Executive Summary: Seamless and Secure Access to Virtual Machines via Microsoft Remote Assistance

Objective:

To introduce a streamlined process for your organization's personnel to access and manage virtual machines hosted on our servers using Microsoft Remote Assistance. This method is designed to maximize efficiency, ease of use, and security.

Key Features

- Simplified Access: By using a file key that we provide, your team can instantly connect to a designated virtual machine with just a double click.
- Controlled Environment: The virtual machines are hosted on our secure servers, ensuring a stable and controlled environment for your operations.
- Customizable Permissions: You can define and manage the level of access and control each user has over the virtual machine.

Process Overview

Receive File Keys: Your team will receive a uniquely generated file key from us. There is one file key for each player participating.
One-Click Connection: Users simply double-click on this file to initiate a secure connection to the assigned virtual machine.
Seamless Operation: Once connected, users can operate the virtual machine as if it were a local resource, with the ability to run applications, modify files, and perform other tasks.

Security and Compliance

- Data Protection: All connections are encrypted, ensuring that your data remains secure.
- Compliance with Standards: Our solution adheres to industry-standard security protocols.
- No Unnecessary Exposure: The remote connection is limited to the virtual machine, ensuring no access to your internal network is required or permitted.

Benefits

- Ease of Use: Reduces the complexity traditionally associated with remote server access.
- Efficiency: Streamlines workflow by providing quick and easy access to necessary resources.
- Cost-Effective: Minimizes the need for complex infrastructure on your end.

Addressing Potential Concerns

- Security: We employ robust encryption and security measures to protect your data and operations.
- Reliability: Our servers are maintained to the highest standards to ensure consistent availability.
- Support: Comprehensive support is available to assist with any issues or questions that may arise.

Conclusion

This system represents a significant step forward in terms of ease of use and security for remote access to virtual machines. It allows your team to focus on their work without the overhead of complex connection procedures, all while ensuring that your data and operations remain secure and compliant with industry standards.

Enabling and Using Windows Remote Assistance in Your Organization

Purpose

This document provides instructions for IT departments to enable and configure Windows Remote Assistance within their organization, ensuring that clients can securely receive remote support as part of our gaming service.

Scope

Applicable to all client organizations using our gaming service that require remote assistance for troubleshooting and support.

Enabling Windows Remote Assistance

Through Group Policy

Access Group Policy Editor:
- Press Win + R, type gpedit.msc, and press Enter.

Navigate to Remote Assistance Settings:
- Go to Computer Configuration → Administrative Templates → System → Remote Assistance.

Configure Offer Remote Assistance Policy:
- Double-click on Offer Remote Assistance.
- Select Enabled.
- Click Show... to specify users or groups that can offer remote assistance.
- Add the necessary users/groups and click OK.

Configure Solicited Remote Assistance Policy (Optional):
- Double-click on Solicited Remote Assistance.
- Select Enabled and configure as needed.

Through Windows Settings

- For organizations not using Group Policy, Windows Remote Assistance can be enabled via System Properties:
  - Right-click This PC → Properties → Remote settings.
  - Under Remote Assistance, check Allow Remote Assistance connections to this computer.

Security Considerations

- User Permissions: Ensure that only authorized personnel have permission to offer remote assistance.
- Firewall Settings: Verify that firewalls are configured to allow Remote Assistance connections. Typically, this requires TCP port 3389 to be open.
- Network Level Authentication (NLA): For added security, ensure that NLA is enabled.

Using Windows Remote Assistance

Requesting Assistance:
- The user needing assistance goes to Control Panel → System and Security → Windows Remote Assistance, and selects Invite someone you trust to help you.

Providing Assistance:
- The support personnel selects Help someone who has invited you on their system and follows the prompts to connect.

Session Handling:
- During a Remote Assistance session, users can chat, send files, and the assisting person can request control to troubleshoot the issue.

Troubleshooting Common Issues

- Connection Problems: Check network settings and firewall configurations.
- Group Policy Not Applying: Ensure the Group Policy has been updated across all machines. Use gpupdate /force in the command prompt if necessary.

Contact Information

For additional support or questions, please contact:

Game Master Wolf
wolf@immersionteambuilding.com
281-594-7076

How-To Guide: Using Windows Remote Assistance for Game Support

Introduction

This guide helps you use Windows Remote Assistance to receive remote support for your gaming service. Windows Remote Assistance allows a support person to connect to your computer and help you troubleshoot issues.

What is Windows Remote Assistance?

