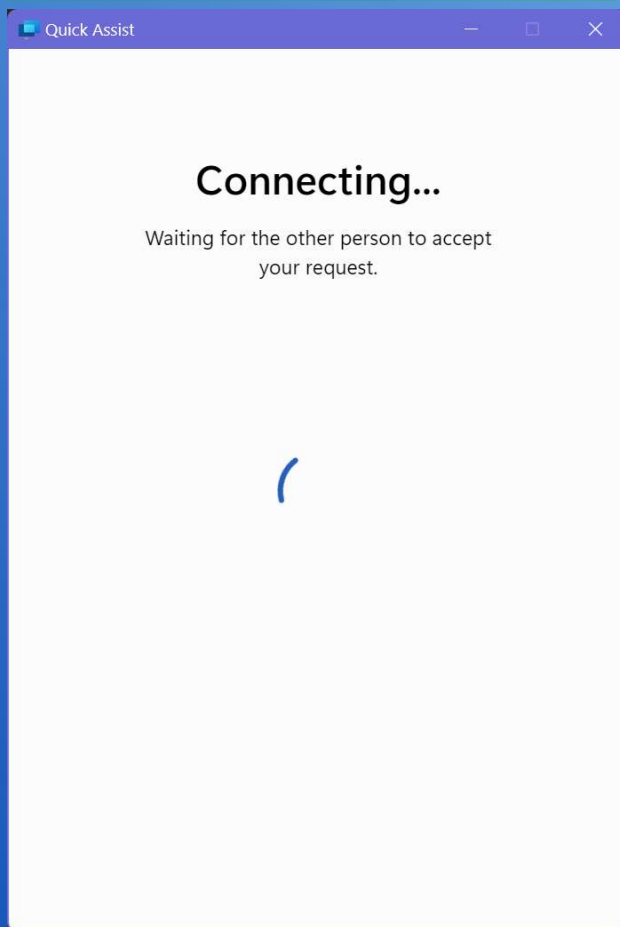
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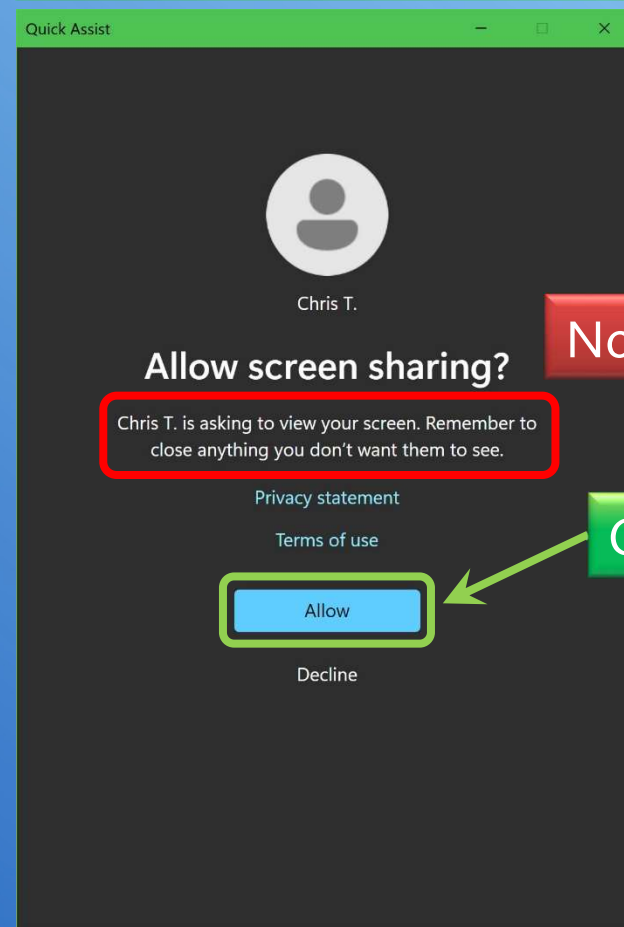
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Handshake

Assistance provider sees



Assistance receiver sees



Note!

