

# Message to our customers

In these challenging times we all need support.

Microsoft and its Remote Assist application could help to resolve some of the immediate obstacles being facing by us all in many different working environments.

Organizations across the global from Healthcare providers, manufacturers and retailers are facing many common issues that this technology could, or already does, assist to alleviate.

In light of this, Microsoft have [announced](#) Dynamics 365 Remote Assist is also available free of charge for up to six months for customers implementing a Remote Assist solution in response to COVID-19.

We have put together this short deck together to help explain how Remote Assist could be used in your organization and how to access our free trial.

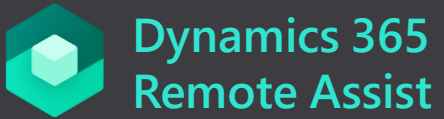
Stay Safe





Work together from anywhere

# Dynamics 365 Remote Assist



## Overview of Remote Assist:

Dynamics 365 Remote Assist allows technicians to collaborate with colleagues and experts from different locations, reducing travel and resolving some of the immediate obstacles facing us all.

A medical clinician, inspector, auditor, or technician maintaining critical equipment in the field, for example, can use Remote Assist on HoloLens, Android, or iOS devices while sharing an in context real-time view of the work site with an expert working from a different location.



Please click [here](#) to see an overview video.

# Scenarios that Remote Assist can support

## Field Service (Break-Fix)



### Support colleagues without travelling to the site:

- Reach out to expert
- On the job training
- Resolve an issue in real time

## Inspections & Audits



### Conduct inspection and audits remotely:

- Remote Inspections
- Customer escalations
- Compliance and documentation
- Be onsite without travelling

## Maintain, Repair & Operate (MRO)

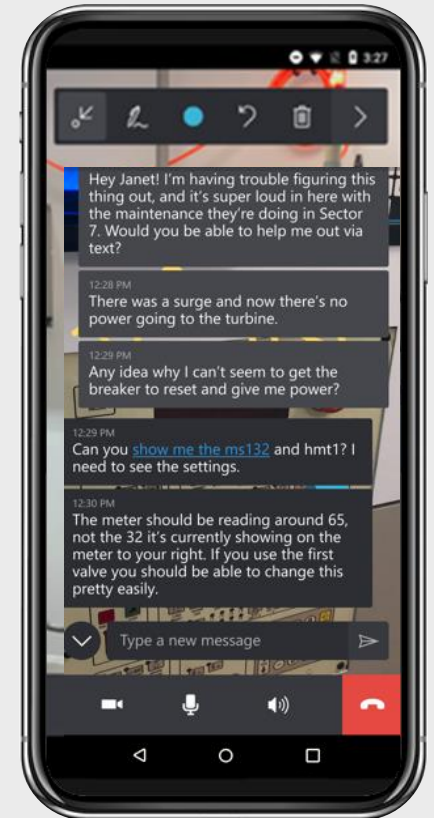
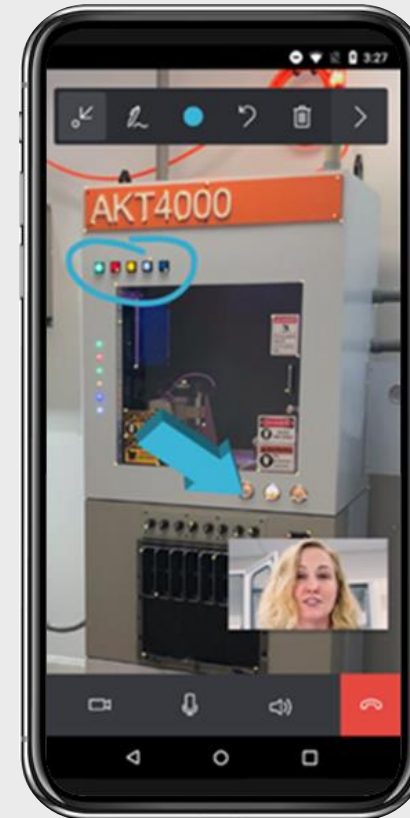
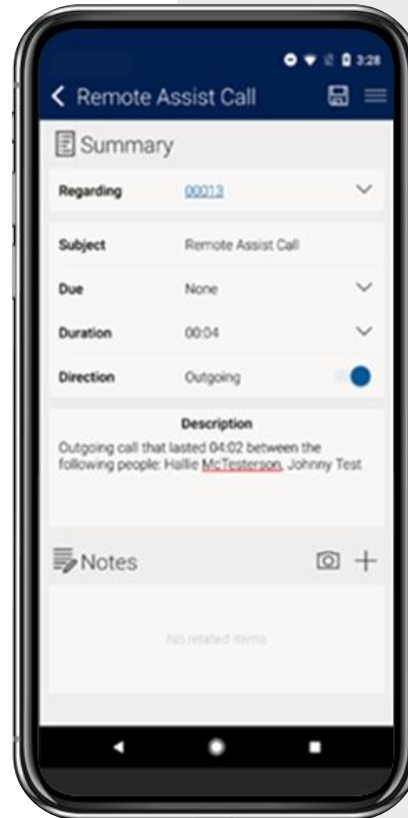


