

MyTechHelp User Guide

Smart tech. Simple solutions.

Learn how to request help, provide help, use Trusted Helpers, ping a requester, start screen sharing, review Device Checkup history, manage settings, and export diagnostics.

Support: TechHelpSolutionsLLC@outlook.com

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1. What MyTechHelp Is Built For

MyTechHelp is a peer-to-peer help app designed to make remote tech support feel simple, safe, and human. It helps someone requesting help connect with a trusted helper who can guide them through a support session.

Simple for requesters

Requesters can create a secure help code or ask a trusted helper without needing to explain complicated setup steps.

Useful for helpers

Helpers can enter a help code, respond to trusted-helper requests, ping requesters who trust them, view the requester screen, and review session history.

Built for real families

The app is designed for the moments when someone needs help finding the right screen, setting, app, message, or error.

2. Trust, Security, and Control

Requester stays in control

The requester decides when to ask for help, when to start screen sharing, and when to end the session.

View-only help

Helpers can view the requester screen only after the requester starts screen sharing. MyTechHelp does not give helpers remote control.

Secure requests

Help codes expire automatically. Trusted-helper requests can be accepted, declined, cancelled, or allowed to time out.

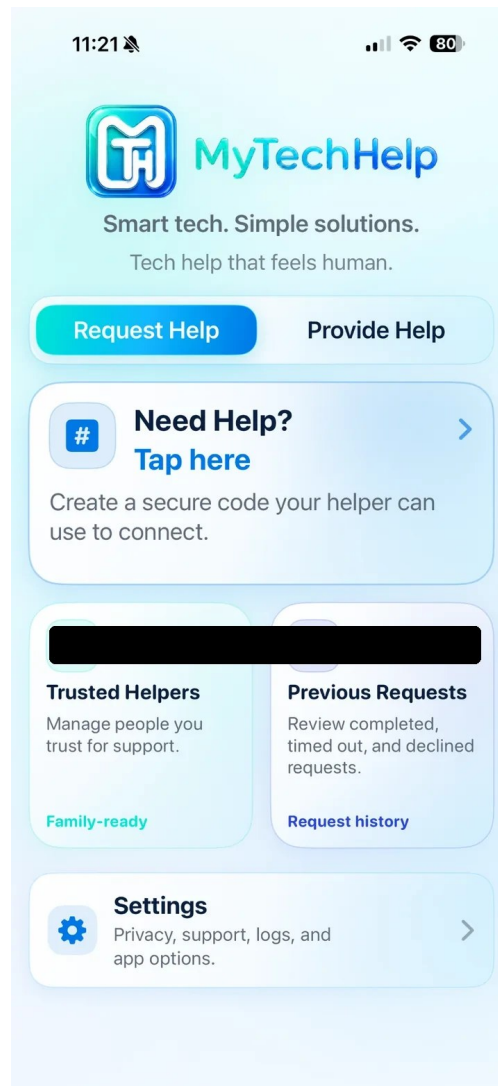
Privacy tip: Everything visible on the requester screen may be visible while screen sharing is active. Avoid showing passwords, banking information, medical information, private messages, or anything sensitive unless you are comfortable with your helper seeing it.

3. Requesting Help

Use the Request Help tab when you need support. You can create a secure code, ask someone already saved as a Trusted Helper, start screen sharing, and review previous requests afterward.

Start on Request Help

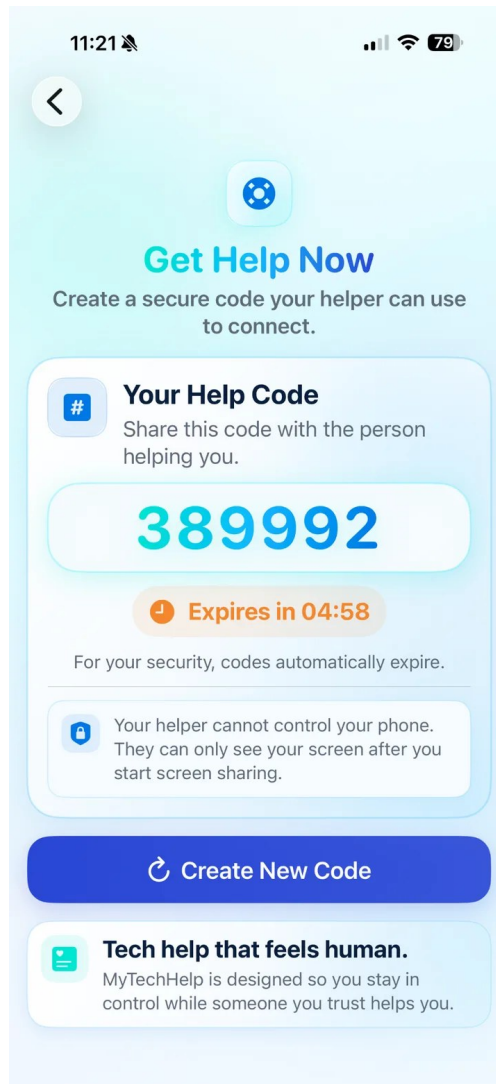
Tap Request Help, then choose whether to create a code or contact a trusted helper.



The Request Help tab gives requesters quick access to a help code, trusted helpers, previous requests, and settings.

Create a help code

Tap Need Help? / Get Help Now to create a temporary 6-digit code.



Use Get Help Now to create a 6-digit code. Share it only with the person helping you. Codes expire automatically for security.

Requester steps

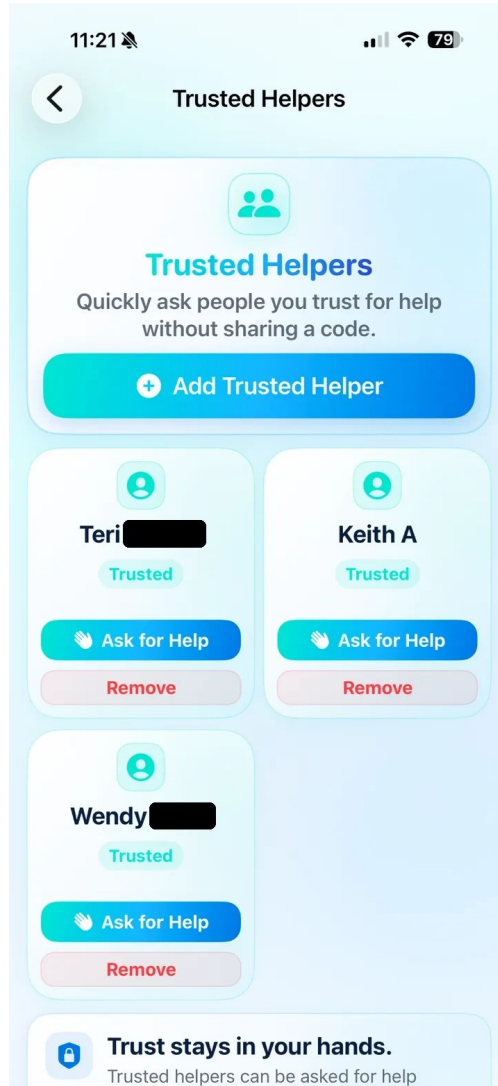
- 1 Open MyTechHelp and choose Request Help .
- 2 Tap Need Help? to create a code, or open Trusted Helpers .
- 3 Share the help code only with the person you expect to help you, or tap Ask for Help under a trusted helper.
- 4 When the session connects, start screen sharing only when you are ready.
- 5 End the session when finished. If you also started a phone or FaceTime call, end that call separately.

