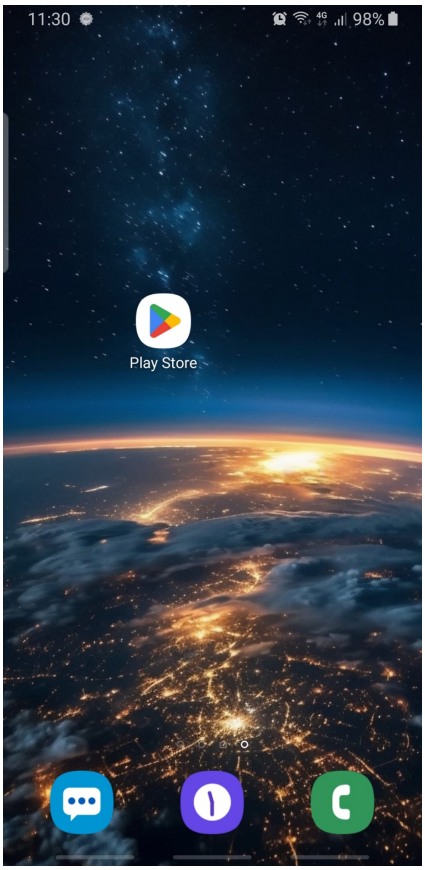
Microsoft 365: How to set up the Microsoft Authenticator app

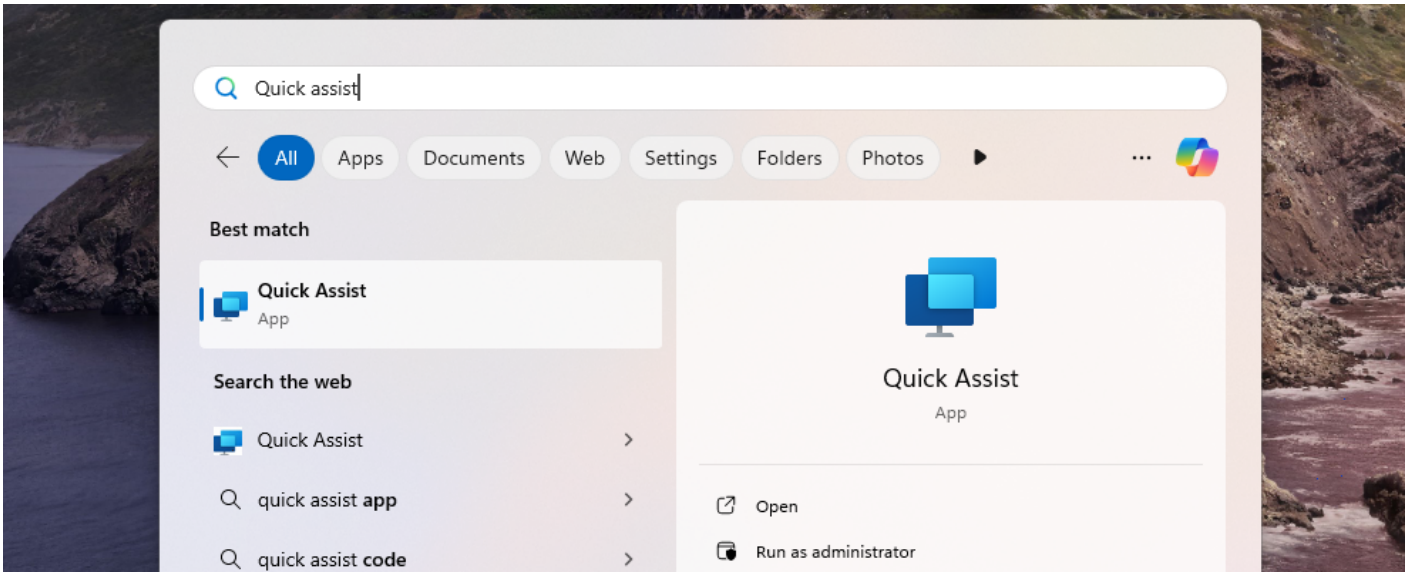
1. Open the Start Menu

Press the **Windows** key on your keyboard to bring up the Start Menu.



