

Template: Instructions to send to your user (Windows 11, with Windows 10 note)

Subject: How to share your screen so I can help you

Hi **[Host User Name]**,

To fix your issue remotely, I'll briefly share your screen using our secure support tool, **RDS-Remote Support**. I will only be able to see your screen while this tool is open, and **you can close it at any time to end the session**.

Before we start, please **close anything private** (personal email, banking pages, photos, etc.). Then follow these steps:

Step 1: Open the Remote Support file

1. Open the email or chat where you received this message.
2. Click the link or attachment named something like **"RemoteSupport-EndUser.exe"** or **"RDS-Remote Support (End User)"**.
3. When your browser asks what to do, choose **Save** or **Open**.
4. If you saved it, open your **Downloads** folder and double-click the file to run it.

*(On Windows 11, you can open your Downloads folder from the taskbar by clicking the folder icon, then selecting **Downloads** on the left.)*

Step 2: Allow Windows to run it

When you run the file, Windows may show a security prompt:

- If you see **"Windows protected your PC"**:
 1. Click **More info**.
 2. Click **Run anyway**.
- If you see a message asking **"Do you want to allow this app to make changes to your device?"**:
 - Click **Yes**.

This is expected because the support app is not from the Microsoft Store. It is provided by **[Your Company Name]** to allow me to help you.

Step 3: Tell me your ID and Password

After a few seconds, a small **Remote Support** window will appear.

- You'll see a **User ID** (a number) and a **Password**.
- Please **read both of these to me**, or paste them into our chat.

I will use this information to connect to your computer. These details are temporary and only work for this session.

Step 4: Wait while I connect

Once I have your ID and password:

1. I will connect to your computer.
2. A **chat box** will appear on your screen when the connection starts.
3. I'll now be able to see your screen and (with your permission) control your mouse and keyboard.

You can use the chat box if you prefer to type instead of talking on the phone.

Step 5: Ending the session

When we're done:

- Simply **close the Remote Support chat window**.
- As soon as you close it, I will lose access to your computer and I will lose the ability to see your screen anymore.

If you're ever unsure, you can also call me and I'll confirm that the session has ended on my side too.

Note for Windows 10 users

If you're on **Windows 10** instead of Windows 11, the screens may look slightly different:

- Your Start menu and taskbar icons are aligned to the **left** instead of the centre.
- The security messages may have a slightly older style.

However, the steps are **the same**:

1. Run the file from your Downloads folder.
2. Click **More info** → **Run anyway** if Windows warns you.
3. Click **Yes** if asked to allow the app.
4. Read me your **ID** and **Password** from the Remote Support window.

If anything on your screen doesn't match these steps, just tell me what you see and I'll guide you through it.

Thanks,

[Your Name]

[Your Role / IT Support / Service Desk]

[Your Company]