# Using Zoom for Remote Assistance
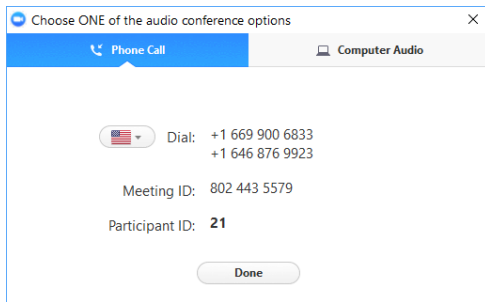
Steps for the HELPER:

1. Visit http://go/zoom/, then sign in. (Visit http//go/zoomhelp/ if you haven't set up your personal link and meeting ID.)

2. *Copy your personal link from your profile page, then email it to the person needing help.*
   TIP: Make a GO shortcut to your personal link. Next time, visit your GO shortcut, sign in – and share the GO shortcut with the person you want to assist.

3. Visit your own link.

   - On first time use of Zoom the installer will download. Run it as directed.

4. When prompted, choose the desired audio conference option to reflect your use of either a physical phone (click **Phone Call** tab, then **Done**) or your own computer (click **Computer Audio** tab, then **Join Audio Conference by Computer**) for the support session.
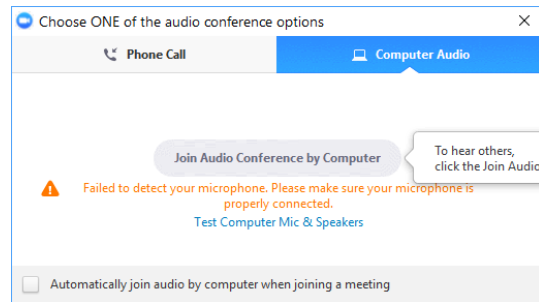
Steps for the Person Seeking Help:

1. They visit your emailed link.

   - If this is their first time using Zoom they'll need to install it by following the prompts.

2. They, too, will be asked to choose their desired audio conference option – **Phone Call** is their typical choice.

3. They share their screen with you by clicking **Share Screen** at the bottom of their Zoom window. The sharing options they see depend on what programs are active. **Desktop** is selected by default so they just need to click the **Share Screen** button (example shown at right).

4. They can give you control of their screen by clicking **Remote Control** at the top of their window, then choosing **Give mouse/keyboard control to:** *USERNAME*.
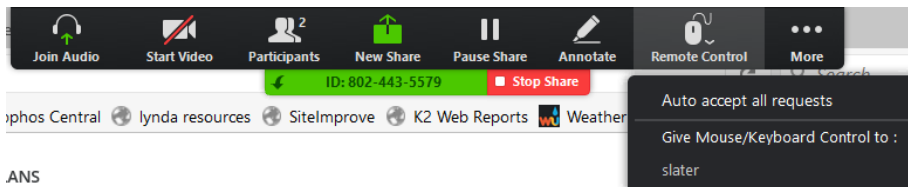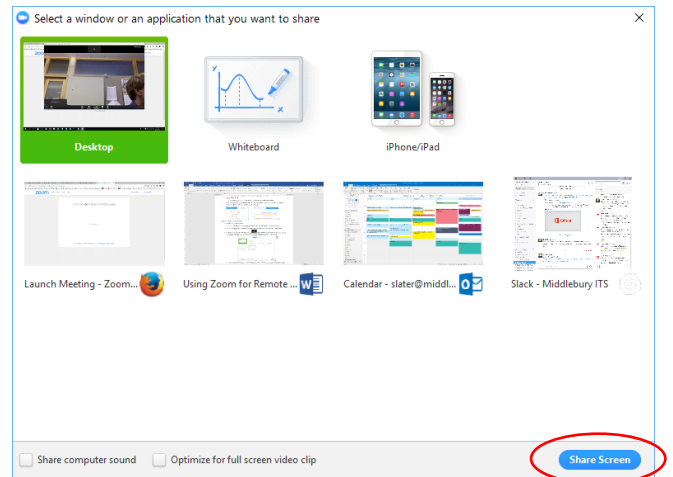
   *TIP: If they have trouble with this part, you can ask for control by clicking **View Options** at the top of your screen, then clicking **Request Remote Control**.*

5. They can click the red **Stop Share** button (shown in toolbar above) at any time if desired.

Steps for Helper: Click **Leave Meeting** (lower right) to end the Zoom session.