

QUICK ASSIST — Remote support —

When receiving remote support, please follow the steps below and keep your communication environment good.

① Open QUICK ASSIST



Select **Windows setting screen** and type **Quick Assist** in the search box.

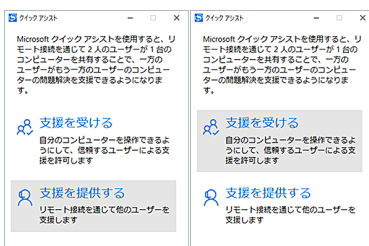
or

Select **Quick Assist** from **Windows Accessory**.

or

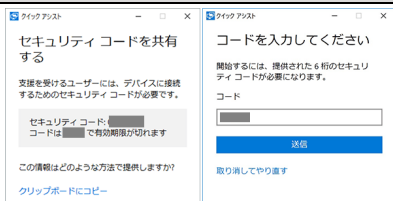
Select **QUICK ASSIST** from **TANO SETTING**.

② Select support



- If you are Operator :
Click **Give assistance**.
- if you are Requester :
Click **Get assistance**.

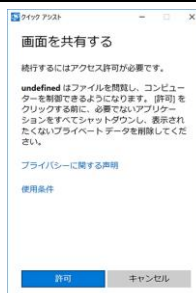
③ Input code



Operator **must** sign in with a Microsoft account.

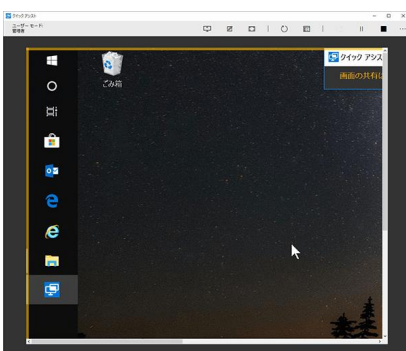
Get assistance :

Enter the code into the text box titled Code from operator.



Once operator begins the remote session, you'll see a **Share your screen permission request** then click **Allow**.

④ Screen sharing



When your remote session is in progress, you'll see a slight yellow border around the edge of your desktop, along with a Quick Assist icon at the top of your screen.

Click "... " icon on the far right of the taskbar, a description appears on the taskbar icon.

When you exit, click on **Close** in the upper right.