

Help remotely, with permission

Keep the device owner in control.

Applies to: Quick Assist: Windows app. Chrome Remote Desktop: computer support session. FaceTime control: iOS/iPadOS 18+ on both devices; helper saved in Contacts. Unavailable in the EU; other limits may apply.

- 1. Start through a known contact.** Your parent calls a trusted helper using a saved number. Agree on one task. Never grant access because an unexpected caller or pop-up demands it.
- 2. Use the least access needed.** Try talking through the steps first. If viewing or control is needed, explain the access and ask permission. Stay together throughout the session.
- 3. Close private information.** Close email, banking, health, messaging and password-manager screens. Keep passwords and ordinary login codes private.
- 4. Practice ending access first.** With harmless content open, find the exit. Quick Assist: Leave. FaceTime: end the call. Chrome Remote Desktop support: Stop Sharing.
- 5. End BOTH before a private login.** Stop remote control AND screen sharing. Confirm neither remains active on your parent's device. Quick Assist's Cancel control alone can leave the screen visible.
- 6. Resume only with fresh agreement.** Your parent signs in privately. Share again only if the remaining task needs it, after private screens and account information are closed.
- 7. Finish while still talking.** End both sharing and control using the exit above. Quit the support app. Note settings changed and how to undo them; never record passwords or codes.

Check current platform requirements in the full guide before arranging screen control.

Full guide

<https://havenandsignal.com/guides/remote-tech-support-aging-parents-safely>

[Microsoft: Quick Assist](#) | [Apple: FaceTime](#) | [Apple: eligibility](#) | [Google: support](#)

Official sources checked 10 September 2026