4. Trusted Helpers

Trusted Helpers are people the requester has chosen for easier support. Only add people you personally know and trust.

Manage trusted helpers

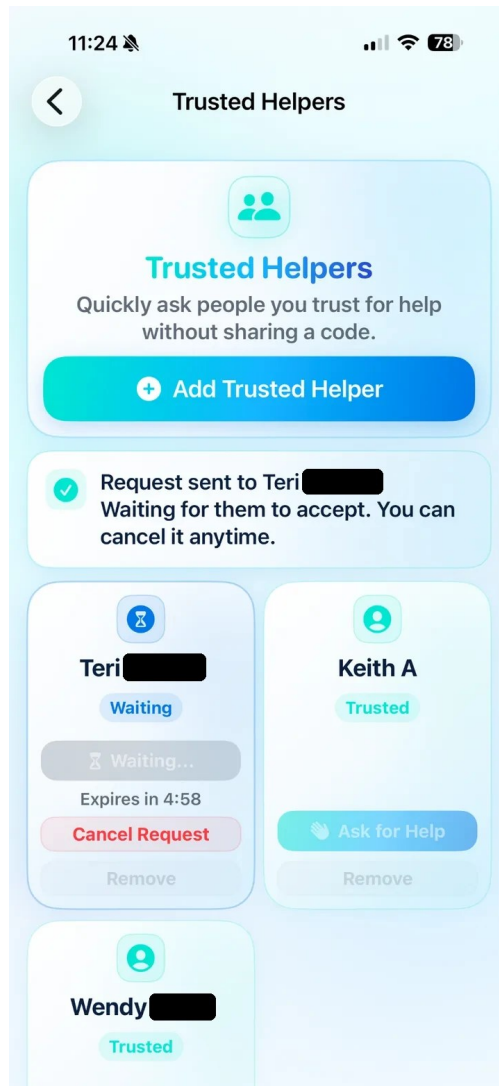
Add or remove trusted helpers from the Trusted Helpers screen.



Trusted Helpers lets requesters ask saved helpers for help without reading or sharing a code.

Ask a trusted helper

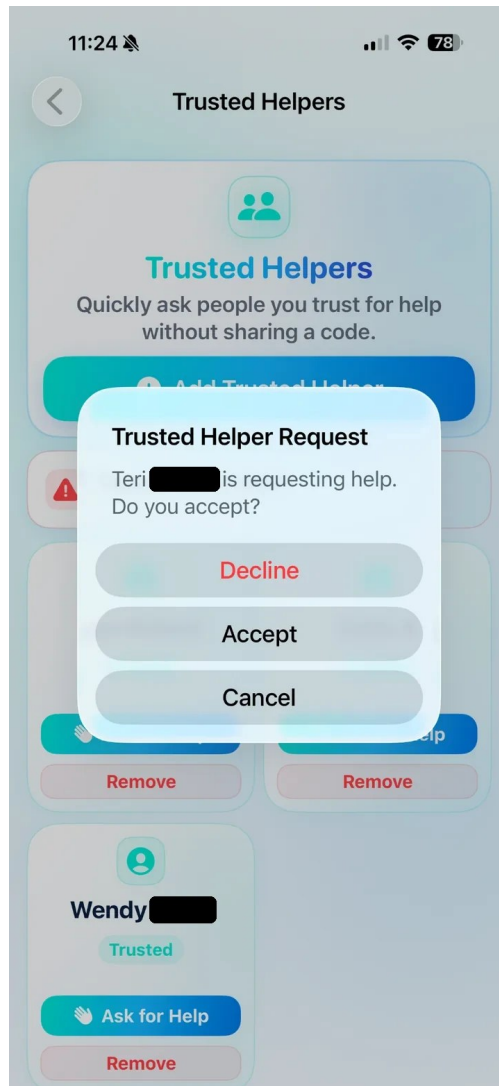
Tap Ask for Help to send a request without sharing a code.



After asking a trusted helper for help, the request waits for the helper to accept, decline, or time out.

Accept a trusted request

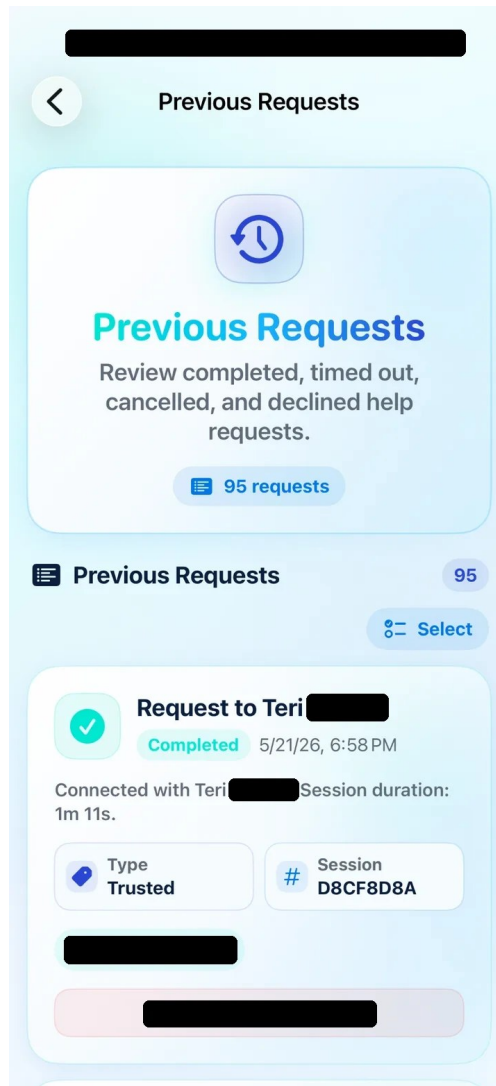
The person receiving a trusted-helper request can accept, decline, or cancel.



The requester confirms whether to accept, decline, or cancel a trusted-helper request.

Review previous requests

Previous Requests shows completed, timed out, cancelled, and declined request history.



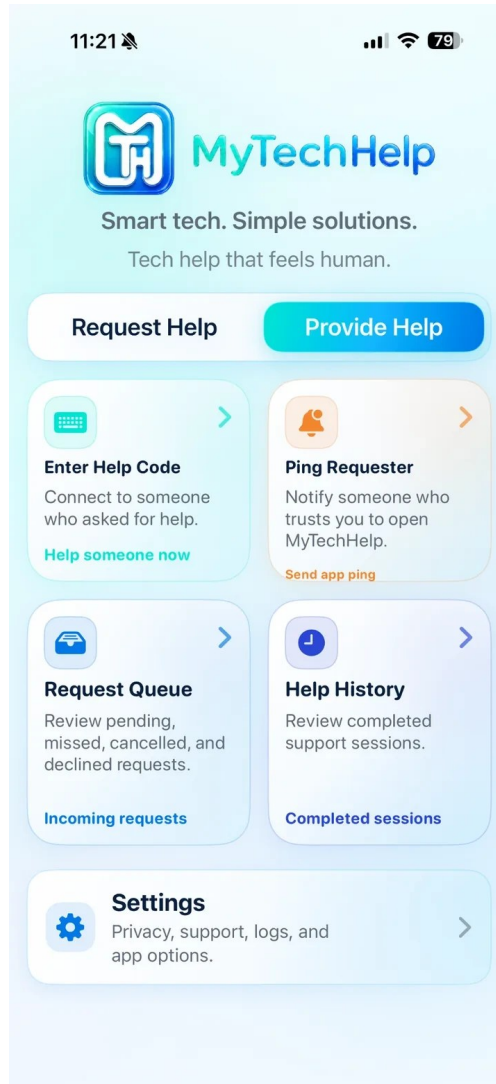
Previous Requests shows completed, cancelled, declined, and timed-out requests.

