

# Help Desk

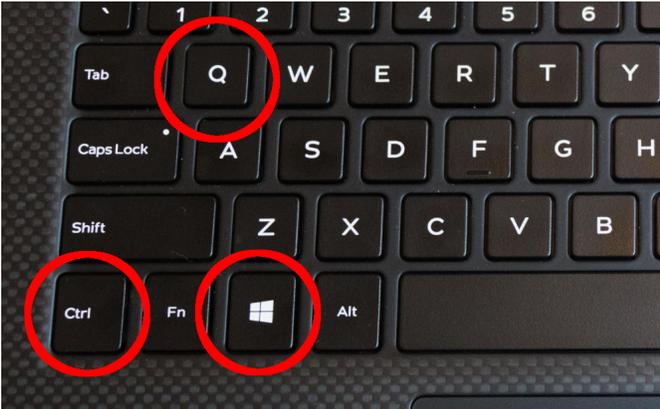
CCPS utilizes a Help Desk with technicians who are available to assist you with any computer or program-related issues you may have. Click the Help Desk icon on your computer desktop to connect with the Help Desk.

- [Using Quick Assist during a Help Desk session](#)

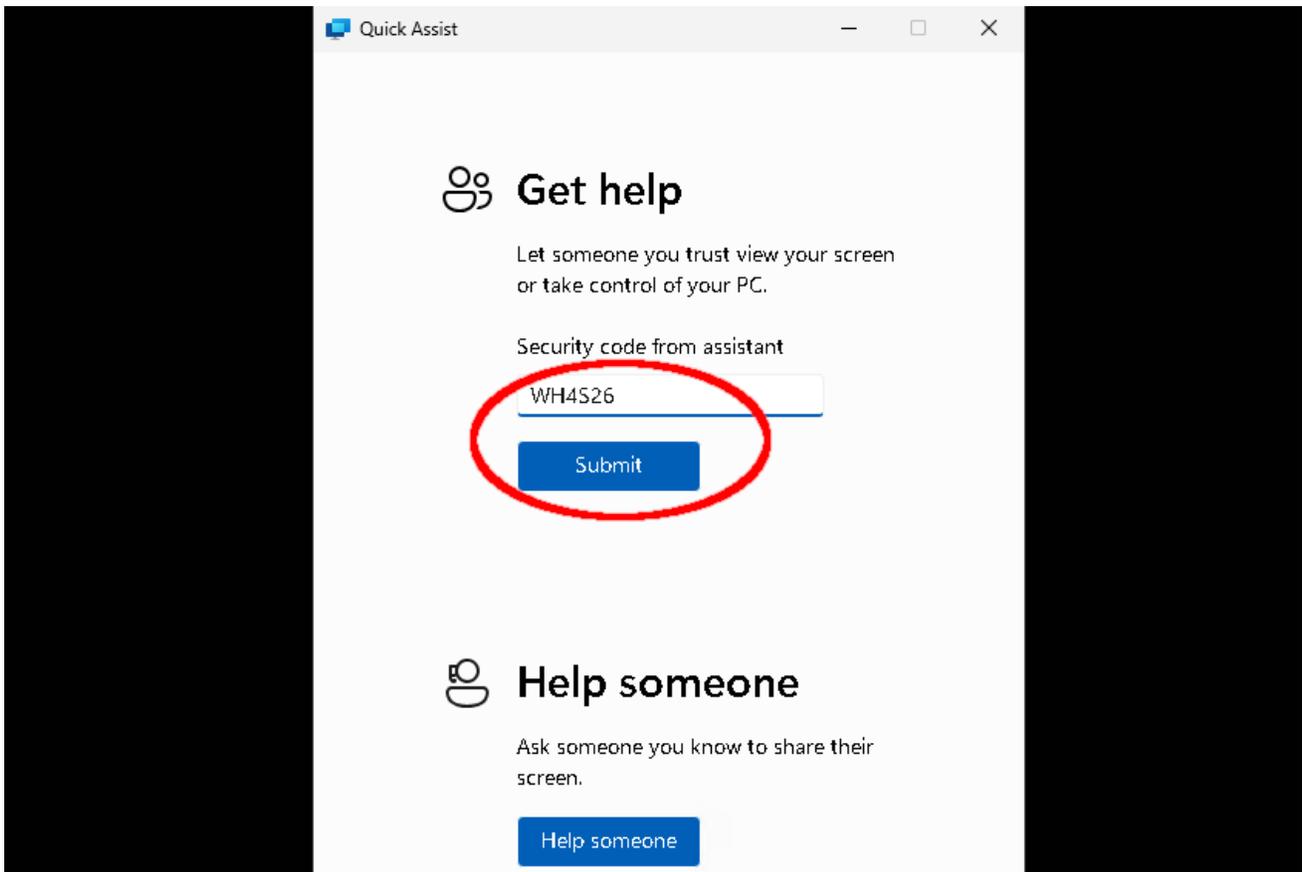
# Using Quick Assist during a Help Desk session

