

Getting Started

Remote Support

Starting Jump Desktop remote support on Windows 11

INTRODUCTION

This guide will take you through the steps needed to start a remote support session on your Windows 11 computer.

Before starting, please close any confidential or sensitive information that you do not want to be visible during the remote support session.

We recommend keeping this guide for future reference.

MINIMUM REQUIREMENTS

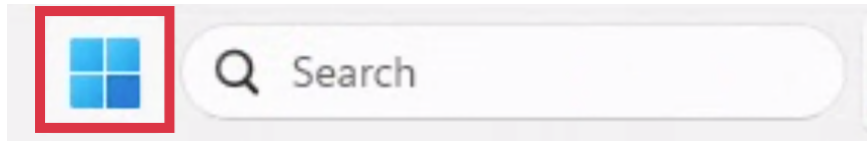
To start a remote support session, your computer must be connected to the Internet.

ADDITIONAL INFORMATION

Where required, red boxes, arrows and numbered markers have been added to the images to help you identify exactly where to click.

If you need any help following this guide, please call us on **07979 252573** or **01985 330073**.

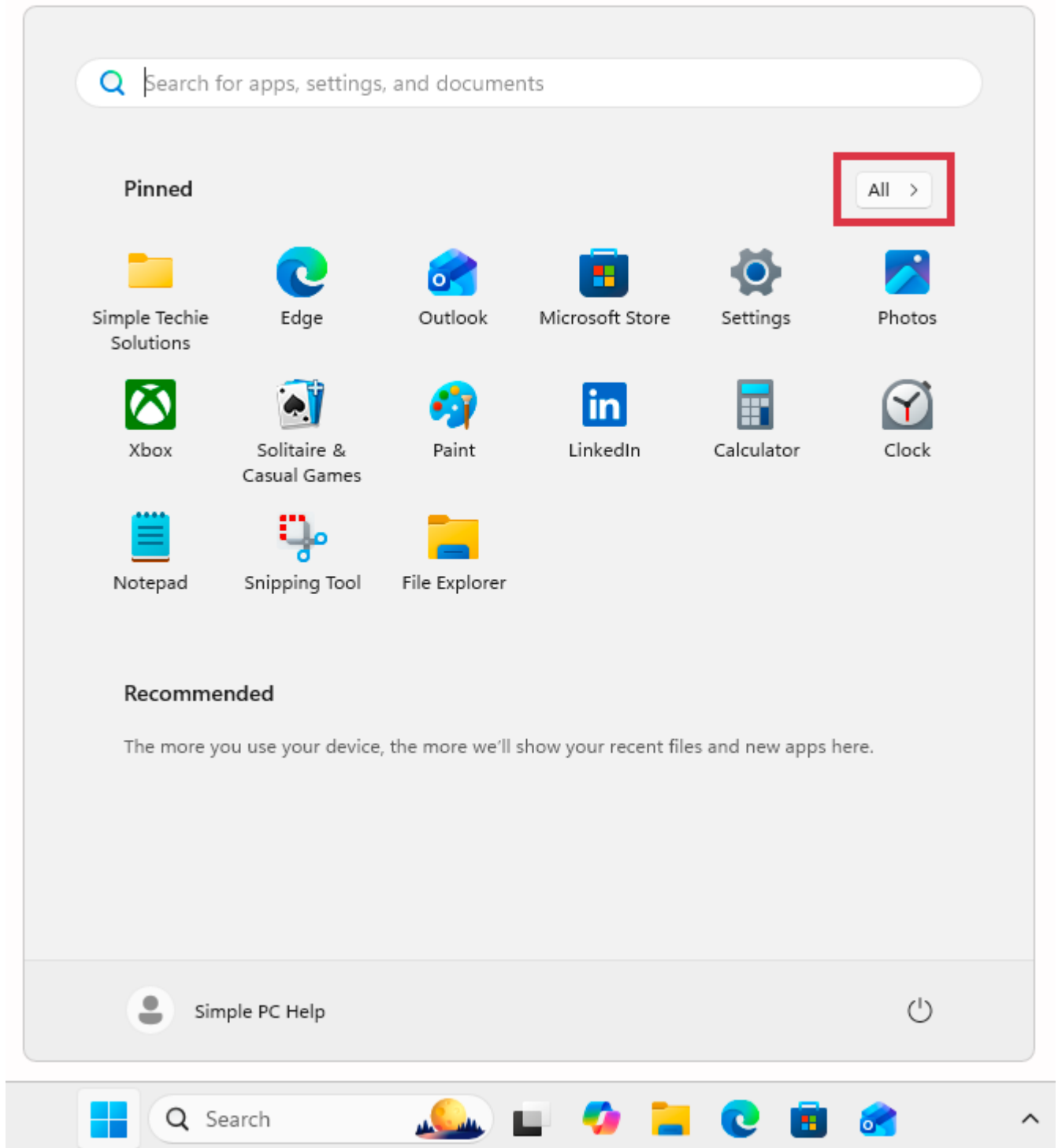
Step 1



Click the Windows **Start button**.