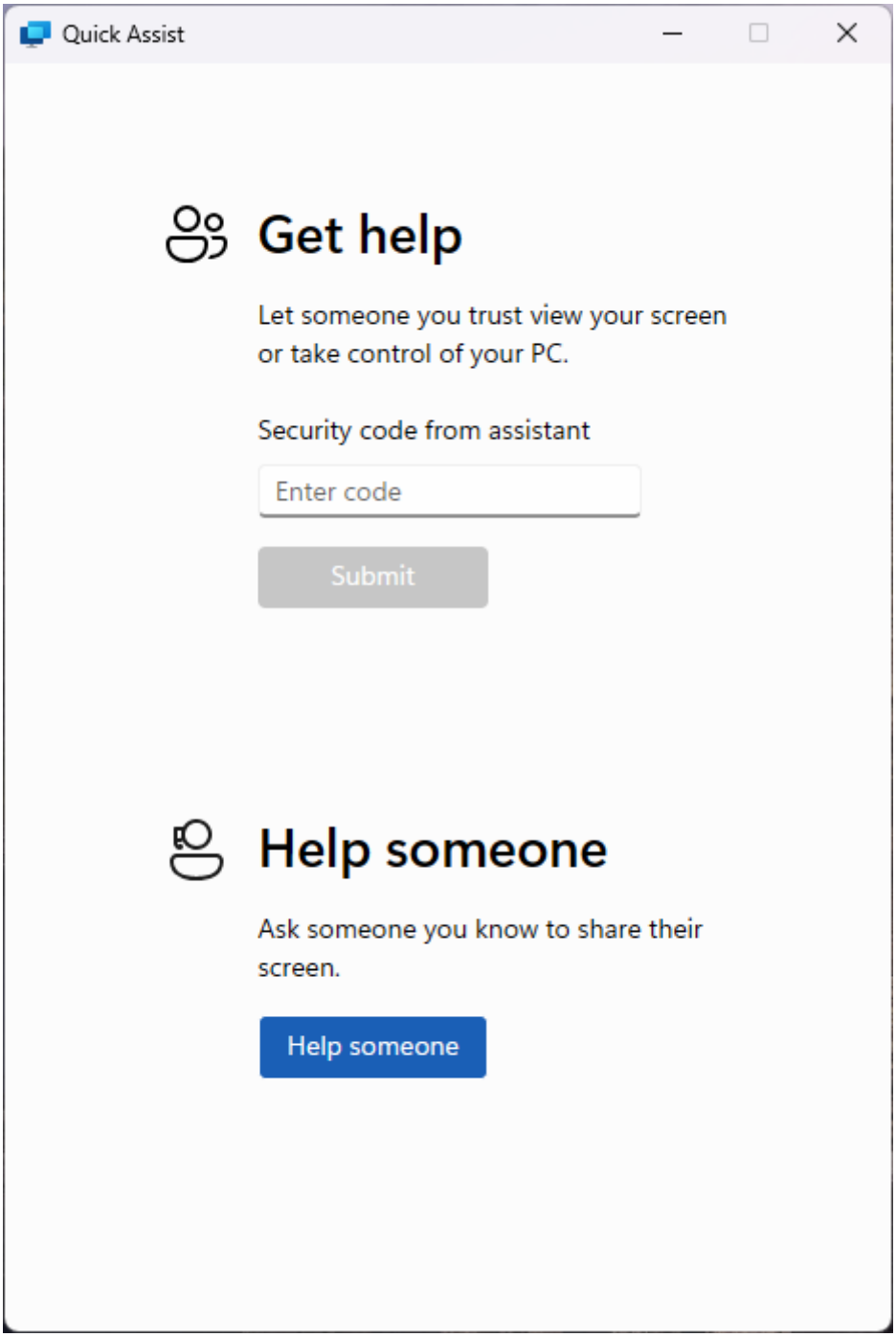
2. Search for Quick Assist

Type **Quick Assist** in the search bar, then press **Enter** to open it.



