

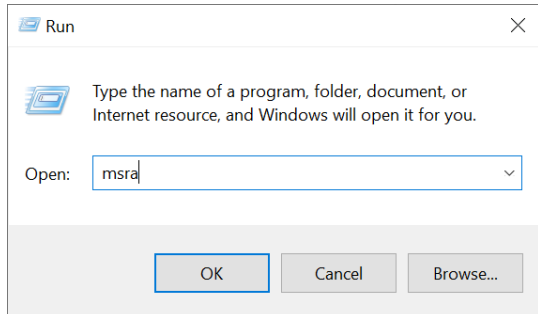
LIC Support Document: Microsoft Remote Assistance

A) Version for LIC users

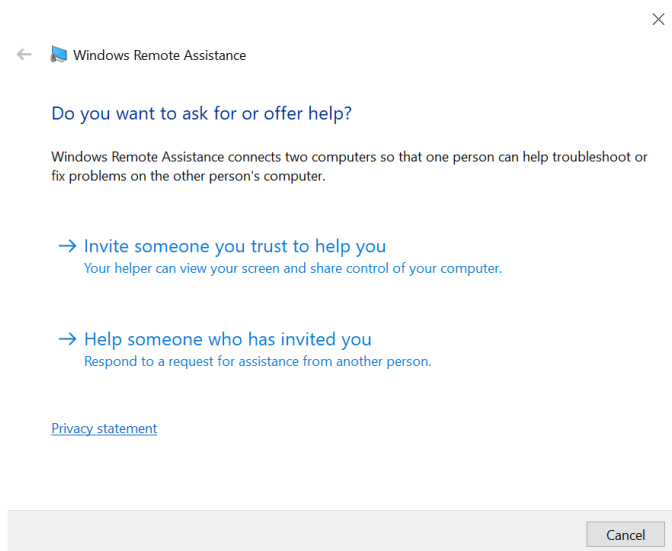
Step 1: Open Windows Start Menu by right mouse click and select “Run”



Step 2: Open Microsoft Remote Assistance by entering “msra” and click OK

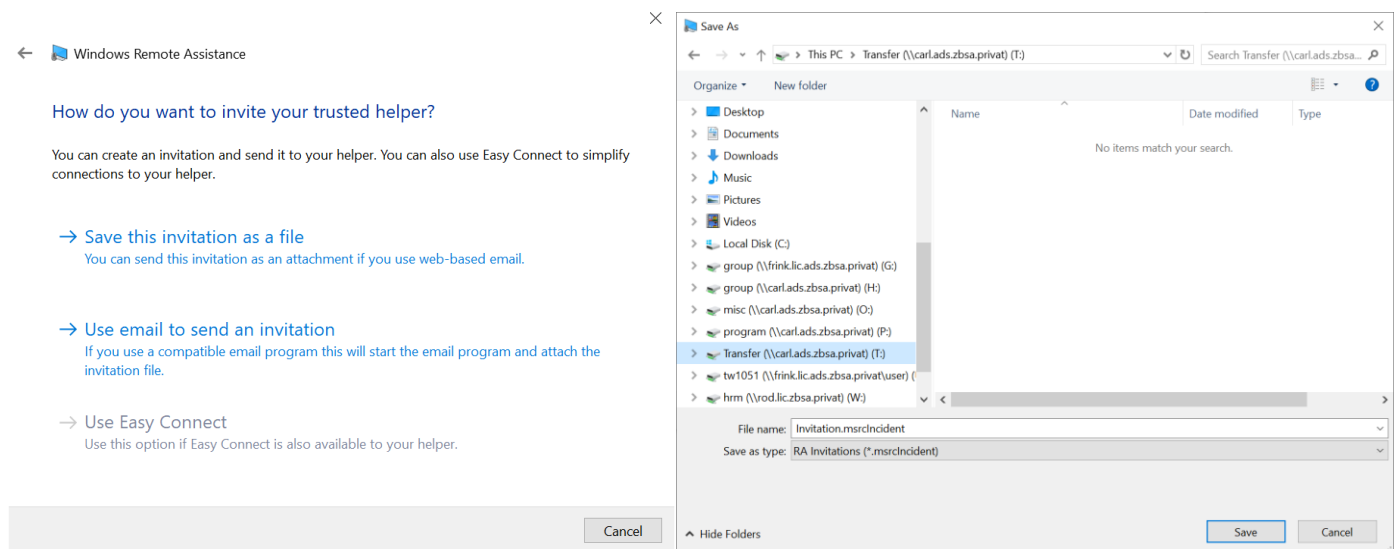


Step 3: Create a remote support request file by clicking “Invite someone you trust to help you”



Step 4: Save the remote support request file (“Save this invitation as a file”) to Transfer.