Hint: The Start button is located on the taskbar at the bottom of the screen, towards the left of the central icons.

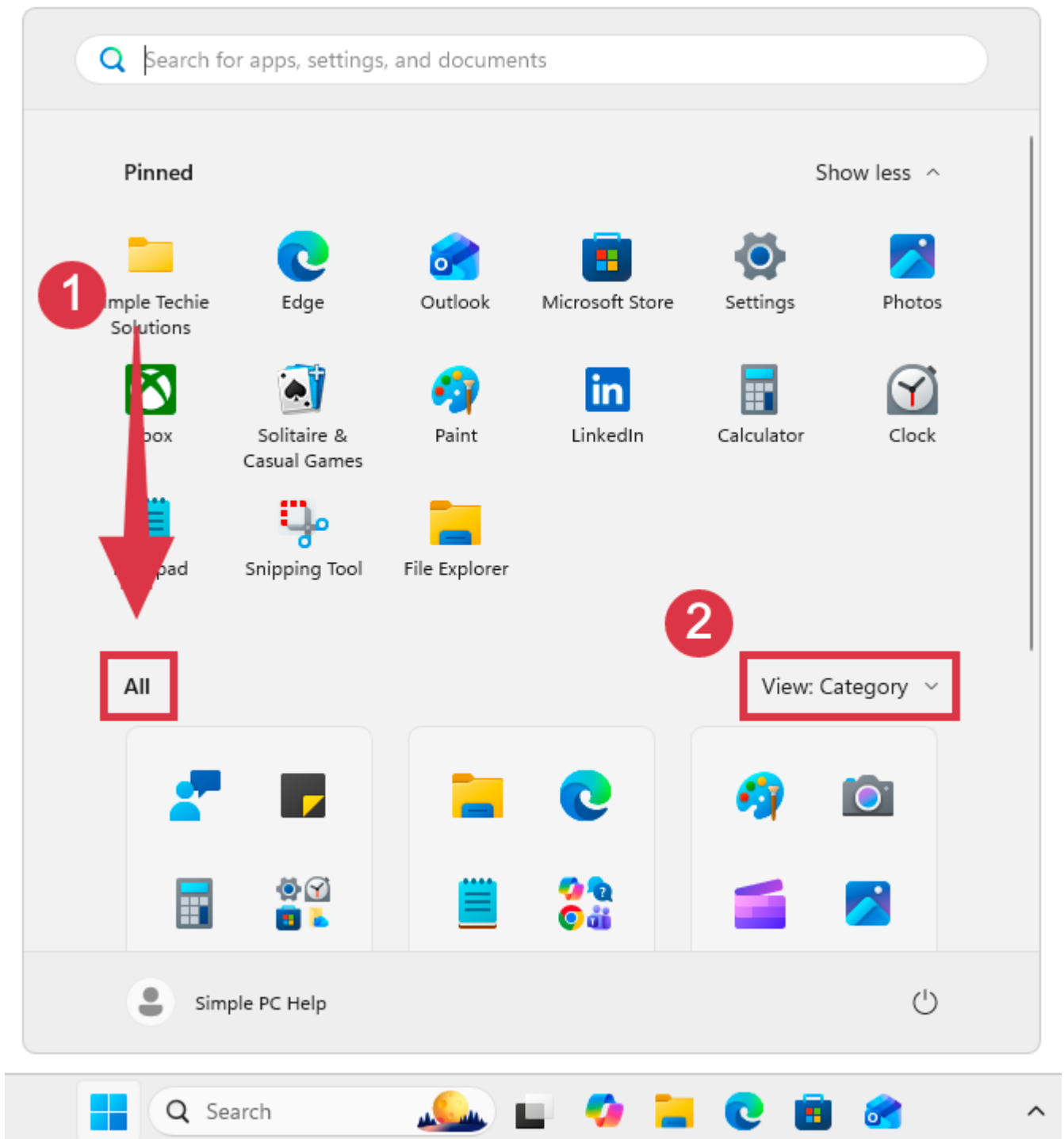
Step 2



If you see **"All >"**, click it and then skip to **Step 5**.

