<u>Overview:</u> The Trimble T10 tablet screen can be shared for remote assistance and troubleshooting. Quick Assist is a Microsoft feature that is loaded on our USDA computers and on the Trimble T10s.
Note: A cellular connection is required.

Launching and running Microsoft Quick Assist

A. Both the Assistant (from a USDA computer) and Customer (on a Trimble T10) should launch Quick Assist. *Windows… Quick Assist*
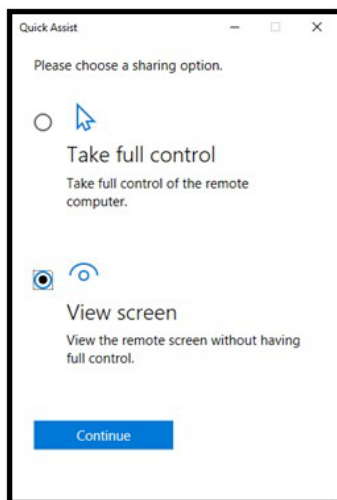
B. The Assistant clicks *Assist another person* and obtains a code via their USDA Microsoft login and shares it with the Customer.
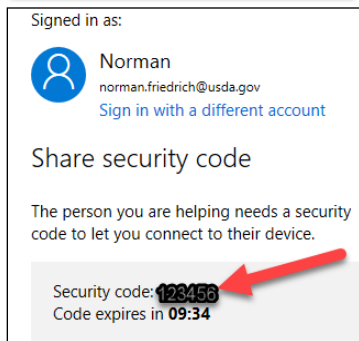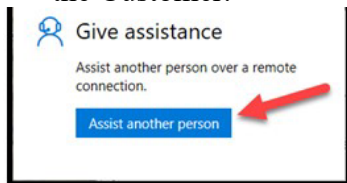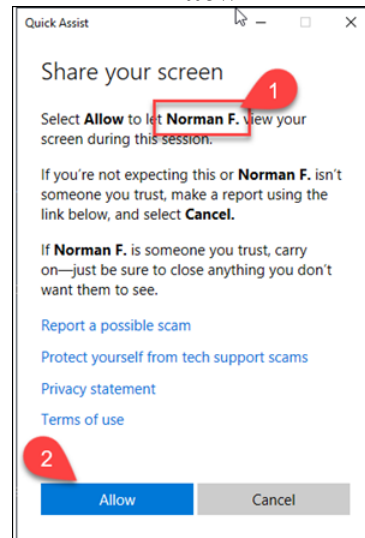

C. The Customer enters the code and clicks *Share screen*:
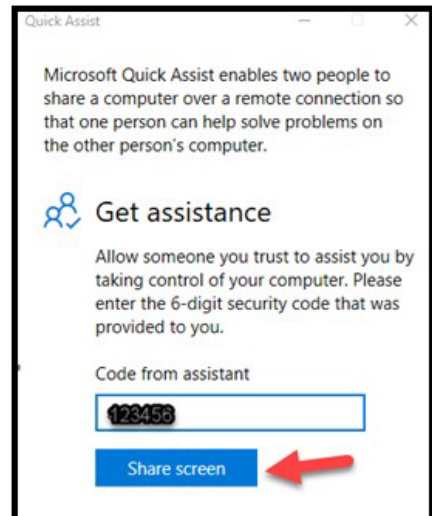
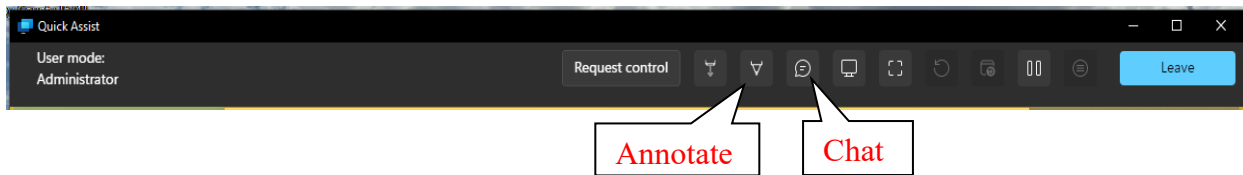D. The Assistant chooses between *Take Full Control* or *View Screen* and clicks *Continue*

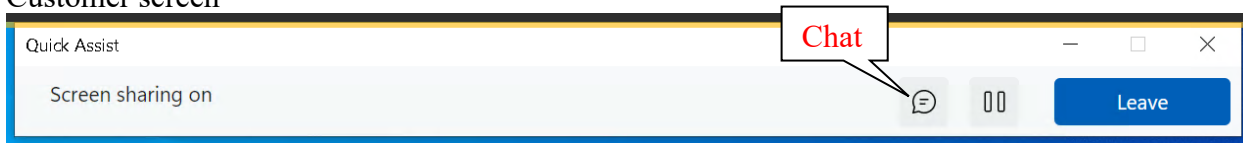E. The Customer verifies who is connecting and then clicks *Allow*.

Assistance options

The Assistant has options across the top of their screen:

Annotate allows the assistant to "mark" an item on the customer's screen.
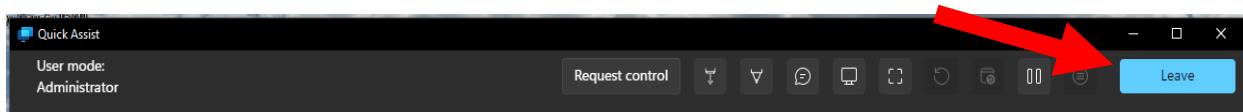
Customer screen

The *Chat* allows the assistant and customer to type messages for the other person to read.
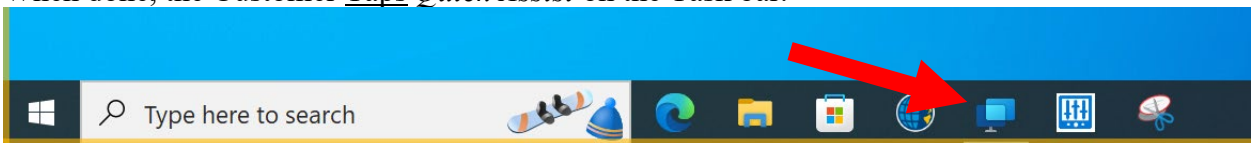
Exiting

To end sharing
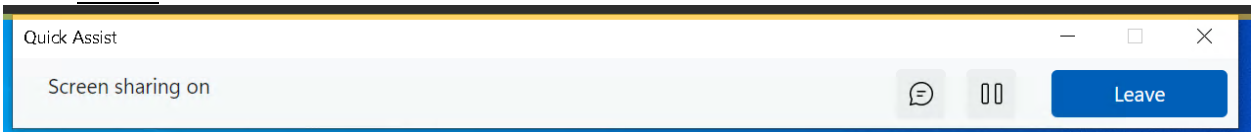When done, the Assistant clicks the *Leave* button.

Or

When done, the Customer Taps *Quick Assist* on the Task bar.

Then Clicks *Leave*

and then Clicks X out of Quick Assist.