Lab – Windows Remote Desktop and Assistance (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

# Introduction

In this lab, you will partner with another student so you can configure a Remote Desktop connection for your partner and invite your partner to provide assistance on your computer via a Remote Assistance connection.

# Required Resources

* 2 Windows computers on the same local network

# Instructions

## Windows Remote Desktop

Windows Remote Desktop is a feature that allows a remote user to initiate a connection at any time and sign on to a local machine using an authorized account. This allows the user to work as if physically connected to the local machine. Remote Desktop can be useful for someone working from home who needs to access files and resources on the computer at work.

### Enable Remote Desktop.

* + - 1. Click **Start** and search for **remote desktop settings**.
      2. Click the **Enable Remote Desktop** button to the **On** position. You may be prompted with a message to confirm enabling remote desktop. Click **Confirm**. When Remote Desktop is enabled, you will have access to more settings related to Remote Desktop connections.
      3. Scroll down to locate the name for this PC.

#### Question:

Record the host name or IP address of this computer.

Type your answers here.

Answers will vary.

* + - 1. Click **Advanced settings** in Windows 10 or expand **Remote Desktop** in Windows 11.

#### Question:

What is the current Remote Desktop Port?

Type your answers here

The default port is 3389.

### Add a user that can remotely access the computer.

In this step, you will add a user account that will be authorized to access this computer through remote desktop.

* + - 1. Add a local user to your computer. This new user will not be associated with online Microsoft accounts. Create a username and password combination and record it below:

#### Question:

Username:

Type your answers here.

Answers will vary.

Password:

Type your answers here.

Answers will vary.

* + - 1. Return to the **Remote Desktop** window.

In Windows 10, click **Select users that can remotely access this PC** under User accounts.

In Windows 11, click **Remote Desktop users**. This opens the Remote Desktop Users window.

* + - 1. Click the **Add** button and type in the name of the new user account you created in the **Enter the object names** to select box then click **OK**.

### Connect to your partner’s computer using Remote Desktop.

In this step, you will switch computers with your partner. You will need to take turns to log into your computer using your partner’s computer.

* + - 1. Click **Start** and search for **Remote Desktop Connection**.
      2. In the Remote Desktop Connection window, enter the host name or IP address of the computer you recorded in a previous step, and then click **Connect**.
      3. In the Windows Security window, enter the username and password for the account created in a previous step. If you are prompted with a certificate warning message, click **Yes**.
      4. You will also be prompted with a message if another user is currently logged into the computer. The message will let you know another user is signed onto the computer and the user will be disconnected, do you want to sign in? Click **Yes**.

#### Question:

What message is displayed on the remote computer and how much time is mentioned?

Type your answers here.

The user on remote computer has 30 seconds to deny the remote desktop connection or approve it. If the user on remote computer does nothing, the remote desktop is allowed after 30 seconds.

The remote desktop connection should now be established. You will have full control of your computer as if you are physically using that machine.

### End Remote Desktop Connection

End the Remote Desktop connection by either clicking on the “**x**” at the top of the Remote Desktop screen or click the Windows power button on the Remote Desktop and select **Disconnect**.

This image displays x a the top of the remote desktop screen.

## Remote Assistance

Windows Remote Assistance allows a user to invite someone they trust such as a technician or a coworker to access their computer remotely to help fix a problem. The helper can connect and join a session with the user. This session can include an interactive desktop, so the helper can control the user’s computer. Remote Assistance assigns a port dynamically which can make it difficult to configure through firewalls and is thus best suited for local network support.

### Enable Remote Assistance

You and your partner will enable remote assistance and send your partner an invitation to remote assistance sessions.

* + - 1. Click **Start** and search for **remote assistance**. In the results, select **Allow Remote Assistance invitations to be sent from this computer**.
      2. In the Remote tab, select **Allow Remote Assistance connections to this computer** as needed.
      3. Click **Advanced**. The default amount of time invitations can be increased to is as many as 99 days or as little as 1 minute.

#### Question:

What is the default amount of time remote assistance invitations remain open?

Type your answers here.

The default is 6 hours.

* + - 1. Click **Cancel** to return to the Remote tab and then click **OK**.
      2. Click **Start** and search for **remote assistance**. In the results, select **Invite someone to connect to your PC and help you, or offer to help someone else**.
      3. In the Windows Remote Assistance window, select **Invite someone you trust to help you**.
      4. Click **Save this invitation as a file**. Save the file in a directory of your choice. After the file is saved, a Windows Remote Assistance popup window will open with the invitation password to give to your trusted helper.

#### Question:

What are the ways to send an invitation to a trusted person with Remote Assistance?

Type your answers here.

A saved invitation file, via an email invitation, or using Easy Connect.

* + - 1. Email the invitation file and password to the trusted person.

**Note**: This is a single-use invitation. A new invitation and password are needed for a new remote assistance session.

### Use remote assistance

You and your partner will take turns to be the helper.

* + - 1. Open the email containing the Remote Assistance invitation from your partner.
      2. In the Remote Assistance window, enter the password that was also sent in the email to connect to the remote computer, and click **OK**.
      3. A pop-up Windows Remote Assistance window on your partner’s computer prompts your partner to allow the remote connection. Click **Yes** to allow remote assistance.
      4. Remote Assistance is now working and the partner’s desktop should appear on your computer.

**Note**: Unlike Remote Desktop, with Remote Assistance, both users are logged onto the same computer at the same time and both can see the desktop.

* + - 1. Currently, you can see your partner’s computer and can observe your partner’s actions on their computer. Control must be requested before you can perform the functions on your partner’s computer via Remote Assistance.

On your computer, click **Request Control** in the top left corner of the Windows Remote Assistance window. A pop-up window will appear on your partner’s computer asking to allow your partner to share control of the desktop. Your partner clicks **Yes**.

Test control of your partner’s computer from your computer. From your computer, you should be able to launch programs and new windows.

* + - 1. Either user can terminate the remote assistance session by closing the Windows Remote Assistance window on the corresponding user’s computer.
      2. Exchange your roles and repeat this step.

# Reflection Questions

* 1. What type of scenarios are most appropriate for Remote Assistance in contrast with Remote Desktop?

Type your answers here.

Answers may vary but should include that Remote Assistance is best suited in helping a user troubleshoot issues on their computer. Remote Desktop is best suiting for a user that needs to remotely connect to a different computer to access resources.

* 1. How many simultaneous users can access a Windows computer at a single time?

Type your answers here.

Only 1 user can access the Windows desktop at a time. If a local user is on a computer, they are disconnected. If the local user returns, the remote desktop connection is disconnected.

* 1. What type of security components are implemented with Windows Remote Desktop?

Type your answers here.

Answers may vary but should include authentication and encryption.

* 1. How could remote desktop be used as a beneficial technology in the workplace?

Type your answers here.

Answers will vary but may include remote connectivity to control a computer/server at a remote site or room.

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