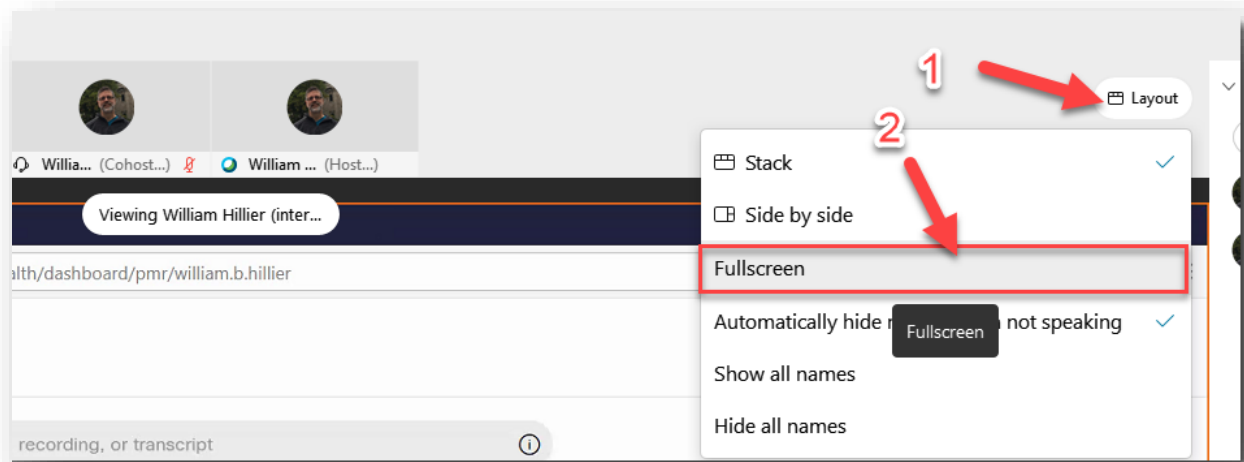


## Requesting Remote Control of Someone's System

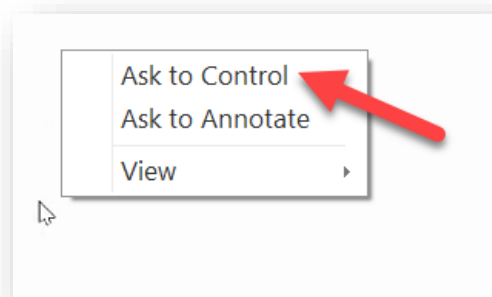
Before you request remote control of someone's screen, the person with presenter rights must be sharing their screen. (You should see their PC screen image in the main Webex window).

To get a full view of the screen being shared, the best option is to select the

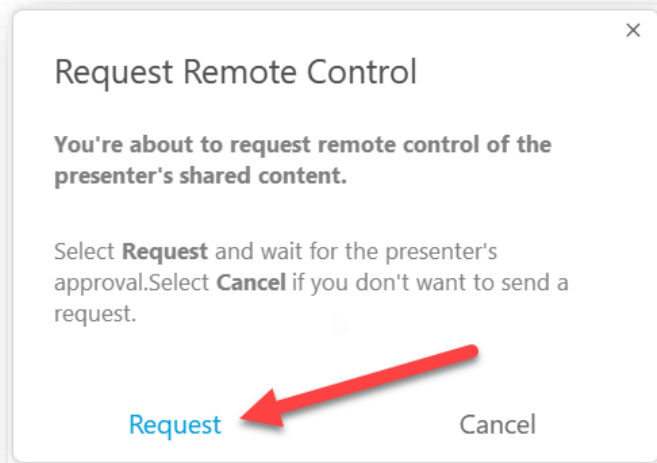
1) **Layout** button and then select 2) **Fullscreen**. This will show the entire screen.



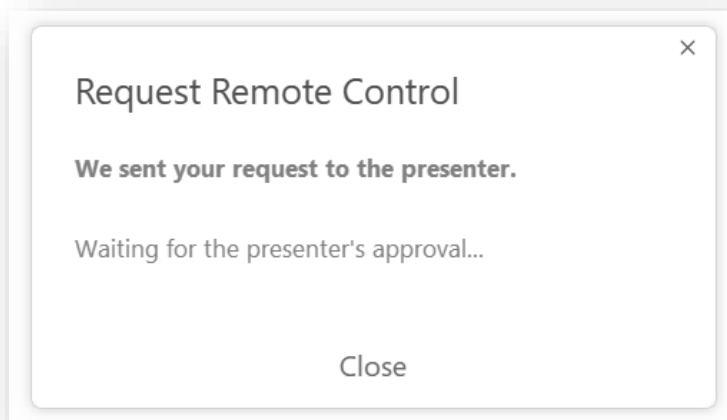
When you are ready to take over and control the shared screen, right click on in the screen being shared and select **Ask to Control**.



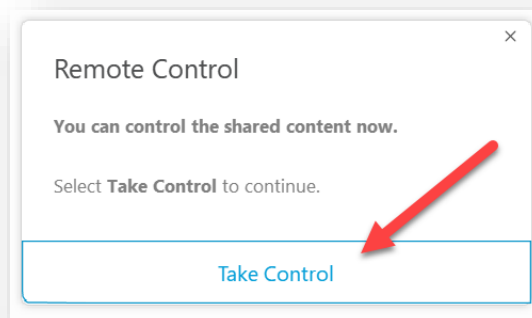
You will be presented with the confirmation screen below. Select **Request** to send to the request to the person sharing their screen.



You will see the **Request Remote Control** window pop up once you have sent the request.



Once the person sharing their screen grants your request you will see the **Remote Control** window open. Click on **Take Control** and you will be able to control their screen with your mouse and keyboard.

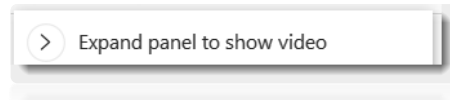
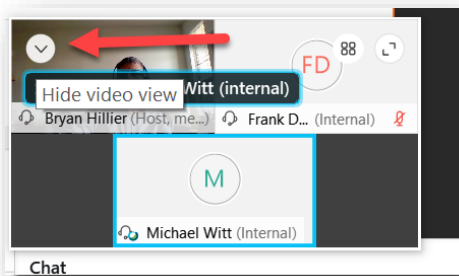


If the person sharing their screen wants to take over the mouse control they can move their mouse and click once to take over control of the screen. If you need to take over again you can move your mouse and you will see the message shown to the right **Click to gain control**. You will have the opportunity to take control of the system being shared again by clicking once on you left mouse button. Once the person stops sharing their screen the ability to control and see the other person's screen will end.

Click to gain control.

So that you can see the entire screen you can hide and minimize the video squares from the participants and chat windows which show up as floating windows on top of the shared screen. The **video window** can be minimized and the **chat and participant window** can be closed if you wish.

Click on the chevron to select hide the **video window**.



To close the **chat** or **participant** window, click on the **X**.

