Switching off Quick Assist across your organization

A one-page checklist for IT admins. Based on Microsoft Learn, "Use Quick Assist to help users", and Microsoft Threat Intelligence, May 15, 2024.

1. Decide

- [ ] We use Intune Remote Help: uninstall Quick Assist, add an app control rule, and do **not** block the endpoint.
- [ ] We don't use Remote Help: uninstall Quick Assist and block the endpoint.
- [ ] A few staff still need Quick Assist: name the group, and uninstall it for everyone else.

2. Uninstall

Run as Administrator, or as an Intune platform script or remediation in system context:

```
Get-AppxPackage -Name MicrosoftCorporationII.QuickAssist | Remove-AppxPackage -AllUsers
```

- [ ] Tested on a pilot group
- [ ] Assigned to the target device group (with exclusions, if any)

3. Second control

- [ ] No Remote Help: block `remoteassistance.support.services.microsoft.com` (HTTPS, port 443) on the proxy, gateway or DNS filter
- [ ] Or: AppLocker or App Control deny rule for package `MicrosoftCorporationII.QuickAssist`, with allow rules for the Store apps you keep
- [ ] Store restriction policy checked

4. Verify

- [ ] Quick Assist is gone from Settings, then Apps, then Installed apps on a test PC
- [ ] Ctrl + Windows + Q does not start a session
- [ ] Remote Help still connects (if you use it)

5. Tell staff

- [ ] "IT will never call or message you out of the blue to ask for a Quick Assist code."
- [ ] One internal number or channel to check a "help desk" contact
- [ ] Defender alert "Suspicious activity using Quick Assist" routed to the right team

More: xcelcor.com/insights/disable-quick-assist-intune

From Xcelcor Guardian · xcelcor.com/insights/disable-quick-assist-intune