Soutien PC
ET RÉSEAU ESTRIE

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# Remote session guide and information sheet

This sheet explains how remote help works, then asks a few simple questions. Fill in what you can — it is fine to leave a box blank. You can type on the computer or print the page.

## How a remote session works

We first book an appointment (by email or through the website). At the agreed time we talk — often by phone or a video call. Then, if you agree, you let us see your screen so we can fix or adjust the problem, with you sitting at the computer.

### Safety, in plain language

- We only connect when you are there, at the appointment we booked.
- You can see everything on your screen. You can disconnect at any time.
- Never write a password on this form. If a password is needed during the session, you type it yourself.
- Never give a password, a banking code, or remote access to someone who calls you out of the blue, even if they say they are Microsoft, your bank, or “tech support”.
- If you are unsure, hang up and write to us at soutienpc.sherbrooke@gmail.com or call/text us at 873 314-2143. Canadian Anti-Fraud Centre: 1-888-495-8501.

## What to have ready

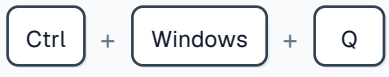
- The computer turned on, plugged in if it is a laptop, and connected to the Internet.
- You (or someone you trust) sitting at the screen for the whole session.
- A short description of the problem, and a photo or the text of any error message.
- The names of accounts you remember (email, Microsoft…). Not the passwords.

## Quick Assist (recommended, built into Windows)

Quick Assist is a Microsoft tool already installed on most Windows 10 and 11 PCs. You do not need to buy or download anything. This is usually the simplest way.

1 **Sit at the computer**
Turn it on and check that the Internet works (open a web page, for example).

2 **Open Quick Assist**
Press these three keys at the same time: Ctrl, the Windows key (the flag), and the letter Q. Another way: open the Start menu, type Quick Assist, then open the app.

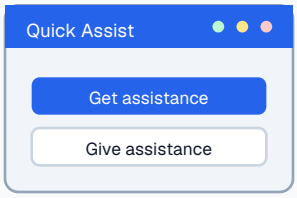


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### 3 Choose “Get assistance”

A window opens. Click Get assistance (wording can vary slightly depending on the Windows version).




### 4 Share the code with Jean-David

Windows shows a short code. Read it out or send it to us during the call. This is not an account password: it is only for this session.



### 5 Accept only if this is our appointment

A message asks for your permission. Read it, then accept only if you are on the call with us at the scheduled time.

### 6 Stay at the screen — you can stop at any time

You will see what we do. To disconnect, click Close or Disconnect, or close the Quick Assist window.




## Alternative: RustDesk

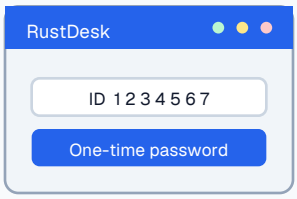
Sometimes Quick Assist is not available. We may then agree to use RustDesk. Download it only from the official site: rustdesk.com (not from an advertisement or a link sent by a stranger).

### 1 Install RustDesk from rustdesk.com

Open the official site in your browser, download the Windows version, and install it like any familiar program. If you are not comfortable doing that, we can walk through it together at the start of the call.

### 2 Give the ID and the one-time password

RustDesk shows an ID (a number) and a temporary one-time password for the session — this is not your computer password. Give them to Jean-David during the call, not on this form, and never to someone who contacts you unsolicited.



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3 **You can close RustDesk at any time**
Closing the program cuts the connection. You stay in control of your screen.

Close

## Your contact details

Your first and last name

Phone

Email

Town or city

Best time to reach you

☐ Weekday evenings ☐ The weekend ☐ Another time (please specify below)

If “another time”, tell us what works for you

## Your computer

To find the make, model and Windows version: press the Windows key and R at the same time, type msinfo32, then press Enter. Look at “System Manufacturer” and “System Model”. Another way: Settings (the gear icon) > System > About.

Computer make and model

Windows version (e.g. Windows 11)

## The problem

Describe what is happening, in your own words

When did it start?

Did it start suddenly or gradually?

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Any recent changes? (update, new program, moved the PC, a storm, a new router…)

Exact error message, if there is one (or describe what you see)

## Your agreement

- [ ] I have read the safety notes. I agree that you may connect to my computer during the scheduled appointment, only while I am present. I may end the session at any time. I will not write any password on this form.

Signature (or printed first and last name)

Date

Thank you. You can email this form to soutienpc.sherbrooke@gmail.com, or keep it for your appointment. Questions: call or text 873 314-2143.