5. Providing Help

Use the Provide Help tab when someone asks you for support. You can enter a code, ping a requester who already trusts you, review incoming requests, and view completed help history.

Provide Help dashboard

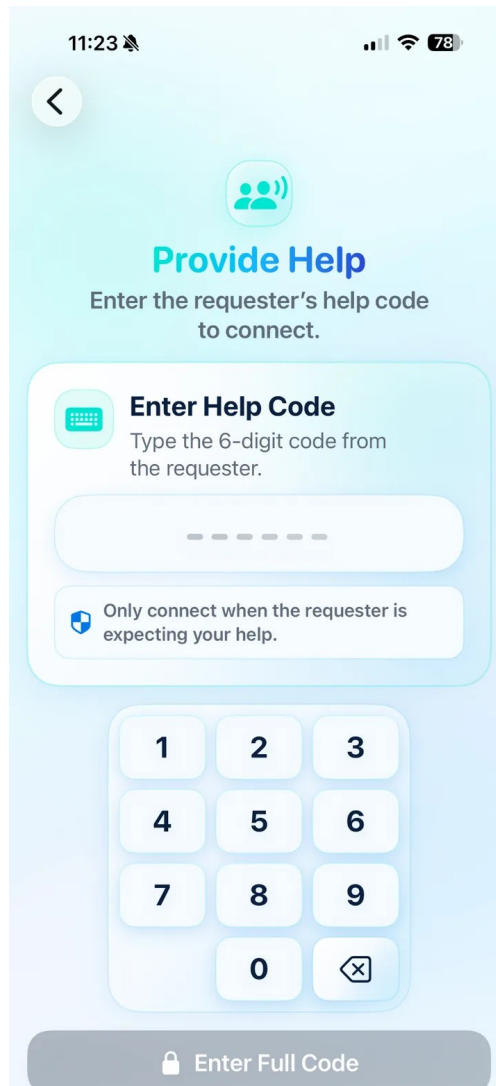
Use Enter Help Code for a 6-digit code, Ping Requester to nudge someone who trusts you, Request Queue for incoming requests, and Help History for completed sessions.



The Provide Help tab includes Enter Help Code, Ping Requester, Request Queue, Help History, and Settings.

Enter a help code

Enter the requester's 6-digit code only when they are expecting your help.



The screenshot shows a mobile application interface for providing help. At the top, the status bar displays the time 11:23, signal strength, Wi-Fi, and battery level at 78%. Below the status bar is a back arrow icon. The main heading is "Provide Help" with a sub-heading "Enter the requester's help code to connect." Below this is a section titled "Enter Help Code" with a sub-instruction "Type the 6-digit code from the requester." A text input field contains six dashes. Below the input field is a warning message: "Only connect when the requester is expecting your help." At the bottom is a numeric keypad with digits 1-9, 0, and a backspace icon. A grey button at the very bottom is labeled "Enter Full Code".

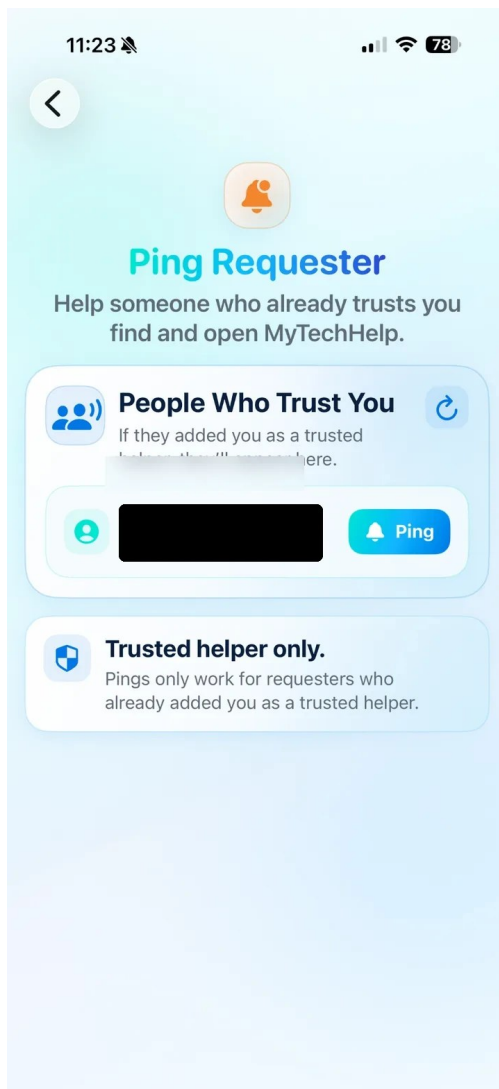
Helpers enter the requester's 6-digit help code only when the requester is expecting help.

6. Ping Requester

Ping Requester helps a trusted helper notify a requester who already added them as trusted. This is useful when the requester needs help finding or opening MyTechHelp.

Choose a requester

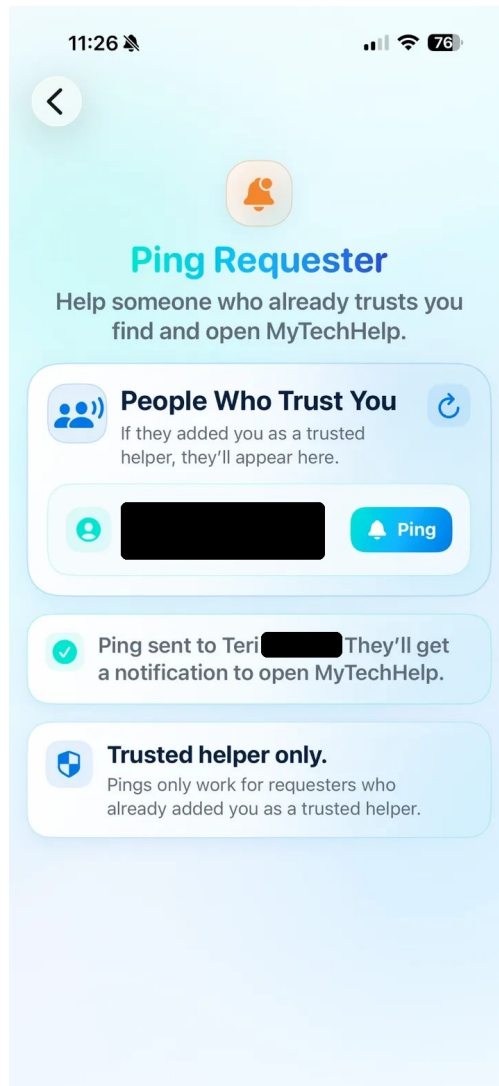
The list shows requesters who have already added you as a trusted helper.



Trusted helpers can ping requesters who already trust them, helping them find and open MyTechHelp.

