

Use Quick Assist to help users

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Quick Assist is an application that enables a person to share their [Windows](#) or [macOS](#) device with another person over a remote connection. Your support staff can use it to remotely connect to a user's device and then view its display, make annotations, or take full control. In this way, they can troubleshoot, diagnose technological issues, and provide instructions to users directly on their devices.

Important

Learn how to [protect yourself from tech support scams](#). Tech support scams are an industry-wide issue where scammers use scare tactics to trick you into unnecessary technical support services. Only allow a Helper to connect to your device if you initiated the interaction by contacting Microsoft Support or your IT support staff directly.

If you or someone you know has been affected by a tech support scam, use the [technical support scam form](#) to report it.

Important

If your organization uses Quick Assist within a single Microsoft Entra tenant, consider switching to [Intune Remote Help](#) for enhanced security and enterprise-grade controls. Remote Help offers several security advantages over Quick Assist:

- **Conditional Access Enforcement:** Ensures only compliant and trusted devices can initiate or receive remote sessions.
- **Role-Based Access Control (RBAC):** Limits who can provide remote assistance based on assigned roles in Intune.
- **Session Logging and Auditing:** Captures detailed logs of remote sessions for compliance and forensic review.
- **Data Sovereignty and Tenant Isolation:** Guarantees that all remote sessions occur within your tenant boundary, reducing risk of cross-tenant exposure.
- **Integration with Microsoft Defender for Endpoint:** Enables threat detection and response during remote sessions.

These features make Remote Help a better fit for enterprise environments that require secure, auditable, and policy-driven remote support.

To use Quick Assist, both parties must have internet access that allows communication over HTTPS and that can reach the required Microsoft service endpoints. No roles, permissions, or policies are involved. Neither party needs to be in a domain. The helper must have a Microsoft account. The sharer doesn't have to authenticate.

The helper can authenticate when they sign in by using a Microsoft account (MSA) or Microsoft Entra ID. Local Active Directory authentication isn't currently supported.

Quick Assist communicates over port 443 (https) and connects to the Remote Assistance Service at <https://remoteassistance.support.services.microsoft.com> by using the Remote Desktop Protocol (RDP). The traffic is encrypted with TLS 1.2. Both the helper and sharer must be able to reach these endpoints over port 443:

Domain/Name	Description
*.aria.microsoft.com	Accessible Rich Internet Applications (ARIA) service for providing accessible experiences to users.
*.cc.skype.com	Required for Azure Communication Service.
*.events.data.microsoft.com	Required diagnostic data for client and services used by Quick Assist.
*.flightproxy.skype.com	Required for Azure Communication Service.
*.live.com	Required for logging in to the application (MSA).
*.monitor.azure.com	Required for telemetry and remote service initialization.
*.registrar.skype.com	Required for Azure Communication Service.
*.support.services.microsoft.com	Primary endpoint used for Quick Assist application
*.trouter.skype.com	Used for Azure Communication Service for chat and connection between parties.
aadcdn.msauth.net	Required for logging in to the application (Microsoft Entra ID).
edge.skype.com	Used for Azure Communication Service for chat and connection between parties.
login.microsoftonline.com	Required for Microsoft sign-in service.
remoteassistanceprodacs.communication.azure.com	Used for Azure Communication Service for chat and connection between parties.
turn.azure.com	Required for Azure Communication Service.

Important

Quick Assist uses Edge WebView2 browser control. For a list of domain URLs that you need to add to the allow list to ensure that the Edge WebView2 browser control can be installed and updated, see [Allow list for Microsoft Edge endpoints](#).

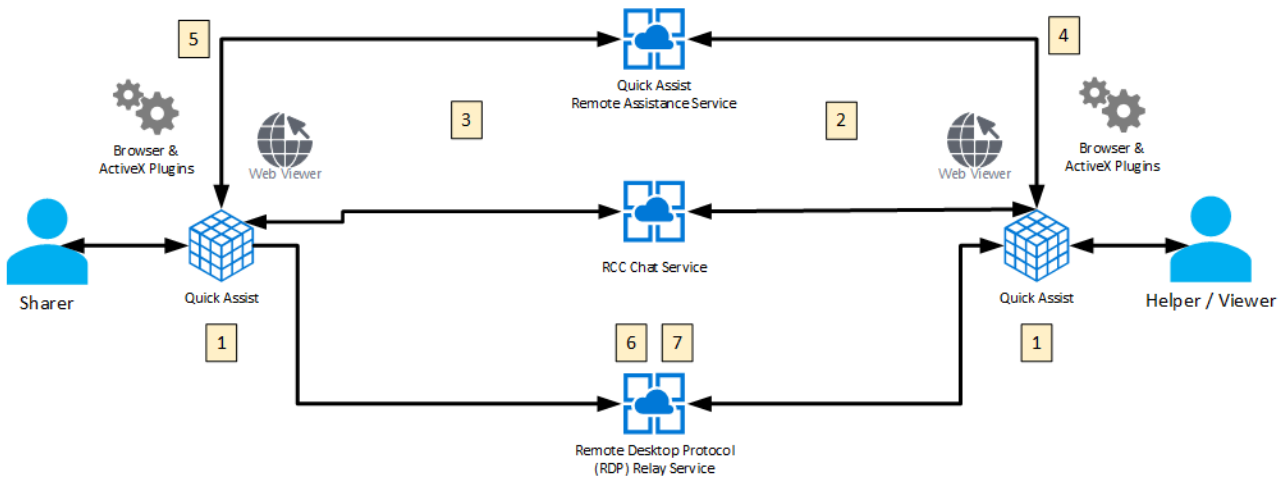
Either the support staff or a user can start a Quick Assist session.