Windows Remote Assistance is a feature in your Windows operating system that lets someone you trust take over your computer to provide help. This could be a friend, family member, or a support professional.
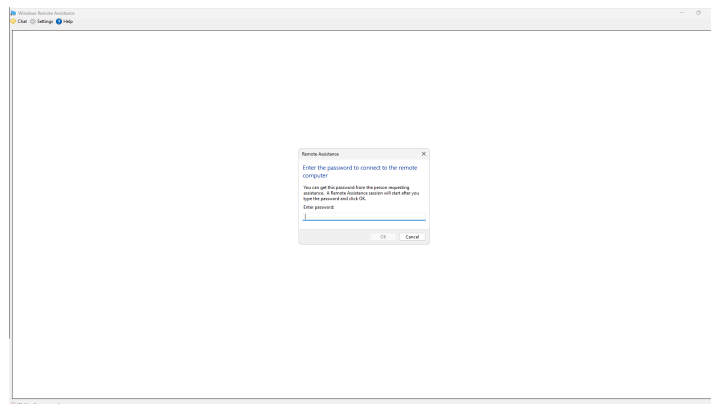
Before You Start

- Ensure your computer is connected to the internet.
- Have the Permission Password Given by Immersion Teambuilding ready to input
- Have the Permission File ready to click.
    - The File looks like this:
    - Double click the File



    - This Password screen will appear:

    - Go ahead and input the password. It looks like this: FXXNY6JNRLZN

There are two permission confirmations. In the first one, a black screen appears. In the second one, you request access to the virtual computer.
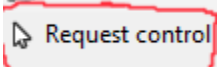
The Screen will go black inside the border until authorized by Immersion Teambuilding

The Screen will go black:
- The screen will go black inside the border until authorized by Immersion Teambuilding.
- Once Authorized, the virtual computer appears:
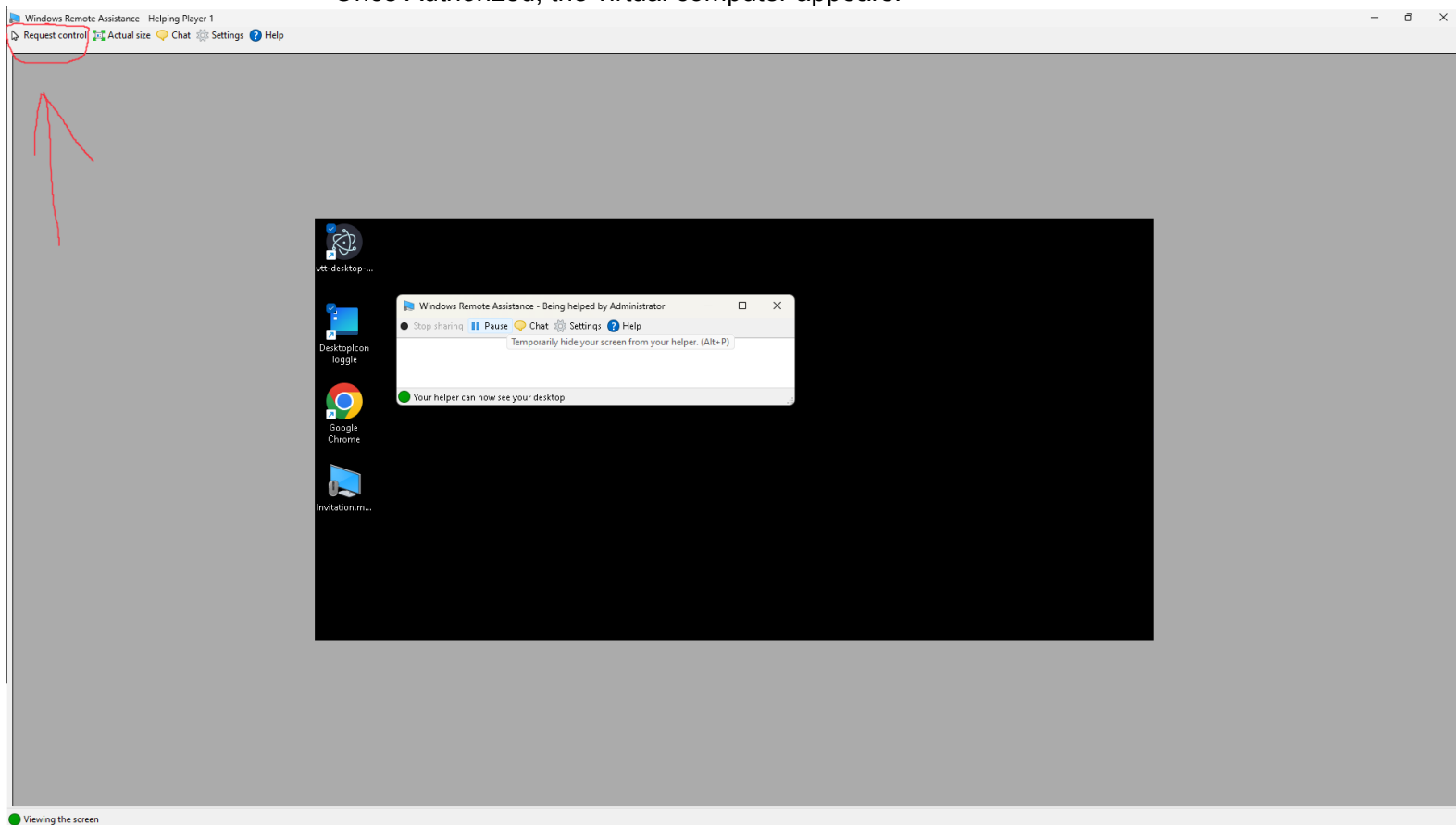
The virtual computer now exists but as a user, you must request access to it:
- Click on the   Request Control   button that looks like this:

- You now watch the screen live but do not have access. An administrator soon clicks the   Yes   button.
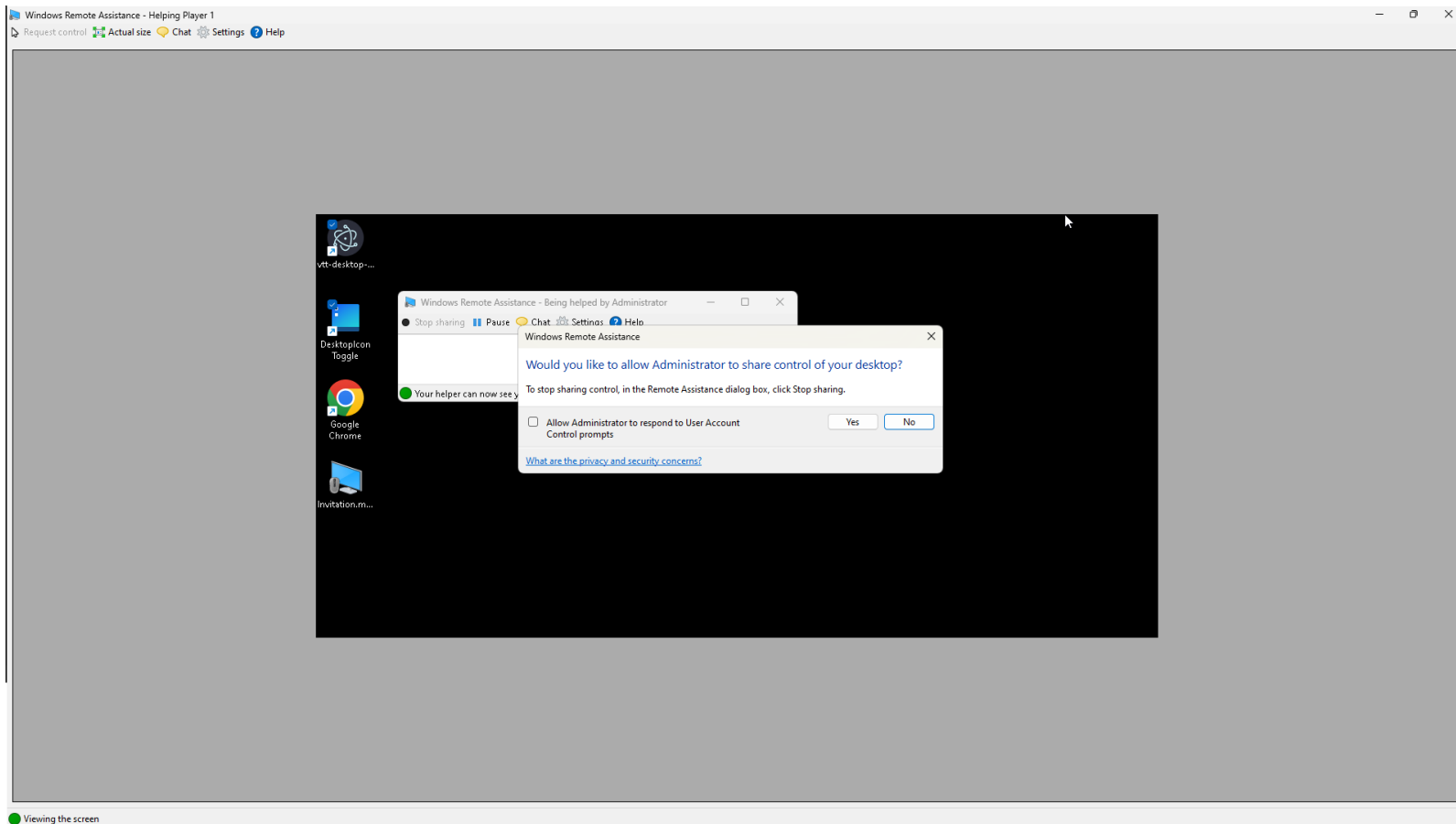
What Happens Next?
- You and the Game Master both have control.
- The Game Master will start the game for you and give you a 10 minute briefing on how to play.
- It's really fun. You have a digital character sheet with your character's strengths and weaknesses, and a 3d environment on a separate screen where you can move your character around the world.

During the Remote Assistance Session

- You can chat with your Dungeon Master over video feed, or using the chat window within the video feed.
- If you feel uncomfortable at any time, you can end the session immediately by clicking Stop sharing or closing the program.

Safety Tips

- Only accept help from someone you trust.
- Do not share the invitation file or code with anyone you do not know.
- Close the session immediately if you are unsure about any actions taken by your Dungeon Master..