Send the ping

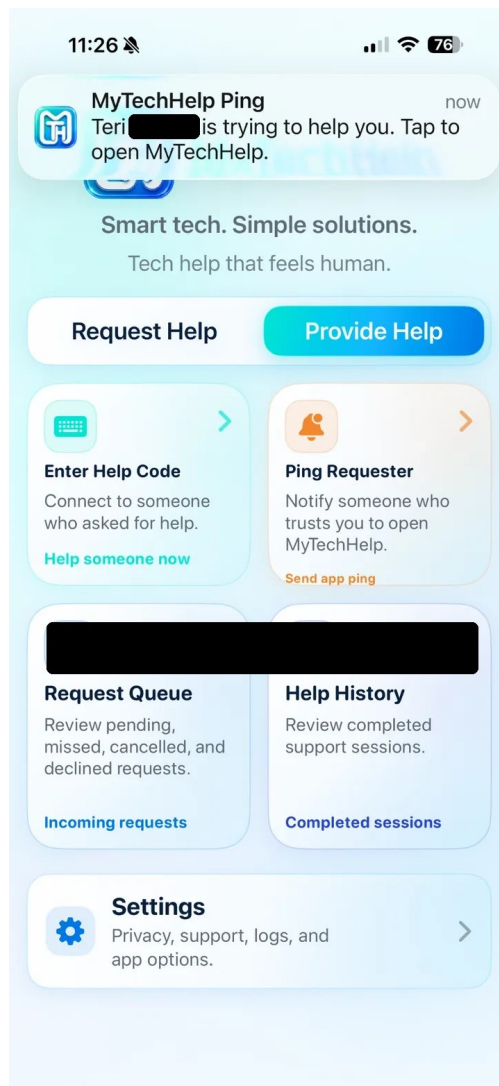
Tap Ping. The requester receives a notification to open MyTechHelp.



After a ping is sent, the requester receives a notification that opens MyTechHelp.

Requester notification

The requester can tap the notification to open the app and continue the support flow.



The requester can tap the MyTechHelp Ping notification to open the app.

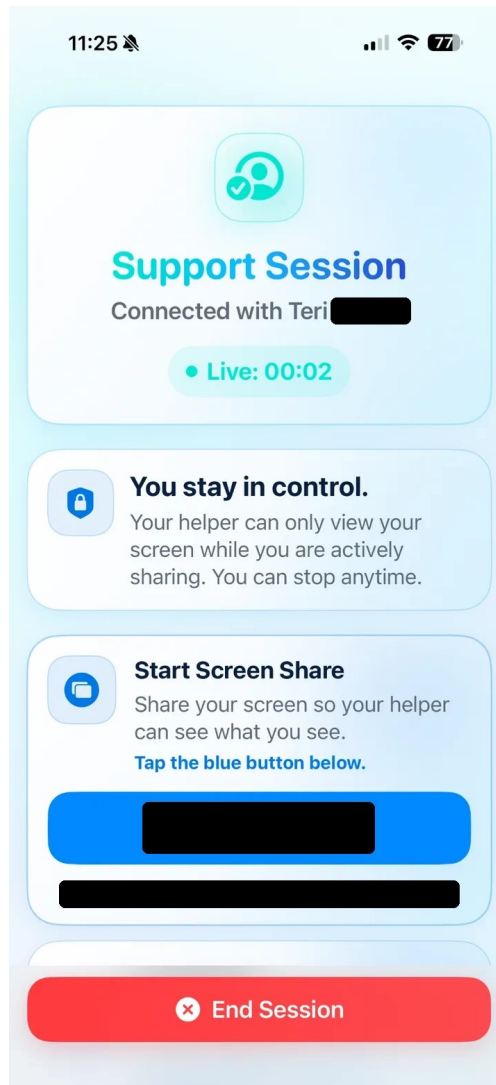
Trusted-helper only: Pings only work for requesters who already added the helper as trusted.

7. Screen Sharing and Live Sessions

The requester controls screen sharing. Helpers cannot start screen sharing for the requester.

Start screen sharing

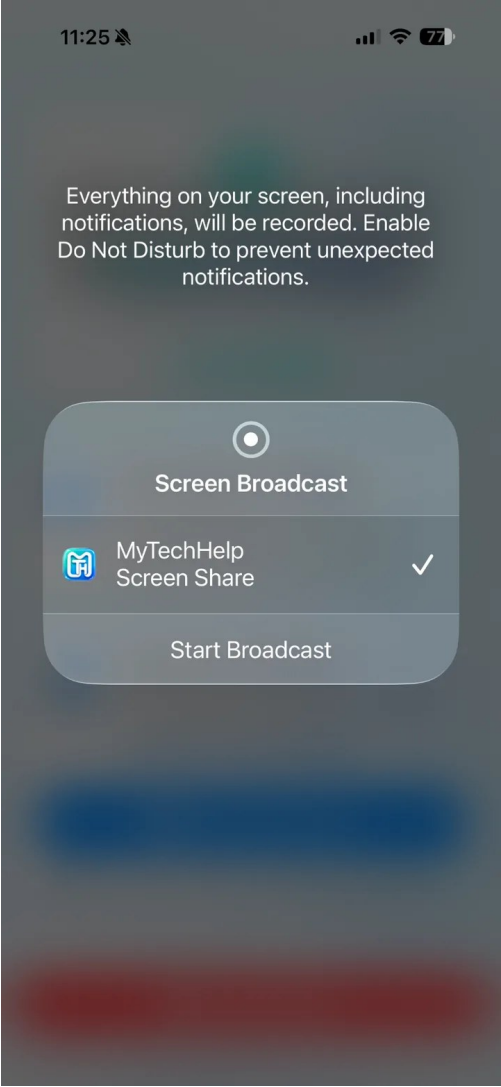
After the session connects, the requester taps Start Screen Share.



The requester starts screen sharing when ready. Helpers cannot start screen sharing for them.

Apple broadcast sheet

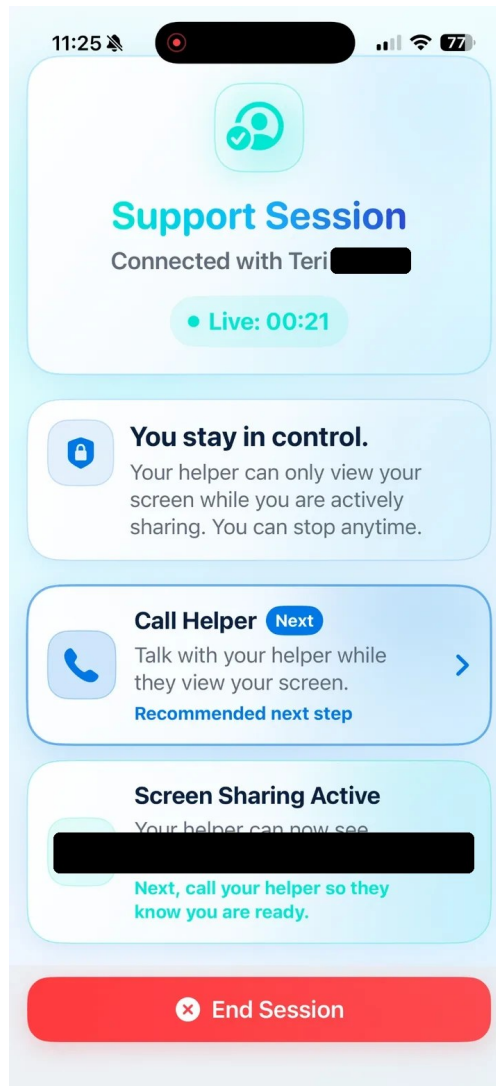
Choose MyTechHelp Screen Share, then tap Start Broadcast.



On Apple's broadcast sheet, choose MyTechHelp Screen Share and tap Start Broadcast.

