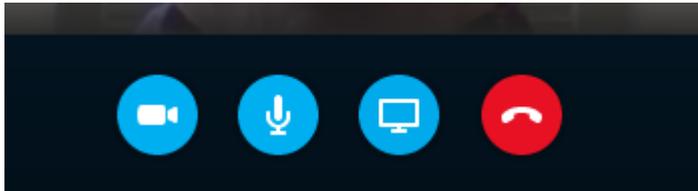


Procedure for assisting with PC queries whilst working alongside Covid-19

Colleagues who wish to assist with pcs queries from a safe distance may wish to utilise the screen sharing facility within **Skype for Business**. Service users who log onto pcs via the Trust network should be automatically signed into Skype for Business- even if no window has opened or icon on task bar.

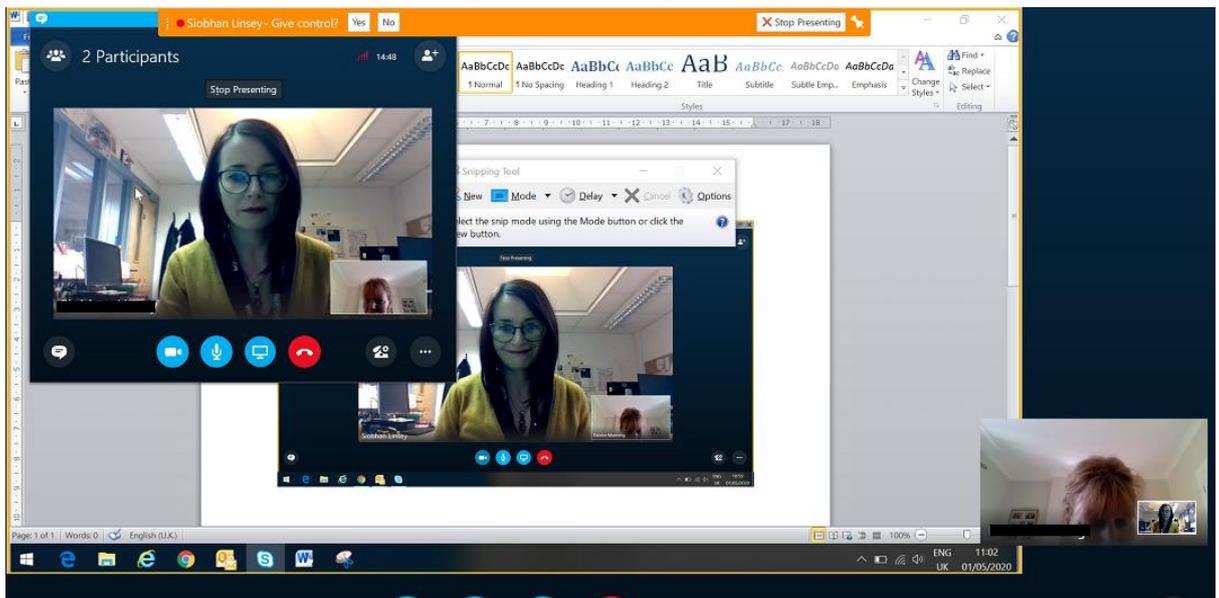
- LKS colleague video calls pc user
- LKS colleague clicks on the monitor icon at the bottom of their screen



- LKS colleague requests control of service user's desktop via the button at the top of the screen