### Communication tool at customer locations:

- Break-fix
- Project / Product reviews
- Interactive walkthrough
- Gemba

## Our Mobile Experience

- Access Remote Assist on iOS or Android devices\*
- Annotate in 3D for best experience, or annotate in 2D using high resolution still image capture
- Collaborate with audio and video calling and in-call text chat with users on Microsoft Teams
- Low bandwidth mode supported on mobile
- A full user guides can be accessed [here](#)





## How it Works



### First Line Worker "Technician"

Front-line workers can log into Remote Assist on their mobile and call an expert.

#### Device

#### Requires



Remote Assist on HoloLens

- Remote Assist license



Remote Assist on iOS & Android

### Remote Expert "Experienced Engineer"

The remote expert will receive the call on their Teams mobile or Desktop application.

#### Teams

#### Requires



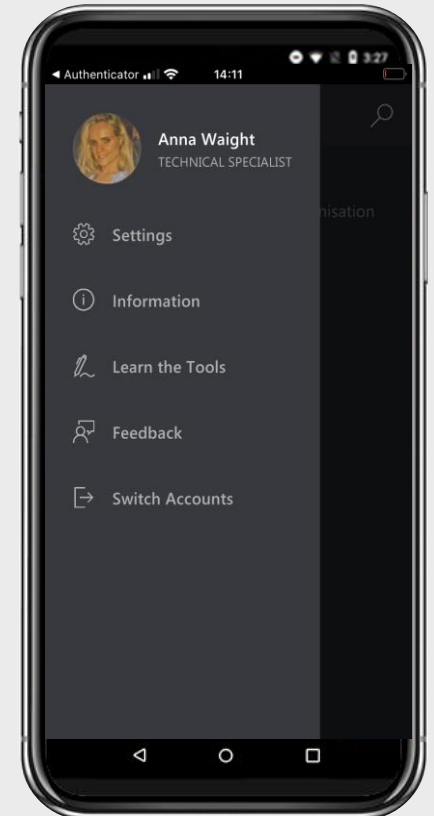
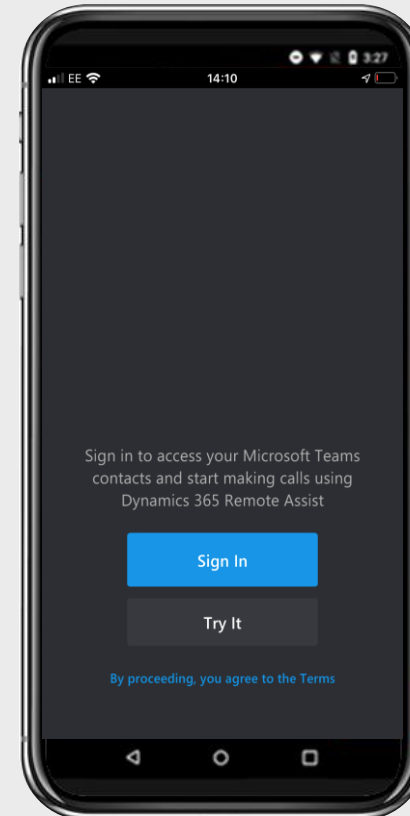
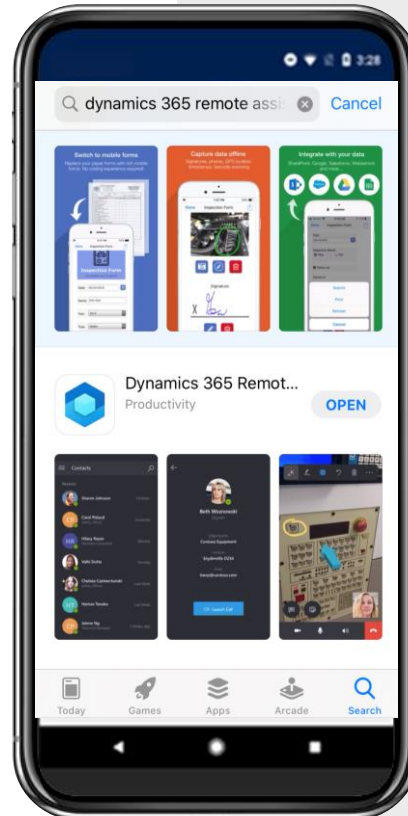
Teams for PC or mobile

