**How to Start Helping Someone**

1. First, open the Quick Assist application

* pressing Win + Ctrl + Q **or**
* search Start menu for “Quick Assist” **or**
* Start > Windows Accessories > Quick Assist

1. In Give assistance section, choose ‘Assist another person’
2. Log into *your* Microsoft account
3. Give the security code to the person you’re helping and tell them to follow these steps below

**How to Start Receiving Help from Someone**

1. First, open the Quick Assist application

* pressing Win + Ctrl + Q **or**
* search Start menu for “Quick Assist” **or**
* Start > Windows Accessories > Quick Assist

1. In Get assistance section, type in the code that you have been given by the helper
2. Click ‘Share screen’
3. Wait a few minutes for your helper to connect
4. You will be asked to allow your helper to have access to your computer

**Warning:** The helper will have complete access to everything on your computer. If you want to end the connection at any time, at the top of your screen is a small ‘Quick Assist’ box. Click on the X in the top-right corner.