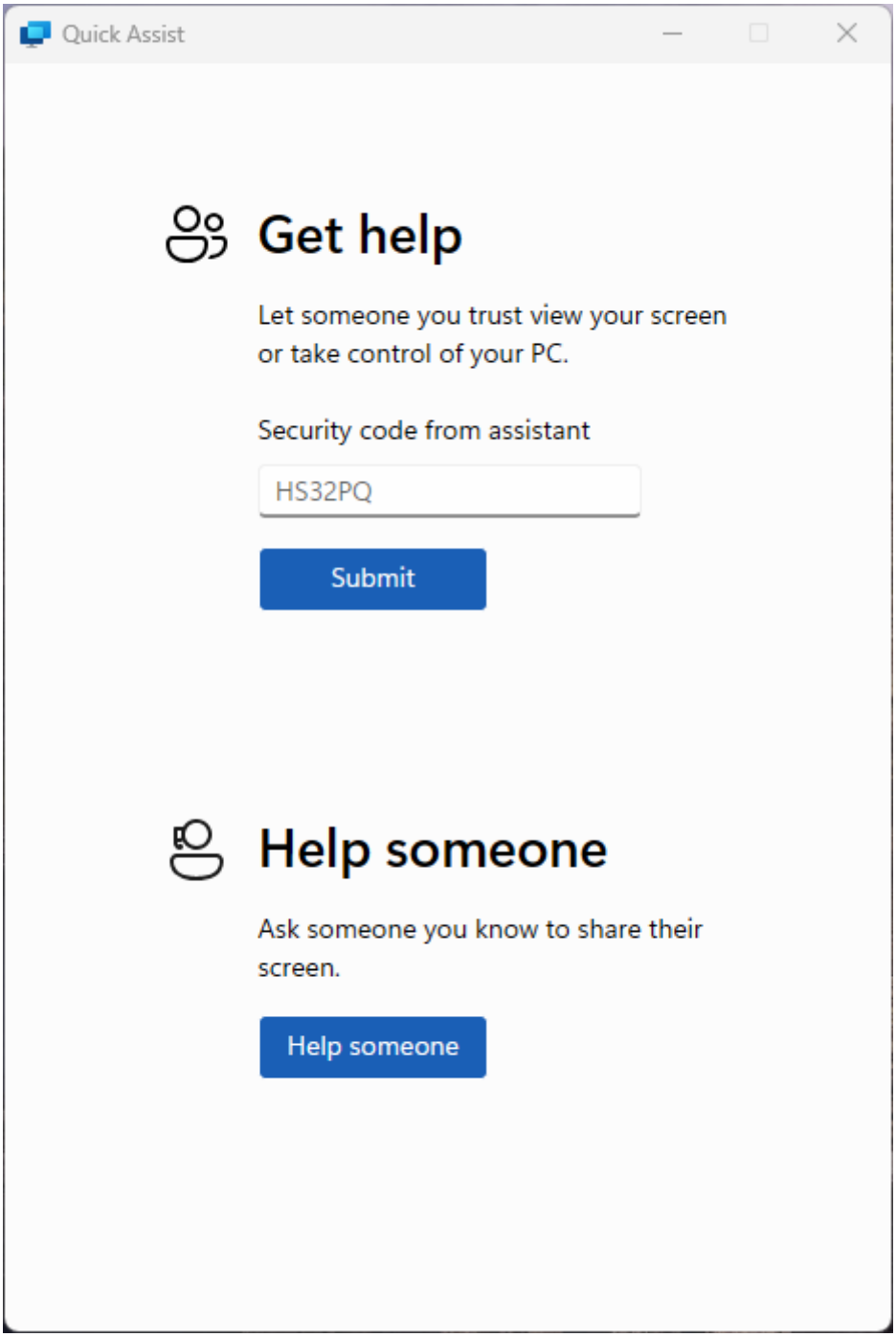
3. Enter the Support Code

Once the Quick Assist window appears, you'll see a prompt asking for a code. Your IT support engineer will provide this code.