If **"All >"** is not displayed, continue to **Step 3**.

Step 3

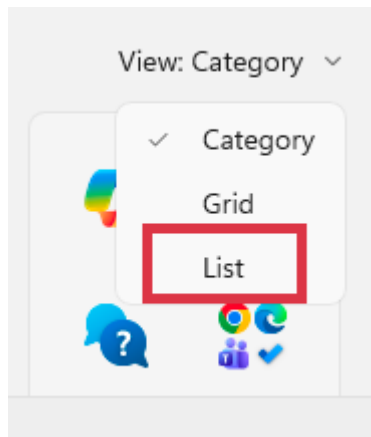


1. Scroll down the Start menu until you reach the **All** section.

2. Click "**View: Category**".

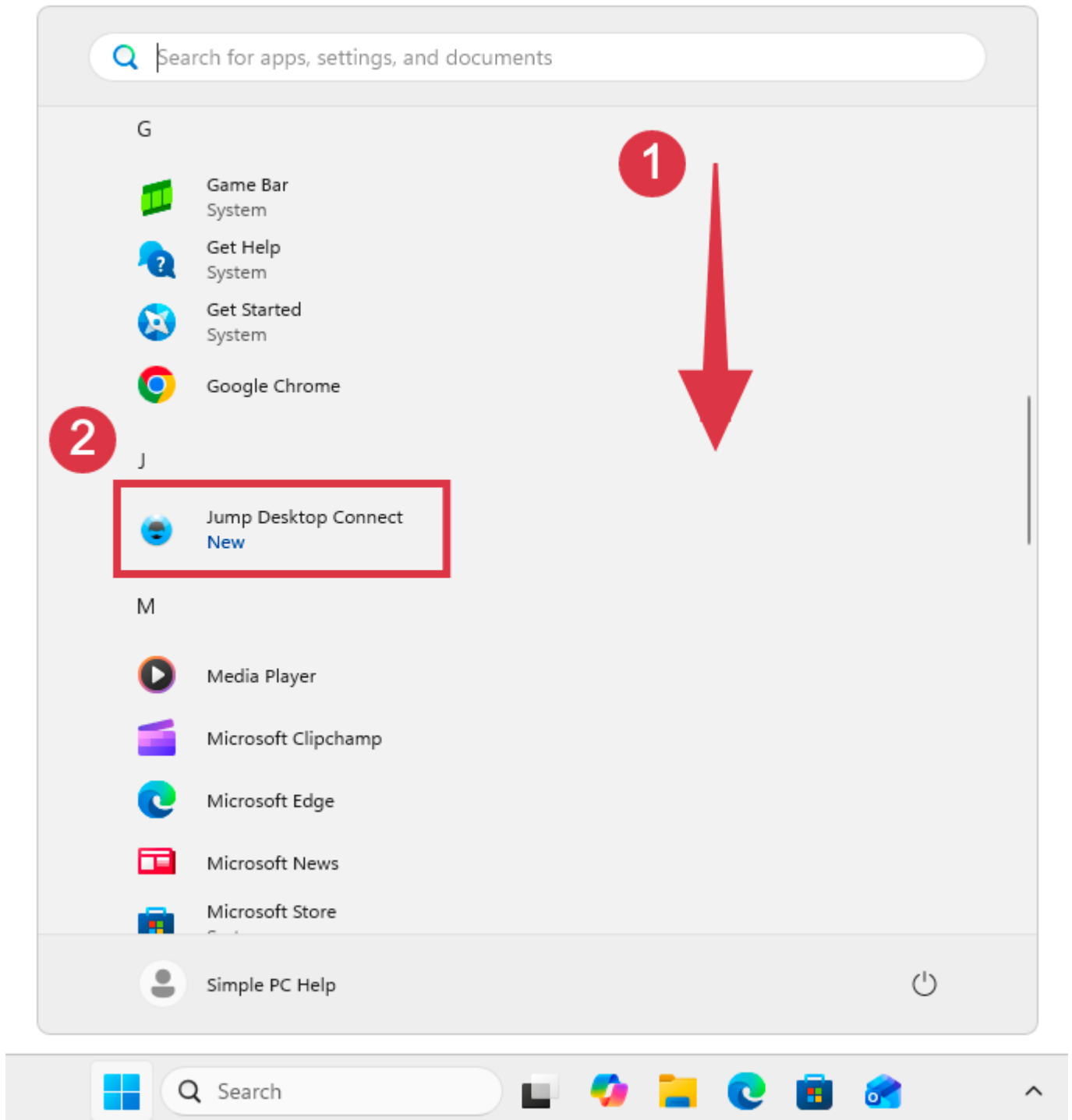
Hint: If the view is already set to List, skip to Step 5.