- Teams license

## Accessing the Remote Assist Mobile App

*Once you have received the licenses in your tenant.*

1. Assign the appropriate users with a Remote Assist license
2. Go to the appropriate iOS or Android app store. Search for and download **Dynamics 365 Remote Assist** and launch the app.
3. Sign into Remote Assist with your organisations account. Select **Continue**. You will then be taken to your **Contacts** page.
4. You can now use **Remote Assist** on your mobile device! Learn how to make calls to a remote expert on Microsoft Teams (desktop and mobile) [here](#).





# Covid-19 Trial Offer

## Next Steps to Activate Remote Assist

If you would like to take advantage of our **Covid-19 offer**, please contact your Dynamics 365 account representative.

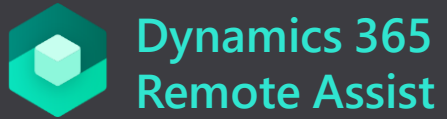
You will need to provide your representative with;

- Tenant ID ([finding tenant ID](#))
- Number of Environments
- Number of Seats Required

Once your account representative has submitted your request and it's been approved, a **promotion code** with instructions on how to activate and use the licenses will be provided to you.

Follow the deployment set up steps [here](#)





If you have any questions, all our documentation for Remote Assist is [here](#). If you need additional support, please feel free to reach out to your Microsoft representative.

Stay safe.