Screen Sharing Active

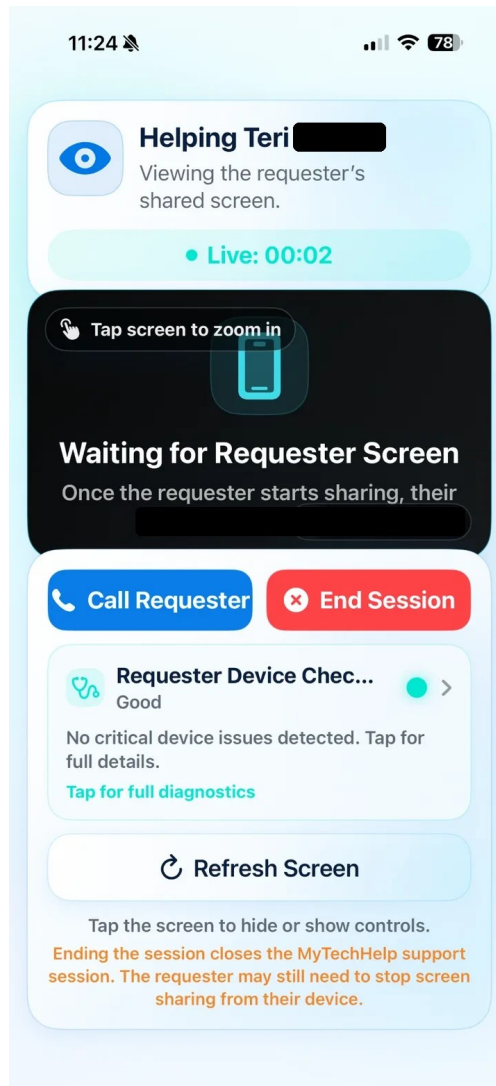
The requester sees that screen sharing is active and can stop anytime.



Once sharing begins, the requester sees Screen Sharing Active and stays in control.

Waiting for requester screen

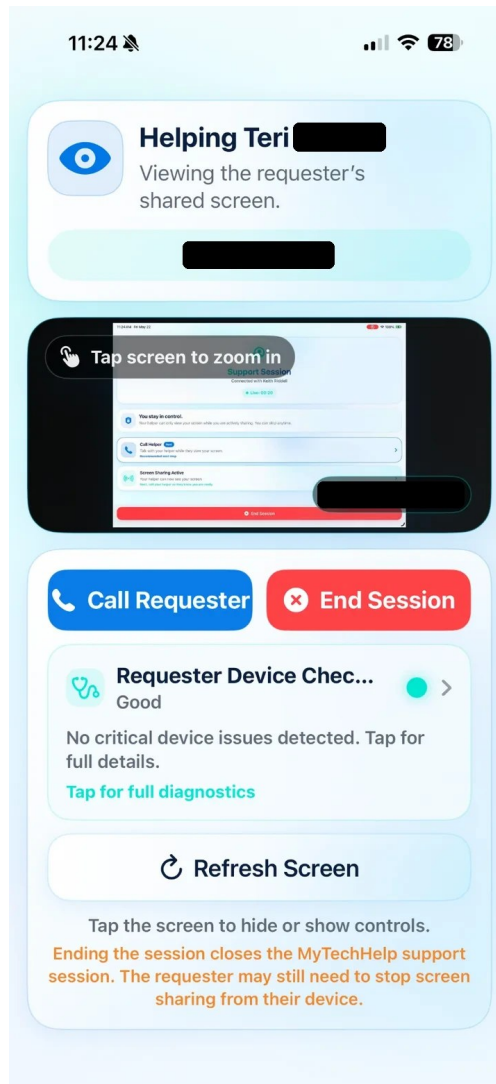
The helper sees a waiting view until the requester starts broadcasting.



Helpers see a waiting state until the requester starts screen sharing.

Viewing the shared screen

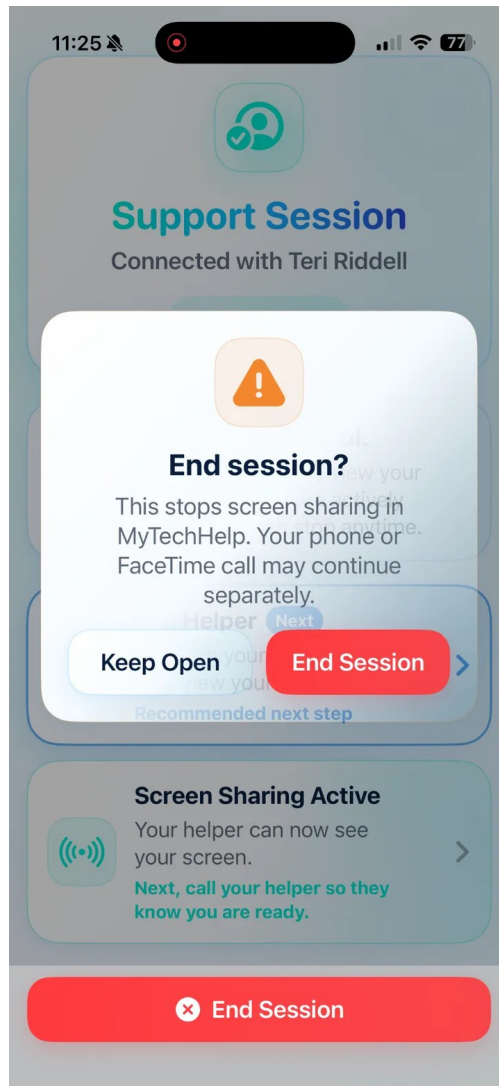
The helper can view the requester's screen, call the requester, refresh the screen, or end the session.



Once the requester starts sharing, the helper can view the screen, call the requester, refresh, or end the session.

End session

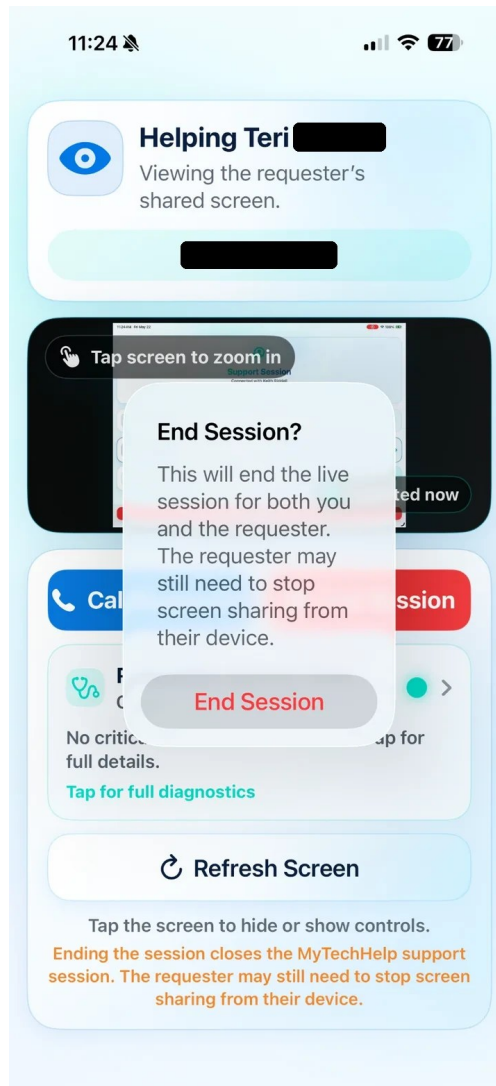
Either side can end the support session. Phone or FaceTime calls may continue separately.



The requester confirms before ending the support session. FaceTime calls may continue separately.