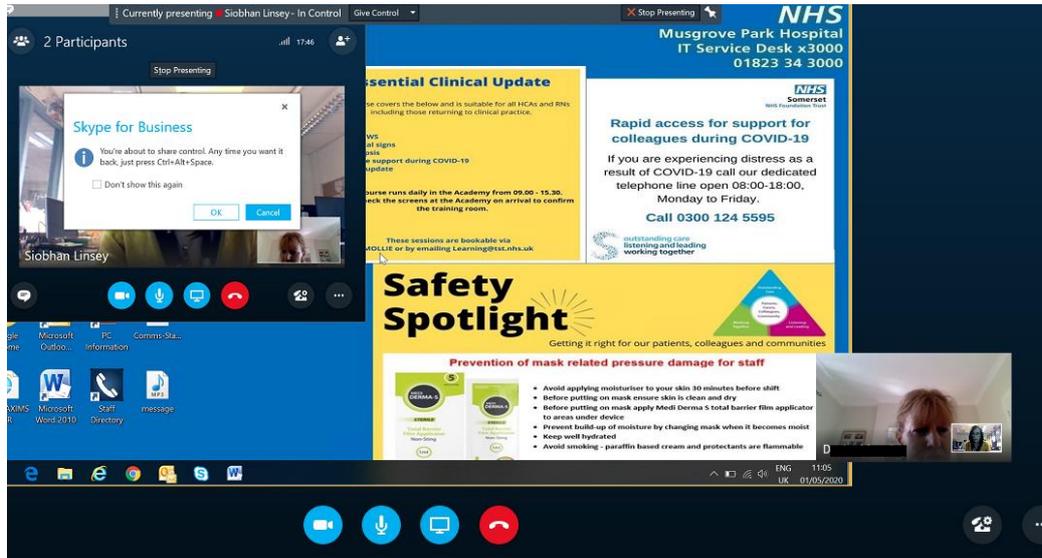


- Service user gives control to LKS colleague via the orange bar at the top of their screen

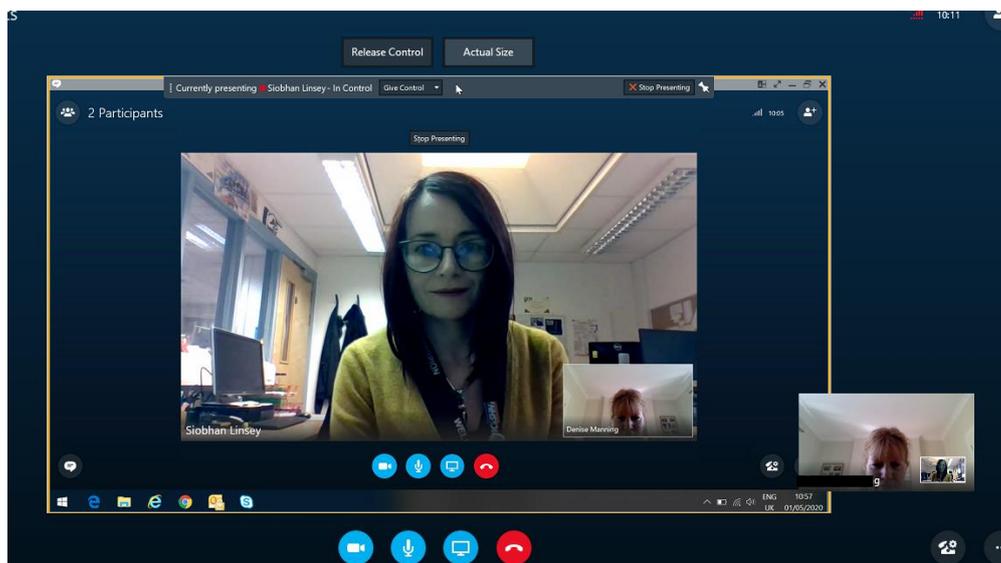


Procedure for assisting with PC queries whilst working alongside Covid-19

Which may bring up the warning box in white below:

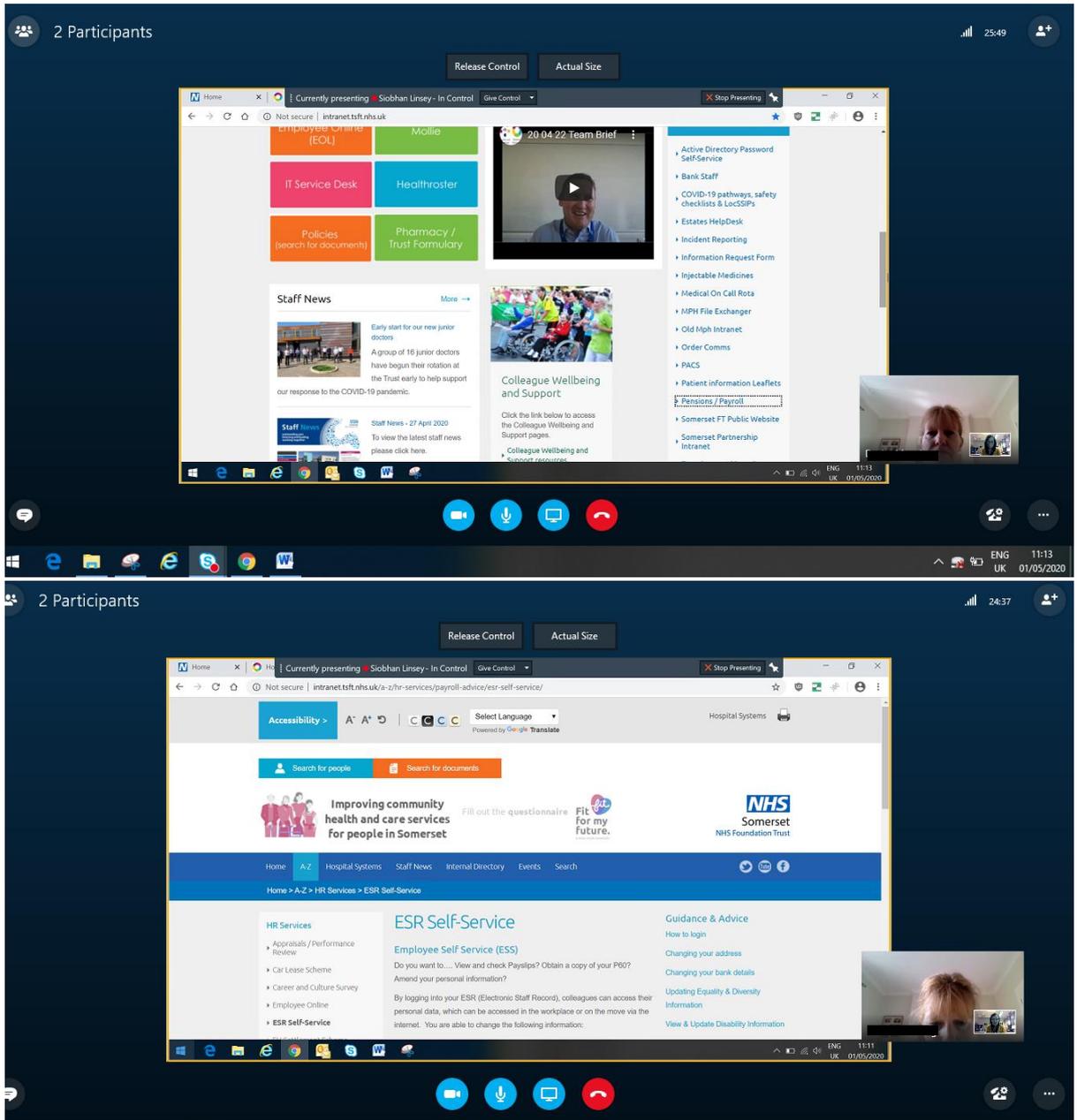


- Service user can stop giving access to their desktop at any time by clicking 'Stop Presenting' on the orange bar at the top of their screen
- LKS colleague can give back control at any time by clicking on the 'release control' button at the top of the screen



Procedure for assisting with PC queries whilst working alongside Covid-19

- LKS colleague can now navigate around the service user's desktop to resolve queries, eg how to log into the ESR



- Control can then be released back to the service user and the call ended