If you are contacting the Help Desk from home and the technician needs to access your computer, you may be asked to use a program called Quick Assist. Follow these directions to get connected with the technician using Quick Assist.

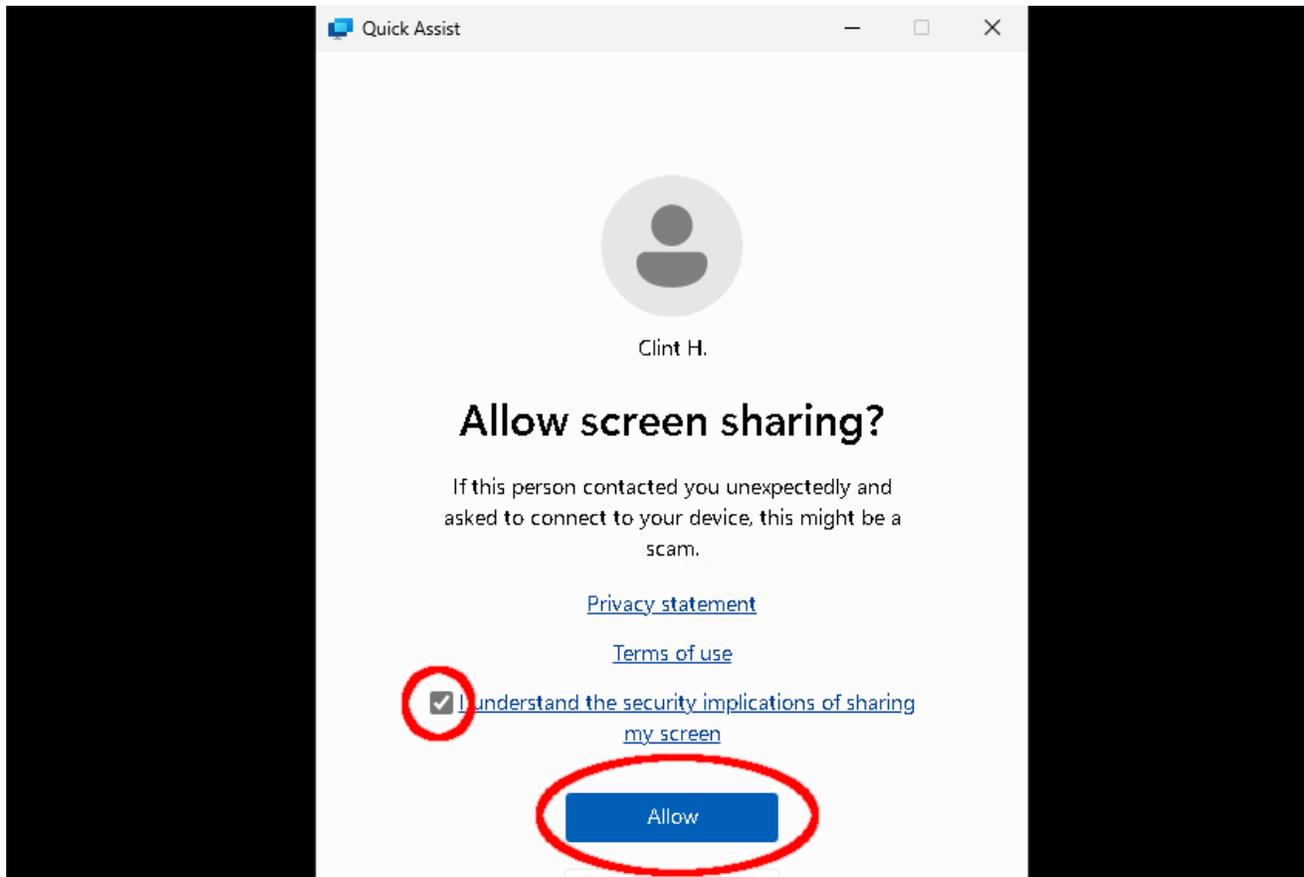
1. Press the **ctrl** + **Windows** + **Q** keys all at the same time