Click Allow

- can be moved by dragging title bar of toolbar

Assistance provider's toolbar

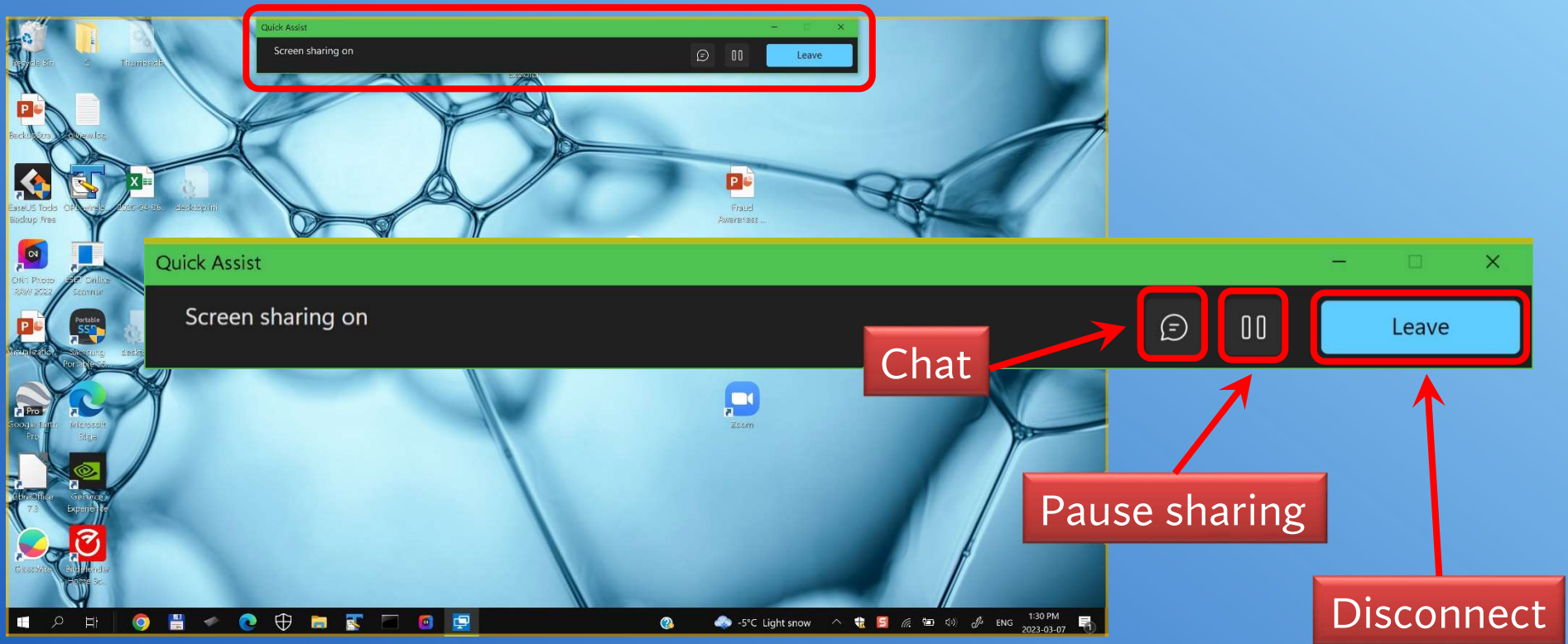
- above assistance receiver's desktop

Assistance provider sees receiver's desktop in a resizable window

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Assistance receiver's toolbar



All three options will be discussed along with Assistance provider's toolbar

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Request control of mouse & keyboard

(Assistance provider)

User mode:
Administrator

Request control



Leave

Assistance receiver must give permission for remote control

Quick Assist

Chris T. is requesting control

Allow

Deny



Leave

Assistance receiver can *Cancel control* at any time

Quick Assist

Chris T. has control

Cancel control



Leave

Assistance provider can *Stop control* at any time

User mode:
Administrator

Stop control



Leave

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Laser pointer

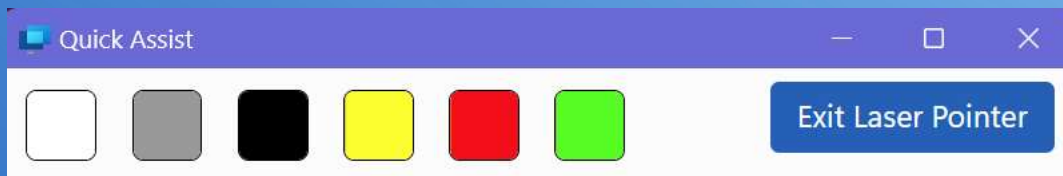
(Assistance provider)

