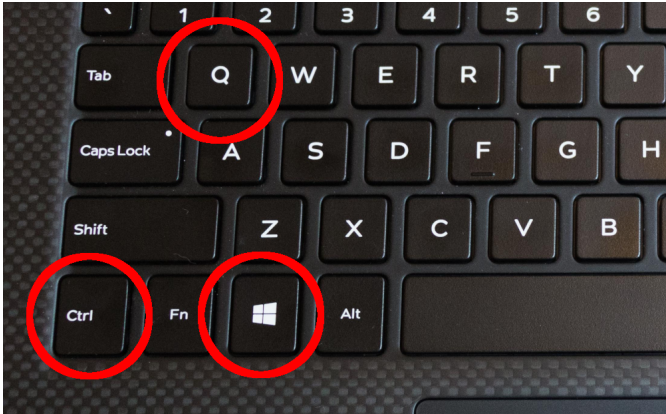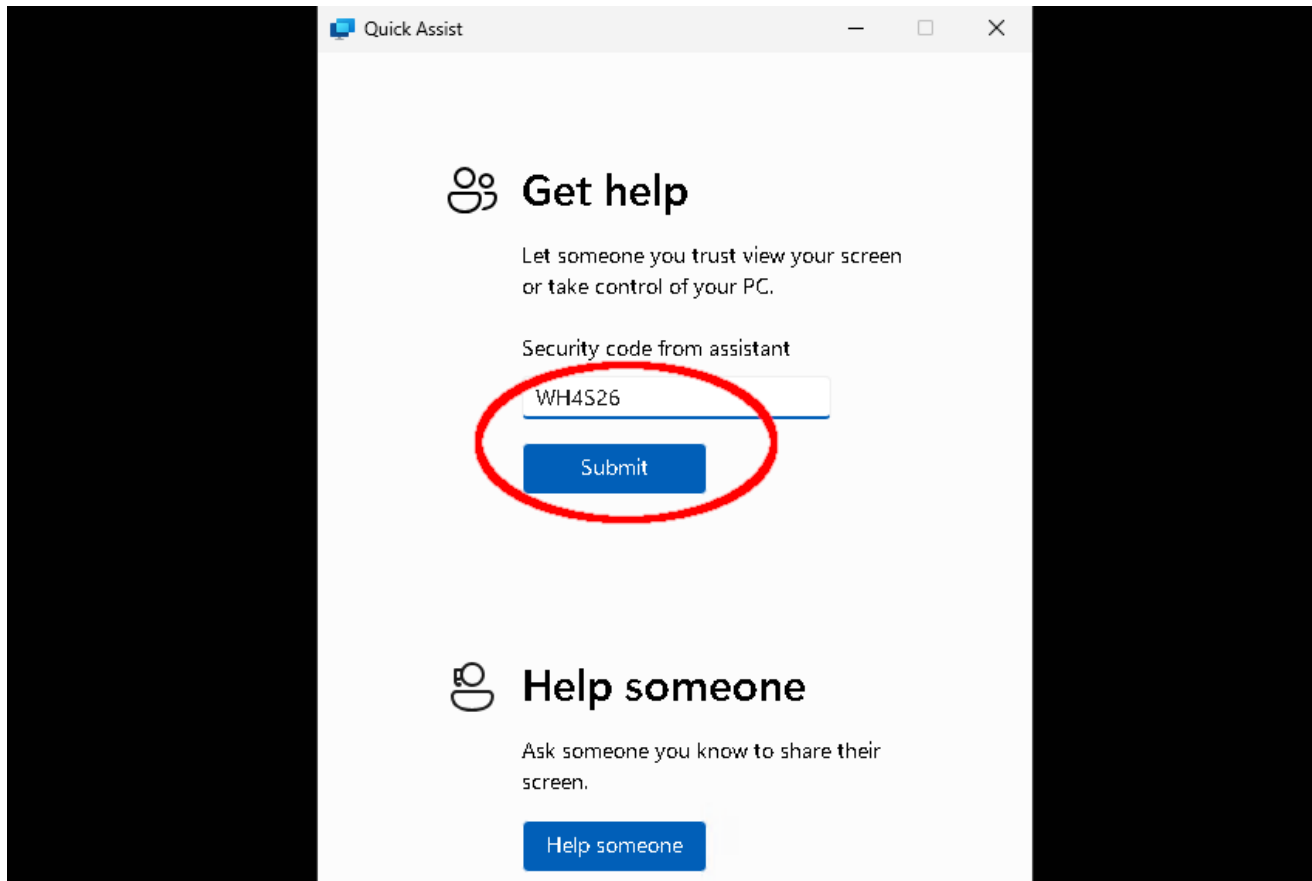# Using Quick Assist during a Help Desk session