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# Appendix

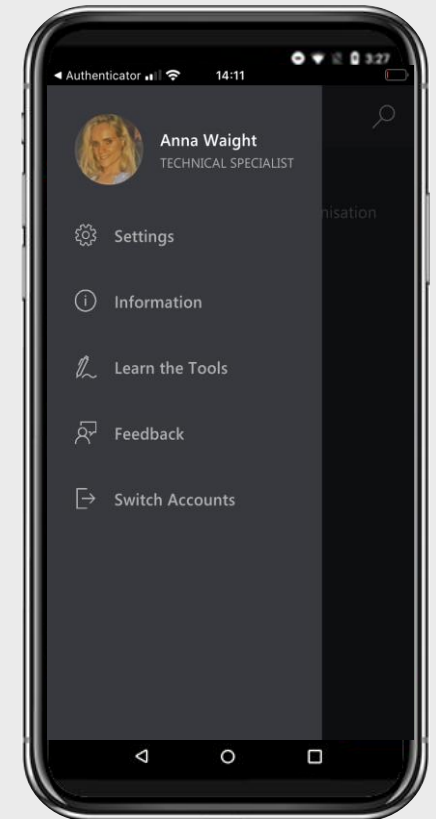
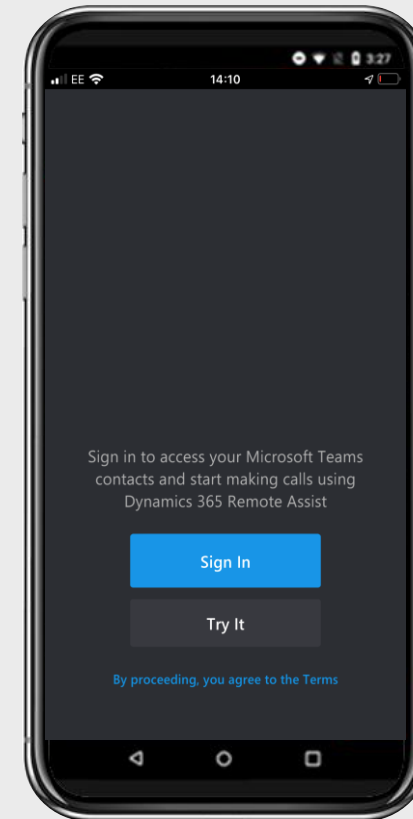
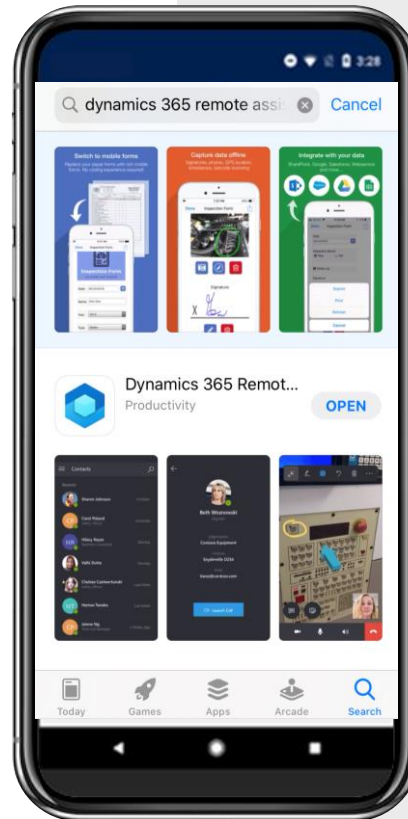