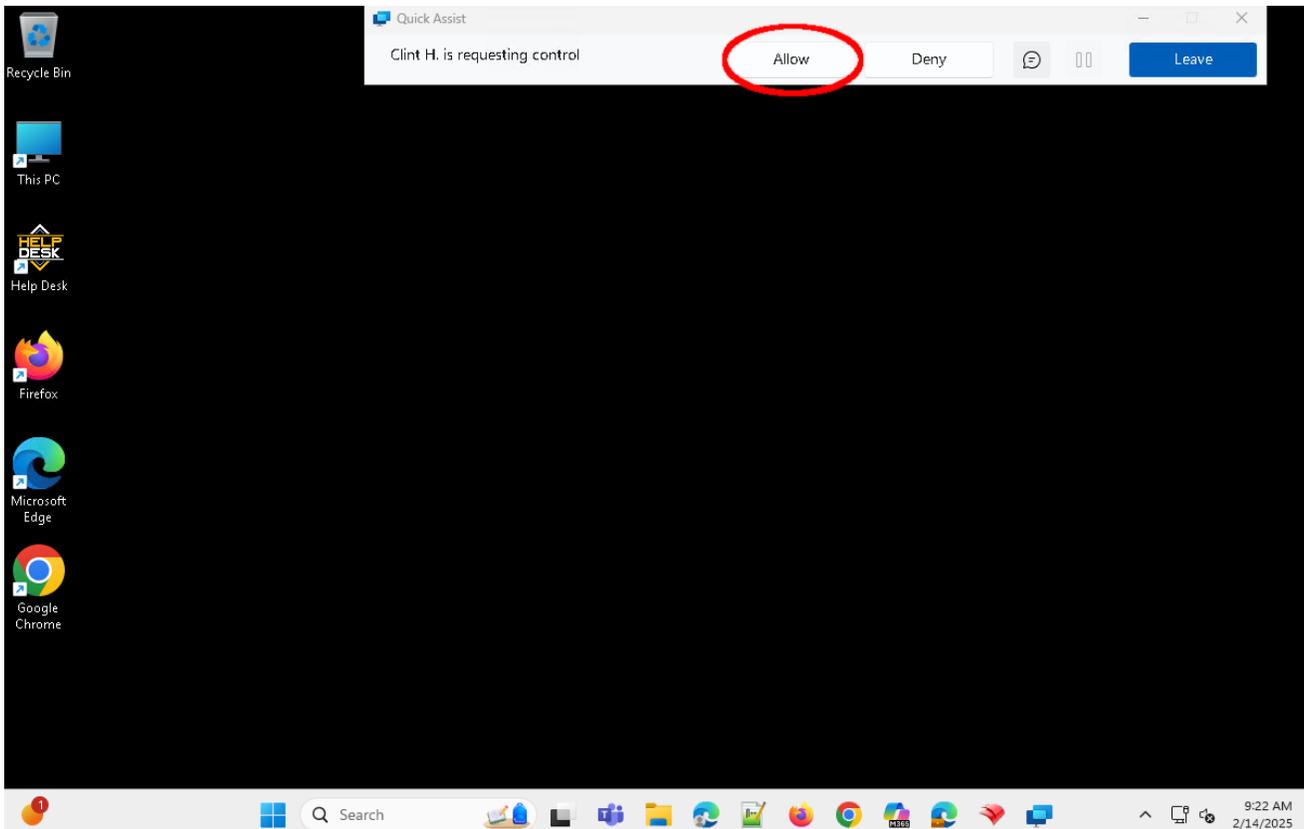
2. This should open the Quick Assist app. Once the window loads, **enter the code** provided by the technician on the first screen and **click the Submit button**.



3. To complete the connection, **check the box** to agree to the terms and then **click the Allow button**.



4. Once connected, the technician may request to remote control your computer. **Click the Allow button** at the top of the screen to allow control.



This information is for the staff, students, and parents/guardians at Campbell County Public Schools. Do not share this information with anyone not included in these groups.

You can view more help articles at [kb.campbell.k12.va.us](https://kb.campbell.k12.va.us).