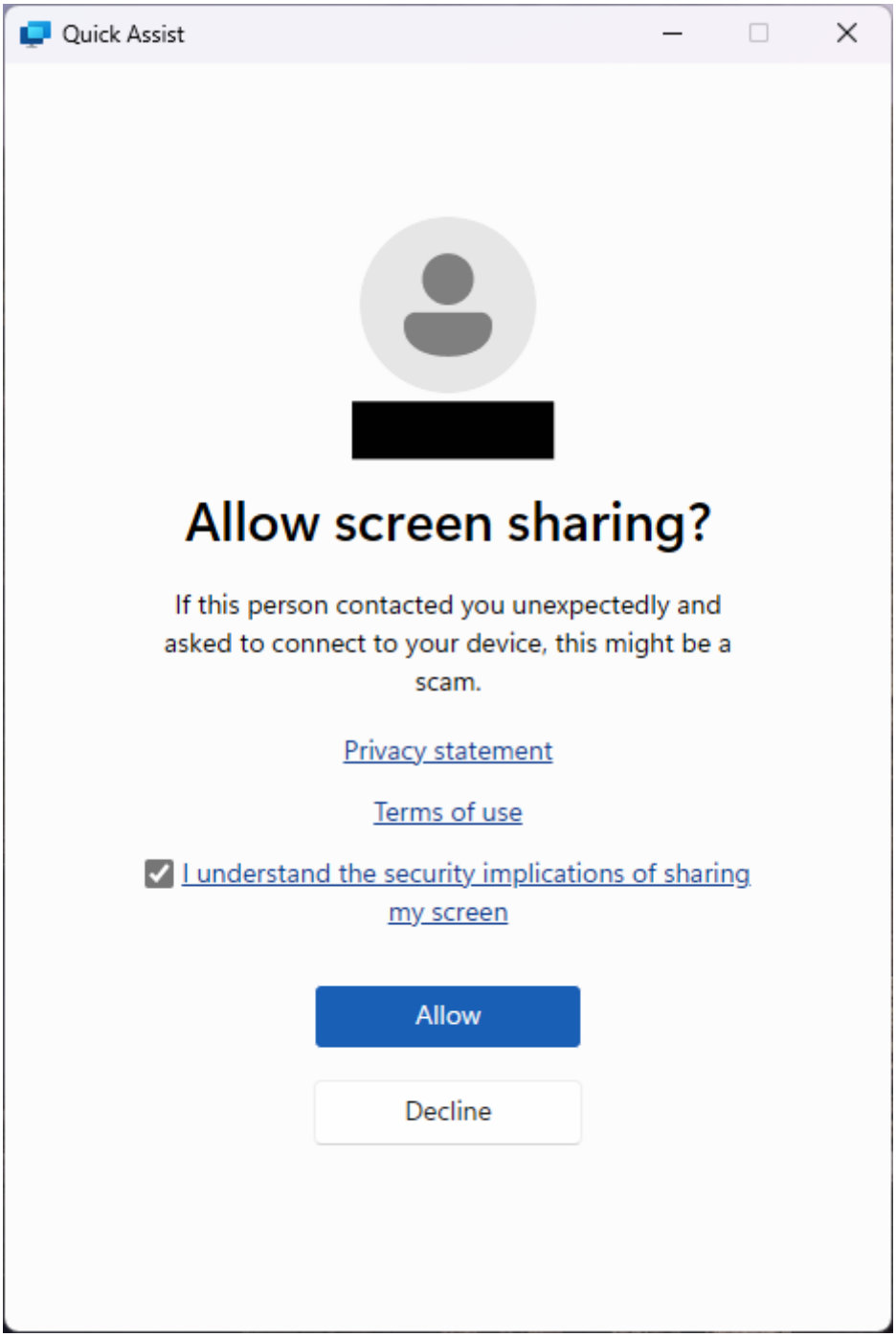
4. Submit the Code

Type in the code and click **Submit** to initiate the remote session.



5. Accept the Remote Session

Quick Assist will go through a brief loading screen, followed by a prompt with a checkbox. Tick the box and click **Accept** to confirm the remote session.



6. Grant Control to the Support Engineer

Finally, your support engineer will request control of your machine. A toolbar will appear at the top of your screen. Click **Allow** to grant them control.



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