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Quick Assist: letting someone you trust help you remotely

Quick Assist is a free tool in Windows 10 and 11 that lets a helper see your screen, and with your permission take control, to fix a problem. It is useful with family or your IT support. But it is also used by scammers, so you must be strict about who you let in.

The golden rule

Only use Quick Assist when you contacted the helper yourself, and you know and trust them. Never use it if someone phoned you, emailed you, or a pop-up told you to call a number, even if they say they are from Microsoft, your bank or your broadband company. They will not ask you to do this. See our guide on remote access scams.

How it works

1. **The helper** opens Quick Assist: press **Windows key + Ctrl + Q** in Windows 11, or search for **Quick Assist** on any PC. They sign in with a Microsoft account and choose **Help someone**.
2. They are given a 6-digit code that works for a short time, about ten minutes.
3. **You** open Quick Assist, and choose **Get help**. Type the code in.
4. You will be asked whether to let them **view the screen** or **take full control**. Check the name they show, and choose only what you are comfortable with.
5. Click **Allow**.

While you are connected

- Watch what they do. If you did not ask for it, stop.
- Do not open your online banking, or type passwords while they are watching.
- If a security prompt appears that needs an administrator password, think carefully before entering it.
- You can use **Pause** to freeze the control for a moment.

End the session

Click **End** or **Leave**, or close the Quick Assist window. This disconnects them immediately. You can do it at any time, with no need to be polite.

When to get more help

If you let someone in who you now suspect was not genuine, switch off the PC's internet connection, change your passwords from another device, and call your bank straight away if money was involved. Then get in touch with us.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.