Helper end session

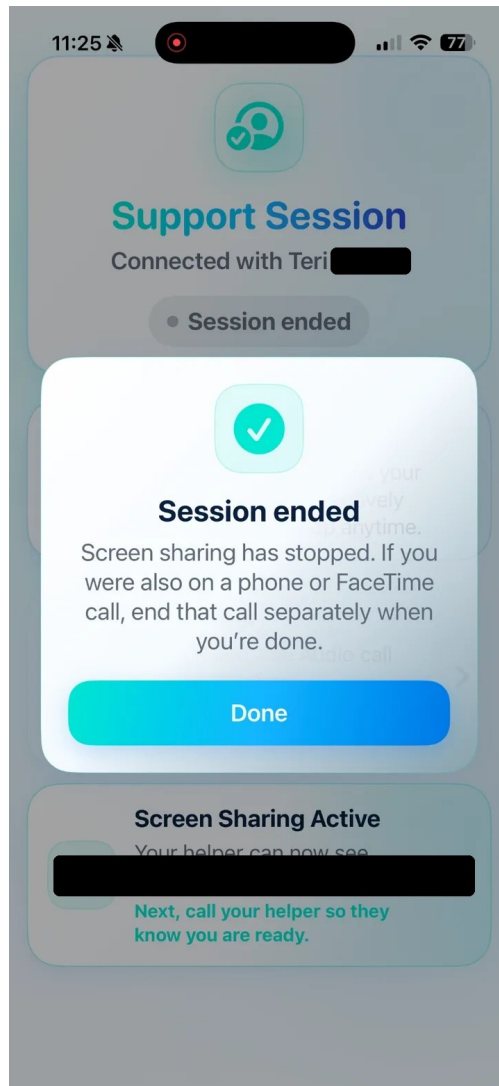
The helper can also end the live session for both users when needed.



Helpers can end the live support session for both users when needed.

Session ended

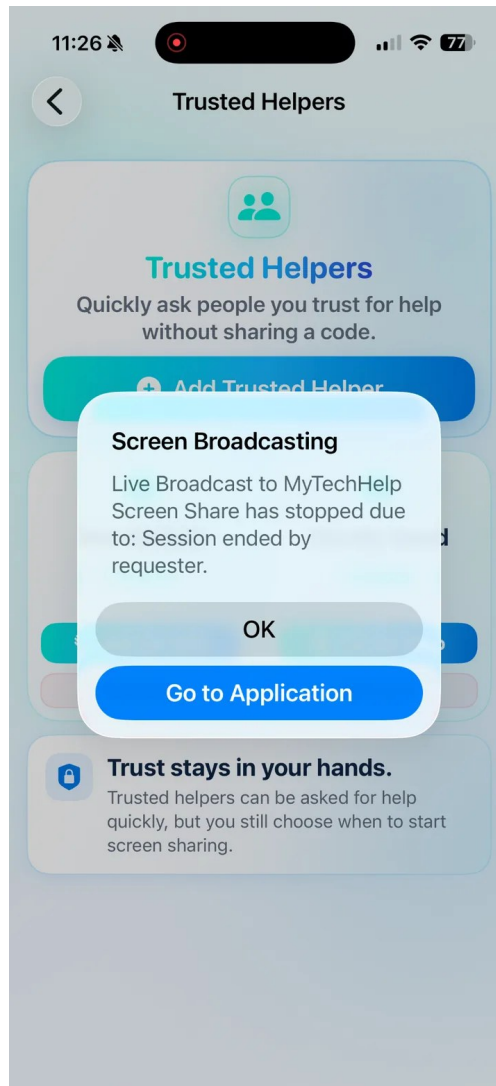
After ending, MyTechHelp shows confirmation and reminds users about separate calls.



After the session ends, MyTechHelp reminds users to end any separate phone or FaceTime call.

Broadcast stopped

Apple may show a Screen Broadcasting stopped alert when sharing stops.



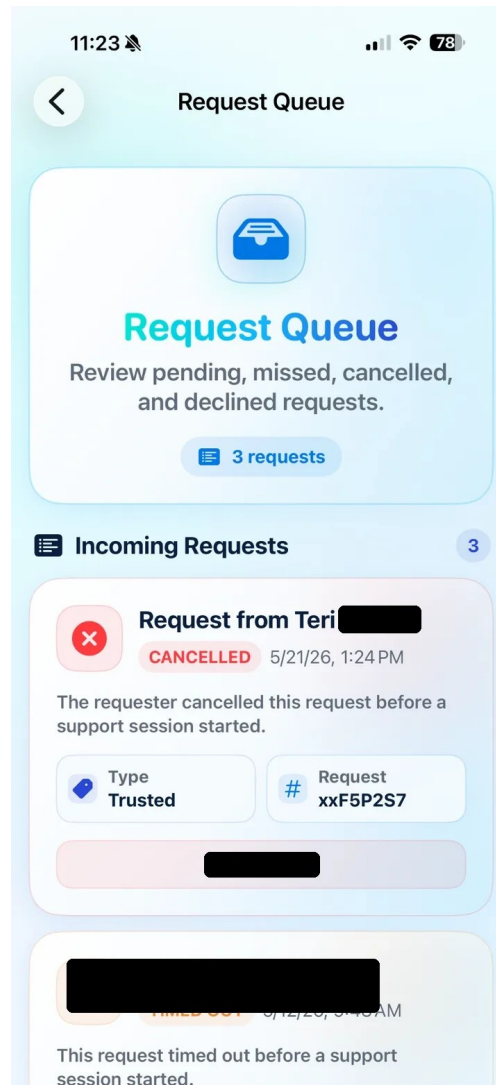
Apple may show a broadcast stopped message after MyTechHelp ends screen sharing.

8. History and Device Checkup

Completed sessions can include a saved Device Checkup so helpers can review device health and context after the session.

Request Queue

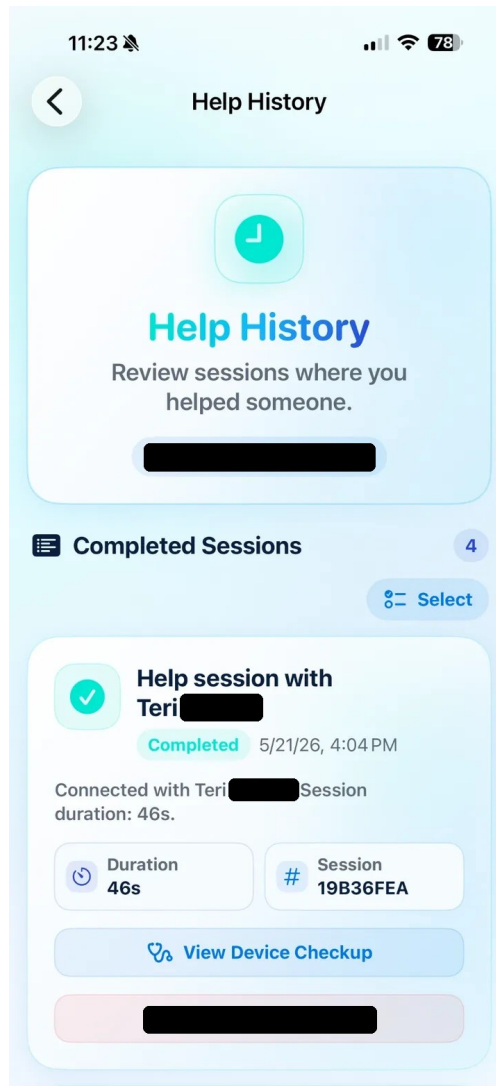
Request Queue shows incoming, missed, cancelled, declined, and timed-out requests.



Request Queue shows pending, missed, cancelled, declined, and timed-out helper requests.