1. Support staff ("helper") and the user ("sharer") can start Quick Assist in any of a few ways:
 - Type *Quick Assist* in the Windows search and press ENTER.
 - Press **CTRL + Windows + Q**.
 - For **Windows 10** users, from the Start menu, select **Windows Accessories**, and then select **Quick Assist**.
 - For **Windows 11** users, from the Start menu, select **All Apps**, and then select **Quick Assist**.
2. In the **Help someone** section, the helper selects the **Help someone** button. The helper might be asked to choose their account or sign in. Quick Assist generates a time-limited security code.
3. Helper shares the security code with the user over the phone or with a messaging system.
4. The sharer enters the provided code in the **Security code from assistant** box under the **Get help** section, and then selects **Submit**.
5. The sharer receives a dialog asking for permission to allow screen sharing. The sharer gives permission by selecting the **Allow** button and the screen sharing session is established.
6. After the screen sharing session is established, the helper can optionally request control of the sharer's screen by selecting **Request control**. The sharer then receives a dialog asking them if they want to **Allow** or **Deny** the request for control.

Note

In case the helper and sharer use different keyboard layouts or mouse settings, the ones from the sharer are used during the session.

1. Both the helper and the sharer start Quick Assist.
2. The helper selects **Help someone**. Quick Assist on the helper's side contacts the Remote Assistance Service to obtain a session code. An RCC chat session is established, and the helper's Quick Assist instance joins it. The helper then provides the code to the sharer.
3. After the sharer enters the code in their Quick Assist app, Quick Assist uses that code to contact the Remote Assistance Service and join that specific session. The sharer's Quick Assist instance joins the RCC chat session.
4. The sharer is prompted to confirm allowing the helper to share their desktop with the helper.
5. Quick Assist starts RDP control and connects to the RDP Relay service.
6. RDP shares the video to the helper over https (port 443) through the RDP relay service to the helper's RDP control. Input is shared from the helper to the sharer through the RDP relay service.



Microsoft logs a small amount of session data to monitor the health of the Quick Assist system. This data includes the following information:

- Start and end time of the session
- Errors arising from Quick Assist itself, such as unexpected disconnections
- Features used inside the app such as view only, annotation, and session pause

Note

No logs are created on either the helper's or sharer's device. Microsoft can't access a session or view any actions or keystrokes that occur in the session.

The sharer sees only an abbreviated version of the helper's name (first name, last initial) and no other information about them. Microsoft doesn't store any data about either the sharer or the helper for longer than three days.

In some scenarios, the helper does require the sharer to respond to application permission prompts (User Account Control), but otherwise the helper has the same permissions as the sharer on the device.

1. Download the new version of Quick Assist by visiting the [Microsoft Store](#).
2. In the Microsoft Store, select **View in store**, then install Quick Assist. When the installation is complete, **Install** changes to **Open**.

For more information, visit [Install Quick Assist](#).

To deploy Quick Assist with Intune, see [Add Microsoft Store apps to Microsoft Intune](#).

The Microsoft Edge WebView2 is a development control that uses Microsoft Edge as the rendering engine to display web content in native apps. The new Quick Assist application is developed using this control, making it a necessary component for the app to function.

- For Windows 11 users, this runtime control is built in.
- For Windows 10 users, the Quick Assist Store app detects if WebView2 is present on launch and if necessary, installs it automatically. If an error message or prompt is shown indicating WebView2 isn't present, it needs to be installed separately.

For more information on distributing and installing Microsoft Edge WebView2, visit [Distribute your app and the WebView2 Runtime](#).

Quick Assist for macOS is available for interactions with Microsoft Support. If Microsoft products on your macOS device aren't working as expected, contact [Microsoft Support](#) for assistance. Your Microsoft Support agent will guide you through the process of downloading and installing it on your device.

Note

Quick Assist for macOS is not available outside of Microsoft Support interactions.

If your organization utilizes another remote support tool such as [Remote Help](#), disable or remove Quick Assist as a best practice, if it isn't used within your environment. This prevents guests from using Quick Assist to gain access to devices within your organization.

To disable Quick Assist, block traffic to the `https://remoteassistance.support.services.microsoft.com` endpoint. This is the primary endpoint used by Quick Assist to establish a session, and once blocked, Quick Assist can't be used to get help or help someone.

Note

Blocking the endpoint will disrupt the functionality of Remote Help, as it relies on this endpoint for operation.

Run the following PowerShell command as Administrator:

```
Get-AppxPackage -Name MicrosoftCorporationII.QuickAssist | Remove-AppxPackage -AllUsers
```

Navigate to **Settings > Apps > Installed apps > Quick Assist > select the ellipsis (...), then select Uninstall.**

Before joining a session, it's important for you to know who you are connecting to. Anyone that has control over your device can perform actions on your device, and potentially install malicious applications or take other actions that can damage your device.

Follow these best practices for using Quick Assist or any remote desktop software:

- Never allow a connection to your device by someone claiming to be "IT Support" unless you initiated the interaction with them.
- Don't provide access to anyone claiming to have an urgent need to access your device.
- Don't share credentials to any websites or applications.

Note

Microsoft will never contact you through unsolicited emails, phone calls, or other methods to request access to your device. Microsoft will only request access to your device if you have contacted us and directly requested help with solving an issue you are experiencing. If you need customer service support from Microsoft, please visit [Microsoft Support](#).

If you suspect that the person connecting to your device is being malicious, disconnect from the session immediately and report the concern to your local authorities and/or any relevant IT members within your organization.

If you or someone you know has been affected by a tech support scam, use the [technical support scam form](#) to report it.

If you have any problems, questions, or suggestions for Quick Assist, contact us by using the [Feedback Hub app](#).

Source: <https://learn.microsoft.com/en-us/windows/client-management/client-tools/quick-assist>