Step 4



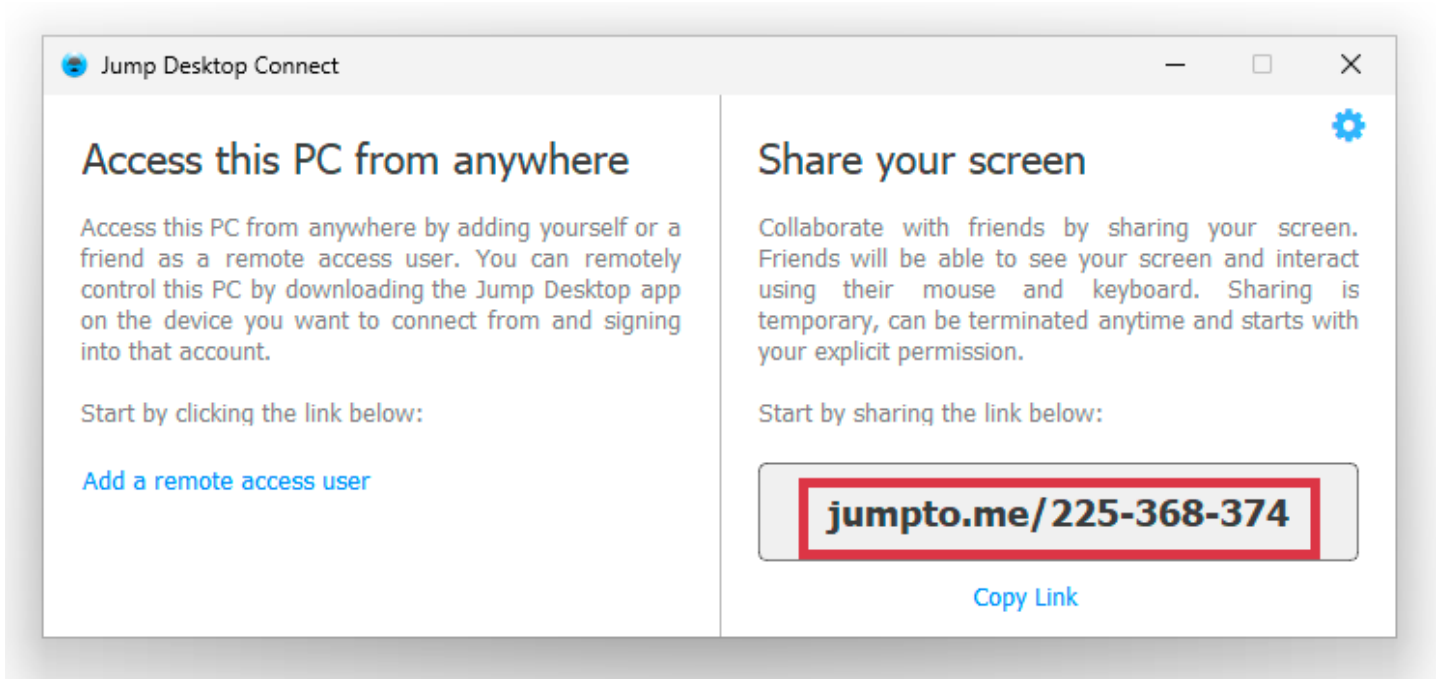
Click "**List**".

Step 5



1. Scroll down the list until you reach the letter J.
2. Click "**Jump Desktop Connect**".

Step 6



Please call us on **07979 252573** or **01985 330073** and provide the unique nine-digit number shown on your screen.

Remote Support Ready

Your remote support session is now ready to begin.

If you have any questions or need further assistance, please email info@simplepchelp.co.uk or call 07979 252573 or 01985 330073.

Thank you for choosing Simple PC Help.