User mode:
Administrator

Request control



Leave

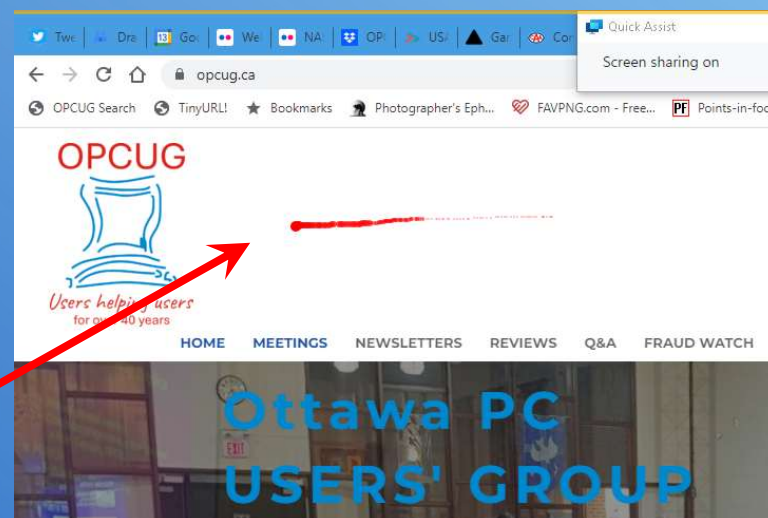


Select colour

Click on assistance receiver's screen

- move mouse to display colour trail

* works even without control of mouse & keyboard



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Annotation

(Assistance provider)

User mode:
Administrator

Request control



Leave

Quick Assist

Click to open colour panel

Click eraser to remove all annotations

Click on assistance receiver's screen

- draw with mouse

* works even without control of mouse & keyboard

The screenshot shows a remote session window titled 'Quick Assist'. At the top, there's a toolbar with various icons. A red box highlights the 'Request control' icon (a hand with a pointer). Below this, there's a color selection toolbar with a red box around the first color (white) and an eraser icon. A red arrow points from the eraser icon to a red box on the remote screen containing a menu icon. Another red arrow points from the eraser icon to a red box containing the text 'Click eraser to remove all annotations'. A third red arrow points from the eraser icon to a red box containing the text 'Click on assistance receiver's screen' and a bullet point 'draw with mouse'. At the bottom, there's a red box containing the text '* works even without control of mouse & keyboard'. The remote screen shows a web browser with the OPCUG logo and text, and a video feed of a person.

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Chat box

(Assistance provider & recipient)

User mode: Administrator

Request control

Icons: Microphone, Video, Chat (highlighted with a red box), Remote control, Screen sharing, Refresh, Settings, Menu, and a blue 'Leave' button.

Quick Assist window showing screen sharing on the OPCUG website. A red box highlights the chat box interface, which includes a 'Send' button and a 'Message Received' notification.

Assistance provider's chat box opens beside remote desktop

Two overlapping screenshots of the Quick Assist window. The top screenshot shows the chat box open beside the remote desktop. The bottom screenshot shows the chat box open on the desktop, with a red box highlighting the chat box interface.