Help History

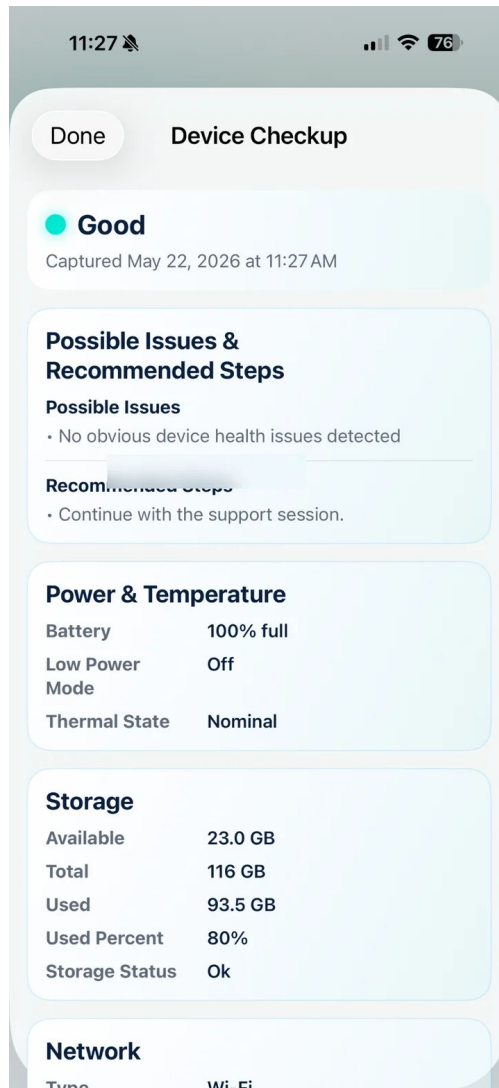
Completed support sessions appear in Help History. Tap View Device Checkup when available.



Help History stores completed support sessions and can show saved Device Checkup details.

Device Checkup summary

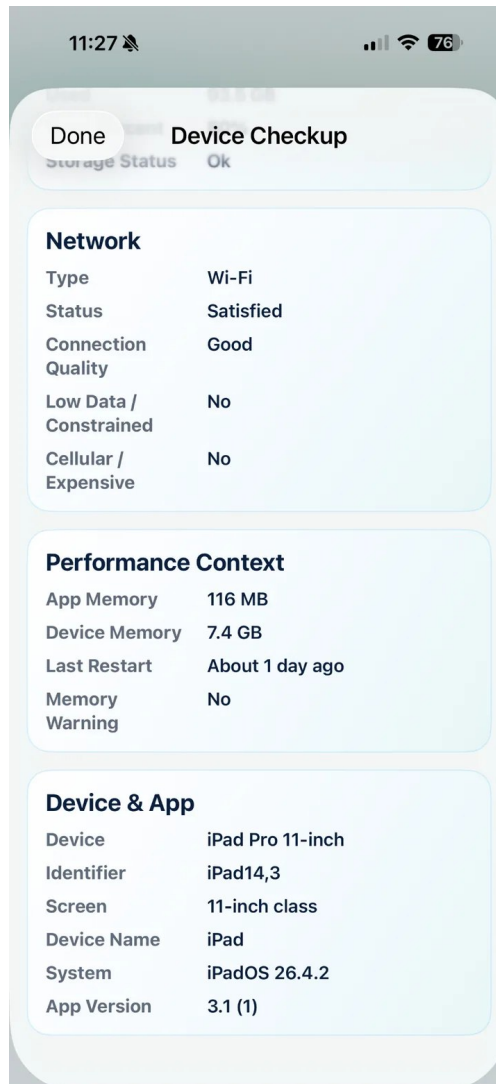
The summary shows health status and recommended steps for the requester's device.



Device Checkup shows a quick status, possible issues, and recommended steps.

Device Checkup details

Details include network, performance context, storage, device model, identifier, screen class, OS version, and app version.



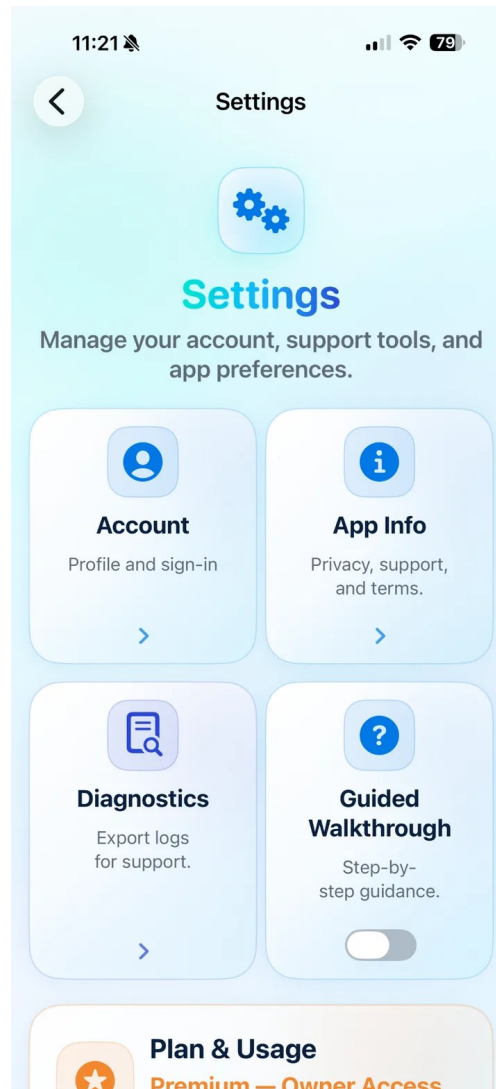
The saved checkup includes network, memory, storage, device model, iPadOS or iOS version, and app version.

9. Settings, Account, and Plan

Settings is where users manage account information, support call contact, plan and usage, diagnostics, app info, guided walkthrough, and account deletion.

Settings overview

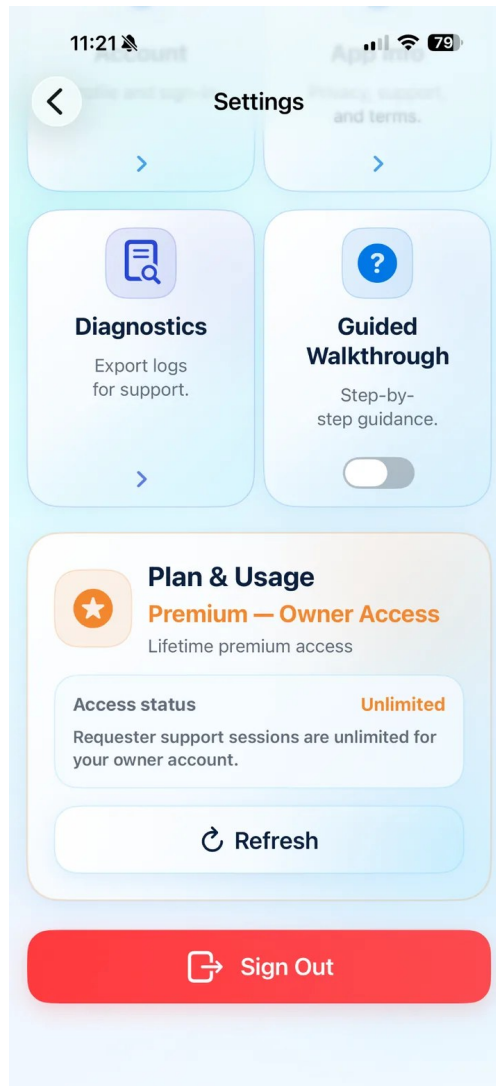
Open Settings to manage app tools and account options.



Settings includes account, app info, diagnostics, guided walkthrough, plan and usage, and sign out.

