# Computer help: our house rules

Keep this next to the computer.

## Who helps with this computer

Name: _____

Phone: _____

The tool we use: [ ] Quick Assist  [ ] Chrome Remote Desktop

## The rules

1. I call my helper. My helper never calls me out of the blue to get into the computer.
2. Nobody else gets a code. Not Microsoft, not the bank, not the internet company, not Amazon.
3. I don't install anything a caller or a pop-up asks me to.
4. I don't open my bank while anyone is connected.
5. It's fine to hang up on anyone. I can call my helper back on the number above.

## When my helper connects

1. I open the tool myself from the taskbar.
2. I check that the name on the screen is my helper's name.
3. Then I click Allow.
4. When we're done, the window closes and my helper is gone.

## If a stranger got in

1. Unplug the internet cable or turn off Wi-Fi.
2. Hang up.
3. Call the bank on the number on the back of the card, from another phone.
4. Call my helper.

Step-by-step checklist: xcelcor.com/check

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