

Using NetMeeting to Assist Another User

1. Be sure the other person has already installed NetMeeting on their computer. Instructions for doing this can be found at <http://www.laca.org/technicians/netmeeting/>
2. Click the NetMeeting icon on your desktop to start NetMeeting.
3. Click the **Place Call** button (the Yellow Telephone)
4. Instruct the user to visit <http://www.laca.org/technicians/netmeeting/> and tell you their IP address.
5. Instruct the user to double-click on the NetMeeting icon on their desktop to start NetMeeting on their computer.
6. Enter the IP address given to you in the **To:** box and click **Call** button
7. Instruct the user to look for an incoming call and to click **Accept**
8. Instruct the user to click on the share program icon at the bottom of their NetMeeting window.



9. Instruct the user to click **Desktop** under **Share Programs** section



10. Instruct the user to click the **Share** button. At this point, you should be able to see the user's screen. If they just need to show you something and you do NOT need to control their screen, you can skip ahead to step 18. If you need to take control of their screen, continue on and follow steps 11-17.
11. Instruct the user to click **Allow Control** under **Control** menu.
12. Instruct the user to click **Close**.
13. On the displayed user screen, click **Control**.
14. Highlight and click **Request Control**.
15. Instruct user to click **Accept** when prompted to allow control. You should now have full control of the user's desktop.
16. When finished assisting user, click **Control** from the displayed user screen

17. Highlight and click on [Release Control](#). This will return control to the user. You will still be able to see their screen.
18. When you are completely finished assisting the user, click on the [End Call](#) button to disconnect. (Yellow telephone receiver with red down arrow)