Recast

Open Intune Remote Help

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The **Open Intune Remote Help** tool offers a quick path to open an Intune Remote Help session for a device, helping SysAdmins deliver faster troubleshooting and issue resolution for end users. This tool can be run on single devices via the Right Click Tools console extension and the Right Click Tools for Intune browser extension. Currently, this feature can only be run over a Proxy Route.

To learn more about Remote Help, see Use Remote Help to Assist Users Authenticated by your Organization – Microsoft Intune | Microsoft Learn.

Prerequisites

- Licensing: At the moment, you must own either Microsoft Intune Remote Help add-on licenses or Microsoft Intune Suite to start an Intune Remote Help session. Microsoft has announced a plan to include Intune Remote Help in Microsoft 365 E3 licensing, with these new capabilities slated to begin rolling out to E3 customers in CY26 Q3. Watch your M365 Message Center for specifics.
- Remote Help app installed on the device used by the SysAdmin and the end user's device
- Recast Management Server installed with Recast Proxy
- Service connection from your Recast Management Server to Entra ID (Azure Active Directory)
- Minimum Recast Software version: 5.11.2603.1313
- Minimum Right Click Tools for Intune browser extension version: 2.0.0.11

To run the tool, right-click on a device and navigate to **Right Click Tools** > **Console Tools** > **Open Intune Remote Help**.

Recast Permissions

Plugin	Permissions
Administration	ListAzureActiveDirectoryServiceConnections
Microsoft Graph	CreateRemoteHelpPasscode

Microsoft Permissions

- The SysAdmin must have role based access control (RBAC) permissions in Intune to offer remote help, with 'Remote Tasks – Offer remote assistance' as a minimum.