## Setting up an individual user 90-day free trial

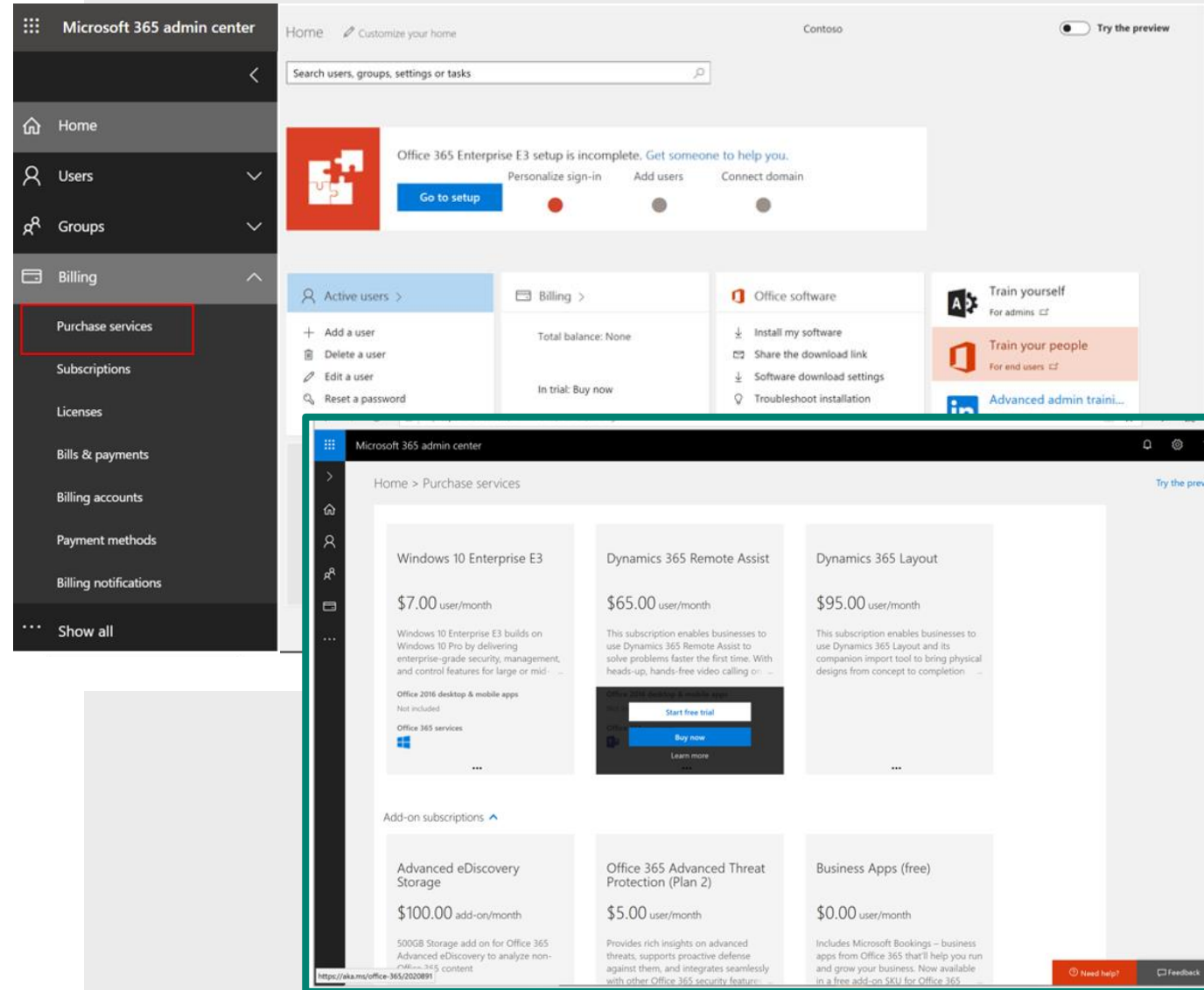
If you're using not already using **Teams** then sign up for a [Microsoft Teams freemium account](#)

1. Go to the appropriate iOS or Android app store. Search for and download **Dynamics 365 Remote Assist** and launch the app.
2. Sign into Remote Assist with your Microsoft Teams account. The app will prompt you to start your free trial of Remote Assist. Select **Continue**. You will then be taken to your **Contacts** page.
3. You can now use **Remote Assist** on your mobile device! Learn how to make calls to a remote expert on Microsoft Teams (desktop and mobile) [here](#).



## Setting up a 30-day free trial for your Organization

1. Log into the M365 or O365 Administrator Portal using your organization's admin account.
2. Make sure the **Try the new admin center** toggle is turned off.
3. In the left navigation bar, select **Billing > Purchase Services**.
4. A list of services will appear. Scroll down until you find **Dynamics 365 Remote Assist**.
5. Hover over the plan and two options will appear: **Start free trial** or **Buy now**. Select **Start free trial**. Follow the next steps of the payment process.
6. Assign the licenses to your users.
7. Download the Remote Assist application and log in.



The screenshot shows the Microsoft 365 admin center interface. The left navigation bar is visible, with 'Purchase services' highlighted. The main content area displays a list of services, including 'Windows 10 Enterprise E3', 'Dynamics 365 Remote Assist', and 'Dynamics 365 Layout'. The 'Dynamics 365 Remote Assist' card is highlighted, showing a 'Start free trial' button.

[Detailed instructions are here](#)