When Chat box visible

- click **Chat** in toolbar to close Chat

Assistance receiver's chat box opens on desktop

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Select screen

(Assistance provider)

User mode:
Administrator

Request control



Leave



All Monitors

Exit Selecting Monitors

If assistance receiver has multiple monitors

- choose any one
- choose all
 - contents of each monitor appear side-by-side

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Actual size / Fit to screen

(Assistance provider)

User mode:
Administrator

Request control



Leave

Toggle between

- **Actual size** (pixel-for-pixel match)
 - if assistant receiver's monitor is higher resolution than assistant provider's monitor
 - will only see part of desktop
 - have to use scroll bars to see other parts
- **Fit to screen** (scaled resizable window)
 - entire screen always visible but might be small

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Reconnect

(Assistance provider)

User mode:
Administrator

Request control



Leave

If session is interrupted

- click **Reconnect** to attempt to reestablish session
- rarely works
 - typically have to restart Quick Assist on both sides

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Restart

(Assistance provider)

User mode:
Administrator

Request control



Leave

Restart assistance receiver's computer

Assistance receiver gets 30-second warning

- can abort reboot
- Quick Assist reconnects after reboot

Restarting your device

Your device will restart in **00:23**

Once your device has restarted, your sharing session will automatically resume.

Restart Now

Cancel

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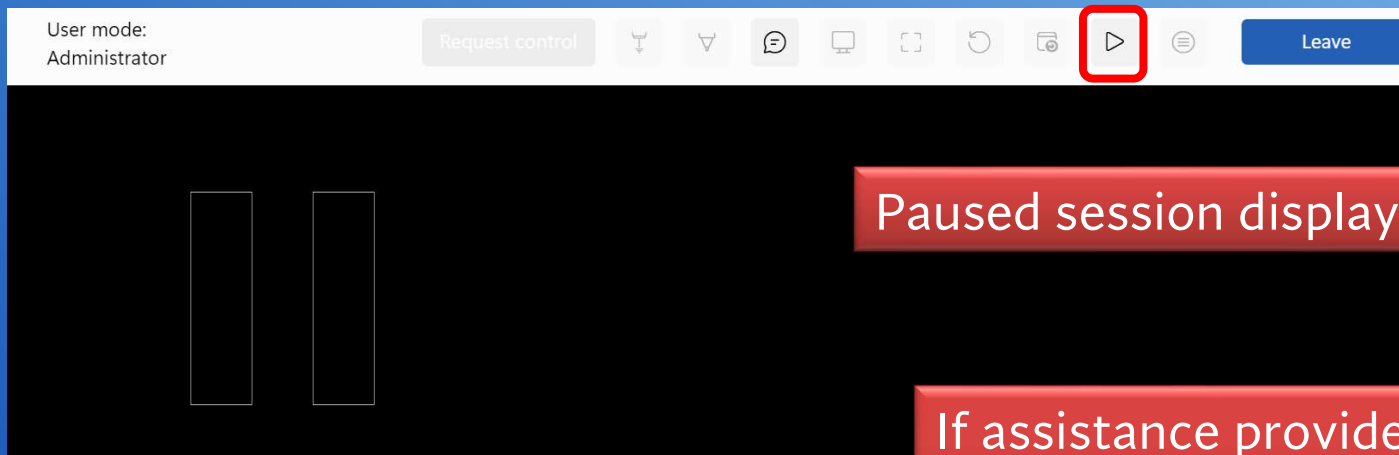
Pause

(Assistance provider and receiver)



Blanks Quick Assist desktop on assistance provider's computer

- if assistance receiver has to step away from computer
- if assistance receiver wants to display sensitive information



Paused session displays *Resume* button

If assistance provider pauses session

- either end can *Resume* session

If assistance receiver pauses session

- only they can *Resume* session

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Task Manager

(Assistance provider)

