

## Getting Help with your Computer

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## 1 Remote Assistance

This is a Microsoft facility that allows your computer to be operated over the Internet by another person sitting at their own computer perhaps many miles away. It allows them to use your computer as though they were sitting at your keyboard.

This means that Bazaar Systems can sometimes offer support for your computer without the need for a physical visit.

There are security issues in allowing your computer to be operated remotely, so Microsoft have built in features that only allow this to happen under secure conditions:

You have to invite the remote person to help you.

You have to click a button to allow the remote connection every time.

The remote person can see your screen but cannot use your keyboard or mouse to “do anything” until you allow it by clicking a second button.

In other words remote control cannot happen unless you are sitting in front of your computer watching what is happening and giving the needed permissions.

## 2 Windows Messenger

The easiest way to ask for remote assistance is to use Windows Messenger. It is built into Windows XP and can be added to older Systems like Windows95, 98 and Millennium.

Vista users should note that Windows Live Messenger is NOT the same; it does NOT support Remote Assistance. However Windows Messenger 5.1 can still be installed on Vista even if Vista is already running “Live Messenger”. You must not use both at the

same time, so if Live Messenger is set to auto-start at boot time, you must set Windows Messenger NOT to.

### 3 Contacting Bazaar Systems

Start up Windows Messenger. Depending on your settings it will either log into the Microsoft Network automatically or ask you to enter your "email address" and password. If you don't have a Messenger account see "Getting a Windows Messenger account" below. Phone Bazaar Systems on 01477 537739.

Click once on Bazaar Systems in your contact list to highlight it. If Bazaar Systems is not in your contact list see "Adding Bazaar Systems to your contact list" below. If the Bazaar Systems icon is red and has the word (Offline) after it; you need to call us so that we can sign in.

Click on the "Actions" menu at the top, go down to "Ask for remote Assistance" and click on that.

We will then talk you through you the rest of the procedure.

### 4 Getting a Windows Messenger account.

Start your Web browser, probably Internet Explorer, and type: www.passport.net into the address bar.

A web page appears titled "Windows Live ID" and "Simplify your sign in". It offers three choices. Unless you want a Hotmail account (a web-based email system) you should pick either the "limited account" or the "existing email address" account. The existing email account has the advantage that you can recover your password if you forget it, but has the disadvantage of telling Microsoft what your email address is. The rest of this section assumes you have picked the limited account.

Find the section called "Sign up for a limited account" and click on "Get started now"

Another page called "Create credentials" appears. It explains that although they are asking you to create what they call an "email address", it isn't a real one. It won't work for email; only for signing in to Windows Messenger. The fill-in box should look like this:

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#### **Create your e-mail address and password**

E-mail address:  @passport.com

The address can contain only letters, numbers, periods (.), hyphens (-), or underscores (\_).

Password:

Six-character minimum with no spaces

Learn how to create a strong, memorable password.

Password strength:      Weak      Not rated      Medium      Strong

Retype password:

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Type in the name you want to be known as into the box in front of @passport.net . This can be any name you wish, but it must be unique in the Messenger system, so you may need to add numbers to it. For instance, the name "chris" already exists, so add some numbers like "chris12345". The system will tell you if the name you have chosen is already taken but it only does this after you have clicked on the Continue button at the bottom.

Then type in a password. Try to use a strong password using a combination of letters and numbers. The page will indicate how strong your password is as you type in the letters. You will have to enter this twice. WRITE IN DOWN – once you have set it you cannot recover it if you have lost it.

Finally you need to type in the 8 character security code that prevents machines creating accounts. Once you have done this click the "continue" button.

A new page appears that asks you to retype your new ID into a confirmation box and click the "I agree" box. You are agreeing to Microsoft's terms and conditions, you may care to read them if this concerns you.

Once you have completed this process you can use your new account name and password to sign in to Windows Messenger.

When you first sign in, you will be asked to enter your "display name" This is the name people will see when you are online. It can be used to mask your real name should you wish to do so. Type in any name. You may be asked to sign in again.

## 5 Adding Bazaar Systems to your contact list

Sign in to Windows Messenger.

At the top, click on Tools, and select and add "add a contact".

A pop-up window will appear saying "how do you want to add a contact". Ensure "By email address or sign-in name" is selected and click "next>" at the bottom.

The window will change to "What service does your contact use?" Leave the .NET Messenger Service selected and type "bazaarsystems@passport.com" into the box under the "Please type your contact's complete e-mail address", and click "next>" at the bottom.

You should see another window with: "Success! bazaarsystems@passport.com was added to your list"

Click "Finish" at the bottom