Hint: If not already existing, please create the folder “T:\LIC-Support\” and give your invitation file a proper name (e.g. the name of the system and your name”

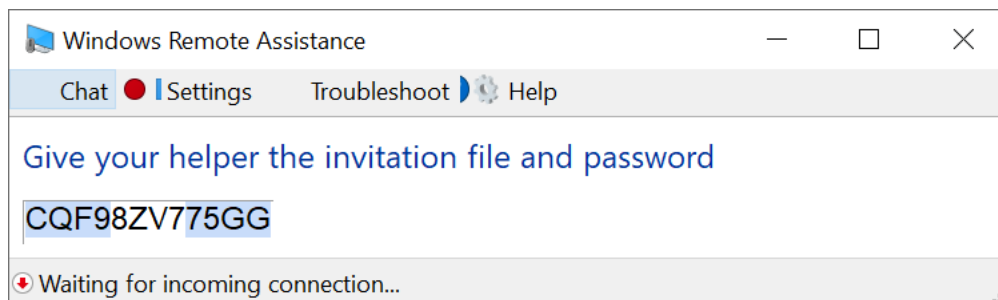


OR send it to lic@imaging.uni-freiburg.de via e-mail.

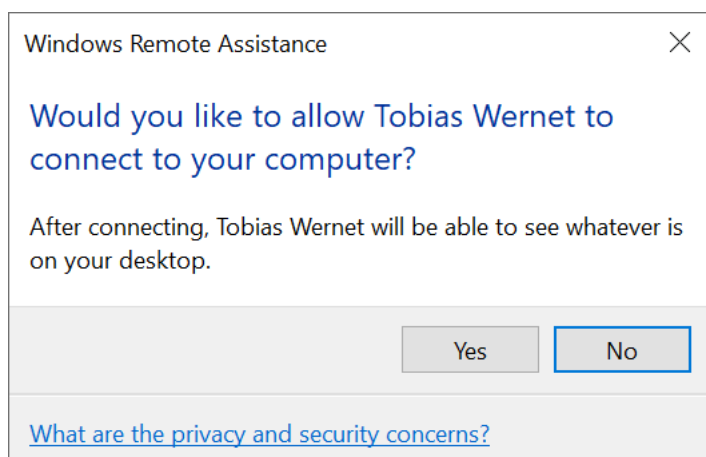
Step 5: Submit the remote session passphrase

Please call the LIC office (phone +49 761 203 97132) that you need remote support and provide the remote assistance password

Hint: For security reasons, never submit the invitation file and the password in the same e-mail.

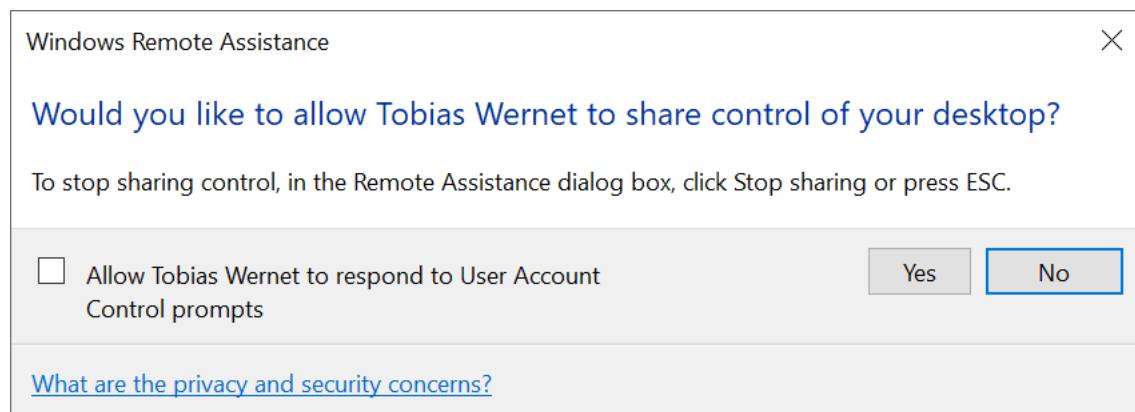


Step 6: Allow the remote assistance connection from LIC staff by clicking “Yes”

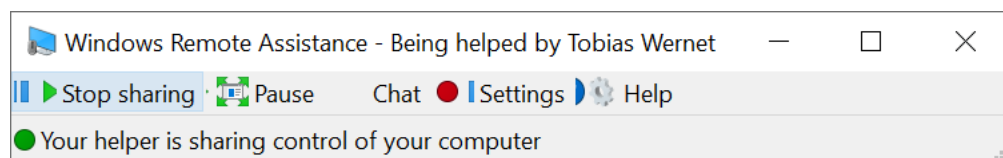


Step 7: Allow keyboard and mouse control of your session

Hint: In some cases, the LIC support might request mouse and keyboard control to better support you.



Step 8: Stopping remote control of mouse and keyboard or terminating support session



“Stop Sharing” will immediately stop remote mouse and keyboard control. LIC support will no longer be able to control your input devices.

Closing the window “Windows Remote Assistance” (with click on “X”) will immediately stop the remote assistance session. LIC support will no longer be able to see the content of your screen.

Please call the LIC office (phone +49 761 203 97132) if you need support.