User mode:
Administrator

Request control



Leave

User mode: Administrator

Stop control

Chris T. has control

Cancel control

Leave

Task Manager

File Options View

Processes Performance App history Startup Users Details Services

Name	Status	PID	Command line	CPU	Memory	Disk
Google Chrome (23)				34%	48%	1%
MoUSO Core Worker Process		12412	C:\Windows\System32\mousocoreworker.exe	6.3%	1,011.3 MB	0.1 MB/s
Quick Assist		4064	"C:\WINDOWS\system32\quicksist.exe"	6.3%	14.7 MB	0.1 MB/s
Desktop Window Manager		1424	"dwm.exe"	5.3%	341.3 MB	0 MB/s
Windows Audio Device Graph Is...		13308	C:\WINDOWS\system32\AUDIODG.EXE 0x544	3.4%	72.9 MB	0 MB/s
Antimalware Service Executable		6260		3.3%	24.0 MB	0 MB/s
Service Host: Windows Update		8924	C:\WINDOWS\system32\svchost.exe -k netsv...	1.7%	142.7 MB	0 MB/s
System		4		1.6%	37.3 MB	0 MB/s
Task Manager		16764	"C:\WINDOWS\System32\Taskmgr.exe" /2	1.5%	0.1 MB	0.1 MB/s
Windows Explorer		6856	C:\WINDOWS\Explorer.EXE	1.4%	30.1 MB	0 MB/s
				0.9%	45.5 MB	0 MB/s

End task

Welcom

We are a not-for-profit organization located in Ottawa, Ontario. Our motto is Users Helping Users, a task we have undertaken for more than 35 years.

Windows taskbar: -4°C Mostly cloudy 5:41 PM 2023-03-07

Opens *Task Manager* on
assistant receiver's computer

Identical to right-clicking taskbar & choosing *Task Manager*

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Leave

(Assistance provider and receiver)