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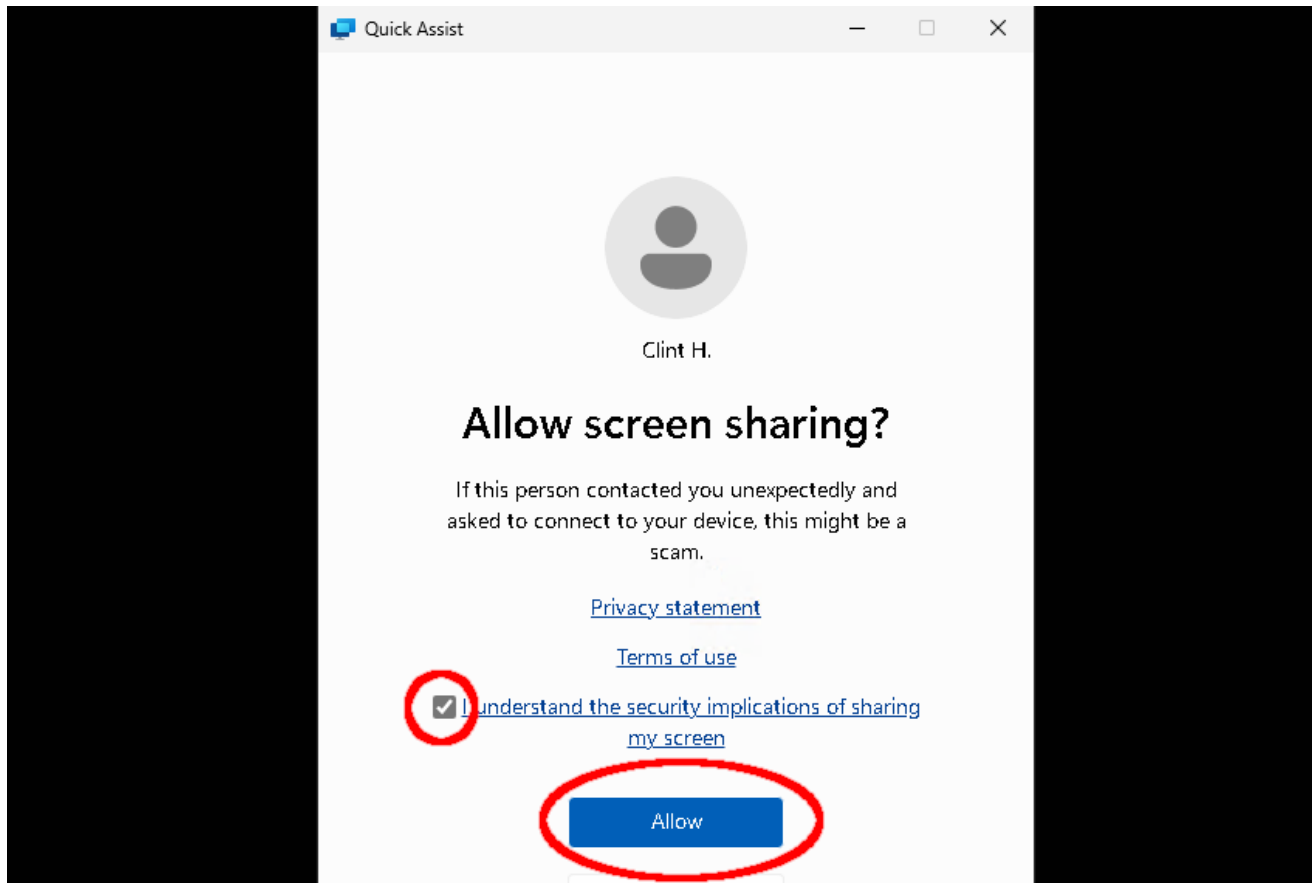
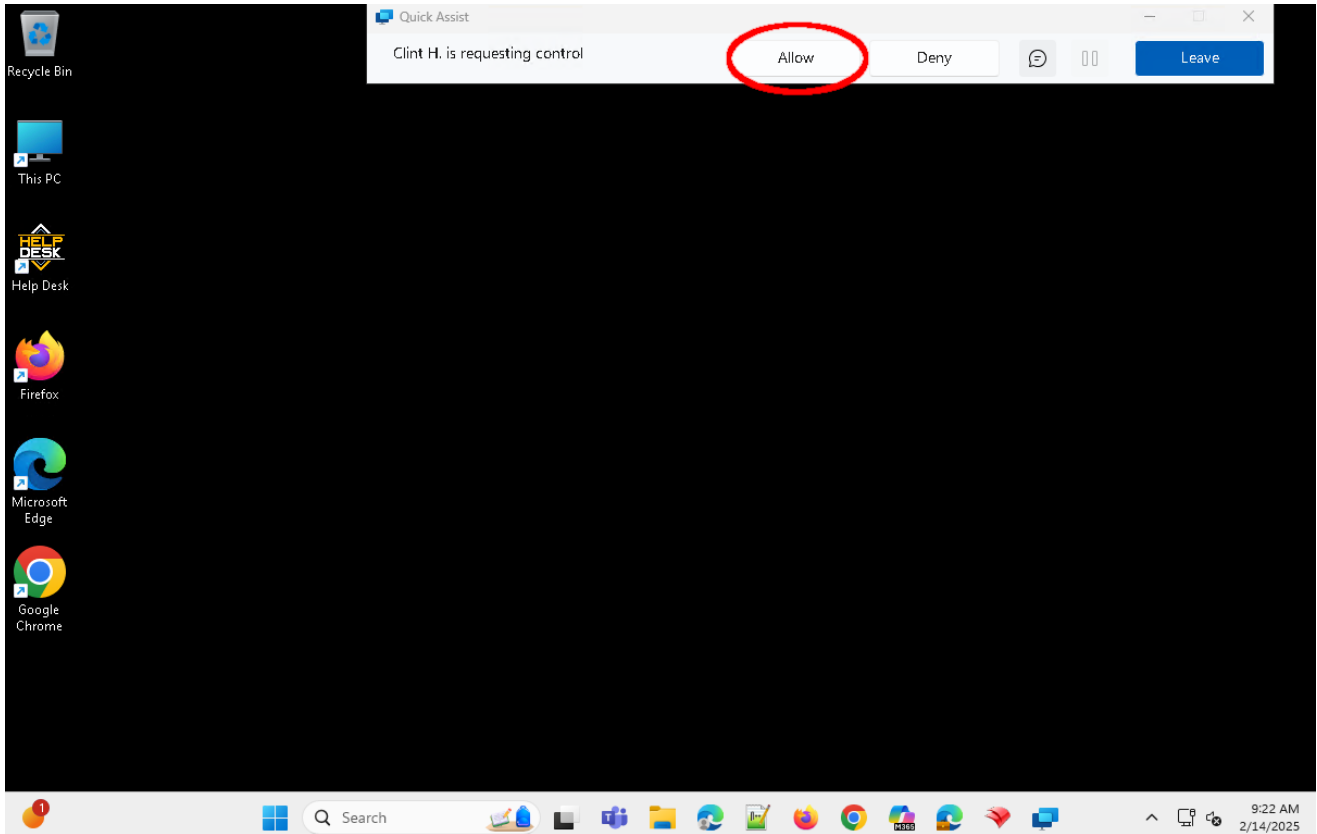1. Press the **ctrl** + ⊞ + **Q** keys all at the same time

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**.

Quick Assist — □ ✕

Get help

Let someone you trust view your screen or take control of your PC.

Security code from assistant

WH4S26

Submit

Help someone

Ask someone you know to share their screen.

Help someone

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.