User mode:
Administrator

Request control



Leave

Both

- assistance provider and
- assistance receiver

can close the session at any time by clicking *Leave*

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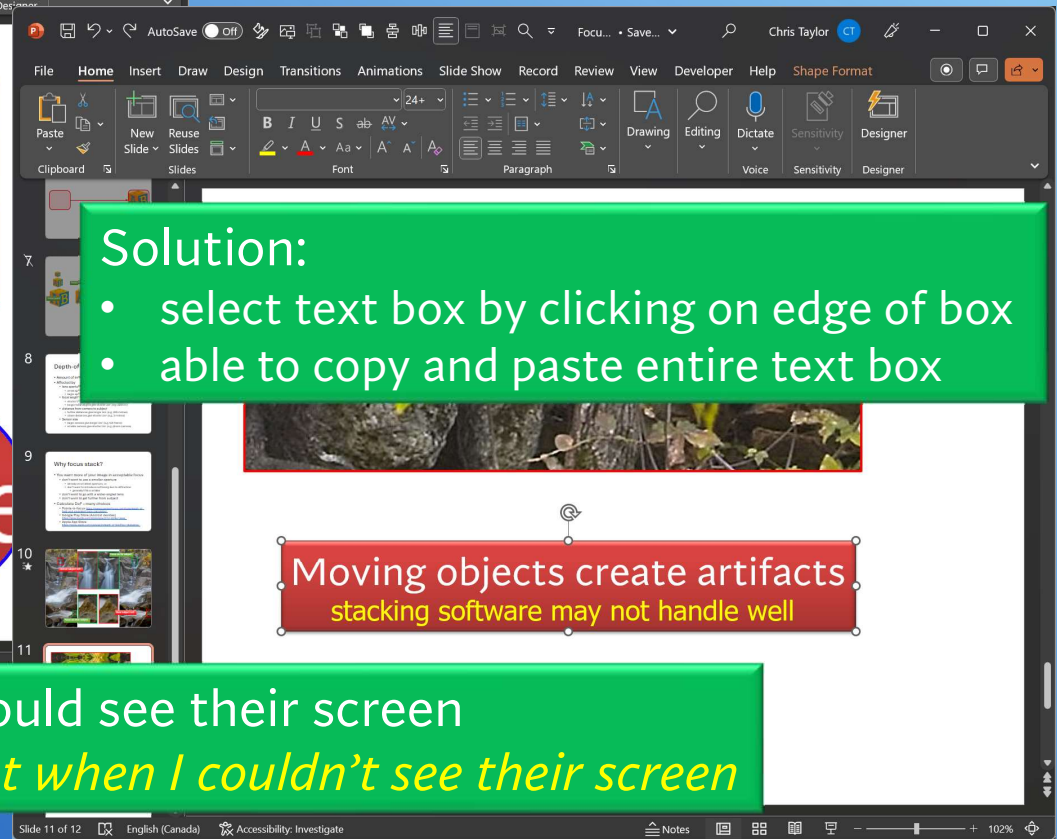
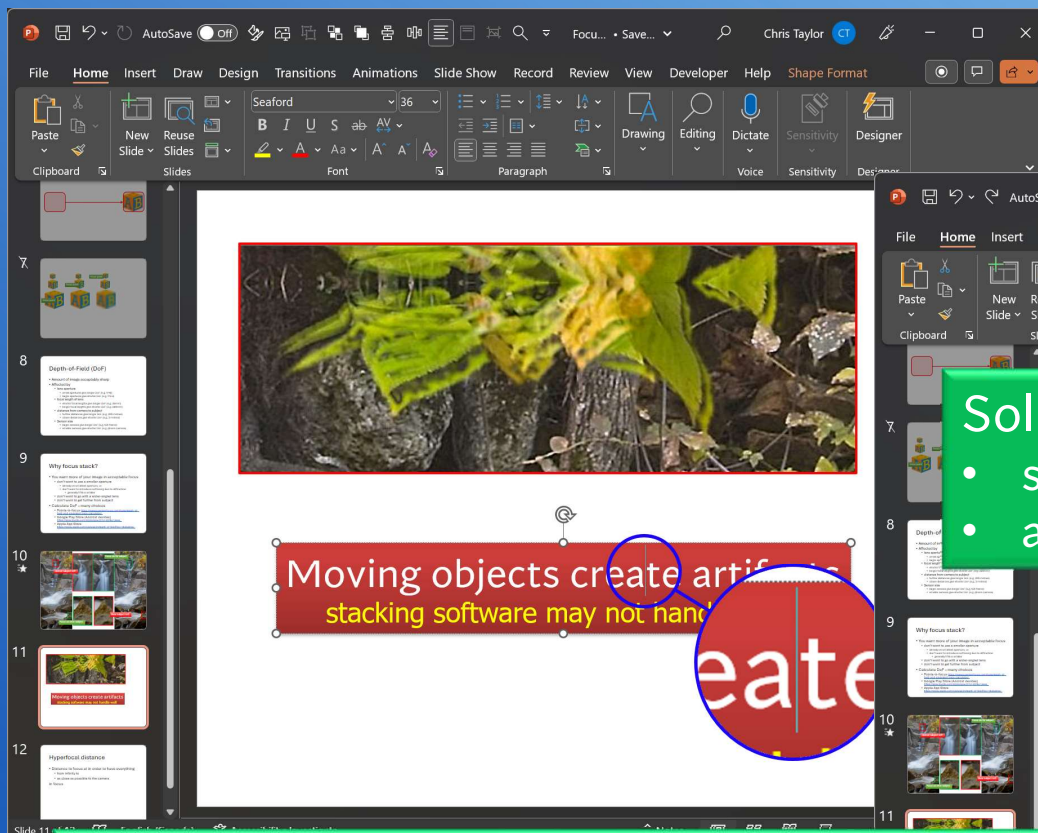
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An example of how Quick Assist can *really* make things easier

- *When I select an object in one PowerPoint deck and want to copy it to another deck, Windows won't let me copy it*
- PowerPoint definitely allows you to copy objects from one deck to another
- Very difficult to determine why copy and paste is not working
 - copy function not working?
 - paste function not working?
 - corrupted PowerPoint deck?
 - something outside of PowerPoint?

On Quick Assist, could see

- person being helped clicked **within** a **text box**
 - note text insertion cursor (vertical line)
- any attempt to copy tried to copy **text within the text box**
 - not the text box itself
- no characters were selected, therefore nothing to copy



Solution:

- select text box by clicking on edge of box
- able to copy and paste entire text box

Solution was fast & easy when I could see their screen

- *much more difficult to figure out when I couldn't see their screen*

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Summary



- Great program
 - free
 - has most of the functions I want/need
 - easy to use
 - easy to get an assistance receiver running with it
 - easier than walking someone through installing and using something like Team Viewer
- Biggest deficiencies with Quick Assist (for me)
 - no way to transfer files between computers
 - no pen use for annotations & laser pointer