Plan & Usage

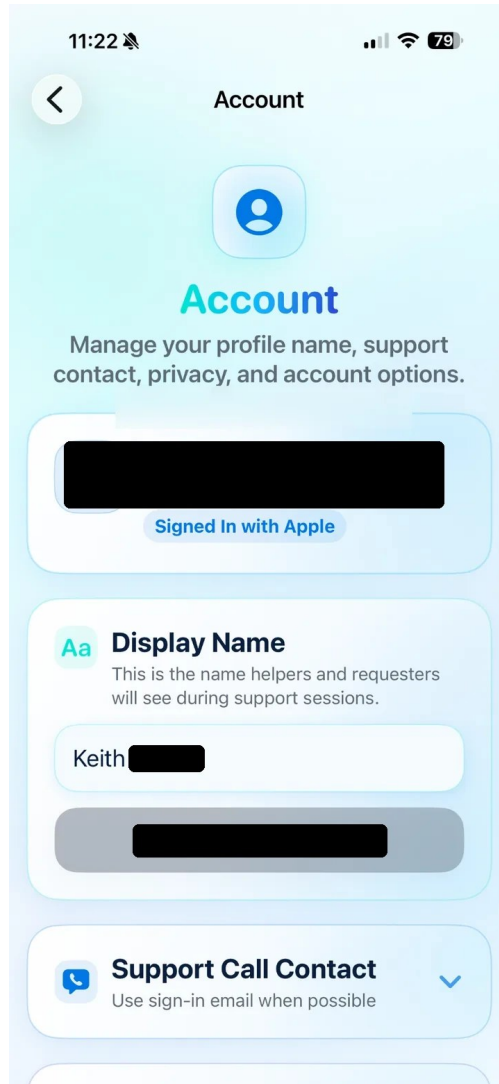
Plan & Usage shows trial, expired trial, Premium, or owner access status.



Plan & Usage shows trial or Premium status and lets users refresh access information.

Account

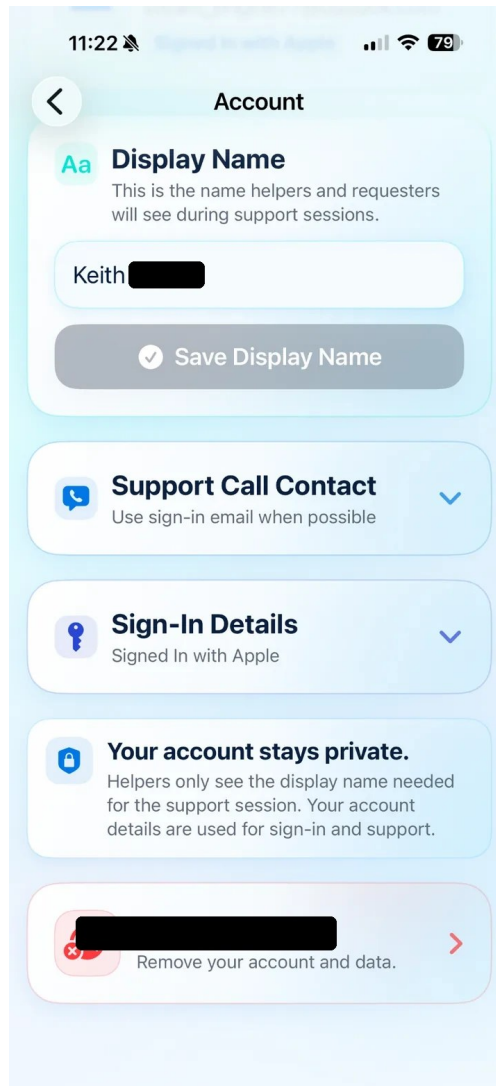
Account shows display name, sign-in status, support call contact, sign-in details, privacy notes, and delete account options.



Account shows display name, sign-in information, support call contact settings, privacy details, and account deletion.

Display Name

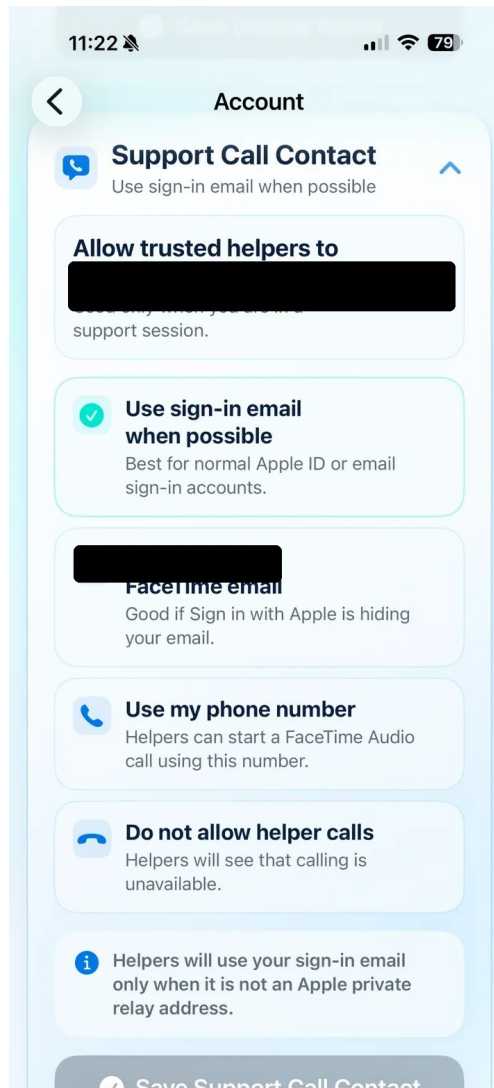
The display name is shown to helpers and requesters during support sessions.



The display name is the name helpers and requesters see during support sessions.

Support Call Contact

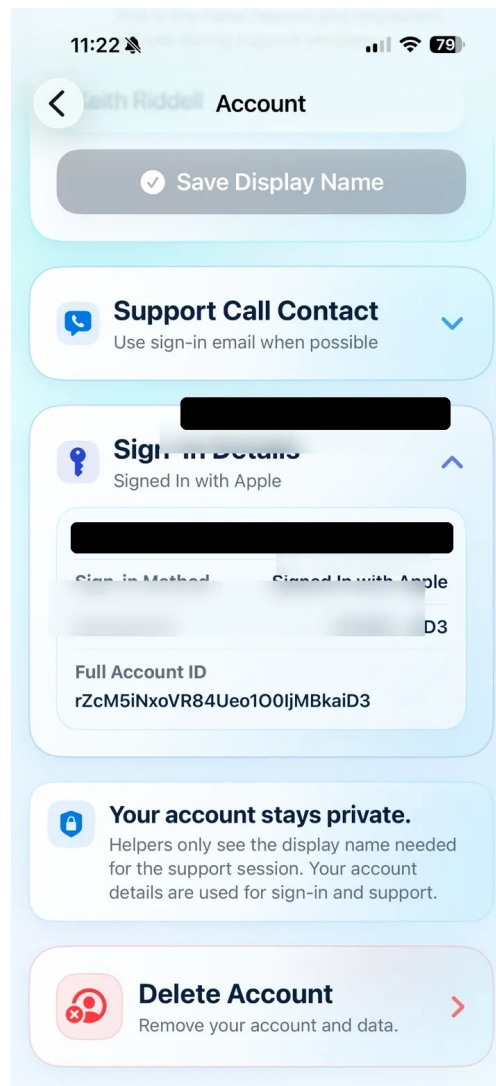
Choose how trusted helpers may call during a session, or turn helper calls off.



Users choose whether trusted helpers can call them by sign-in email, FaceTime email, phone number, or not at all.

Sign-In Details

Sign-in details are used for account and support purposes.



Sign-In Details are used for account and support purposes and stay private from helpers.

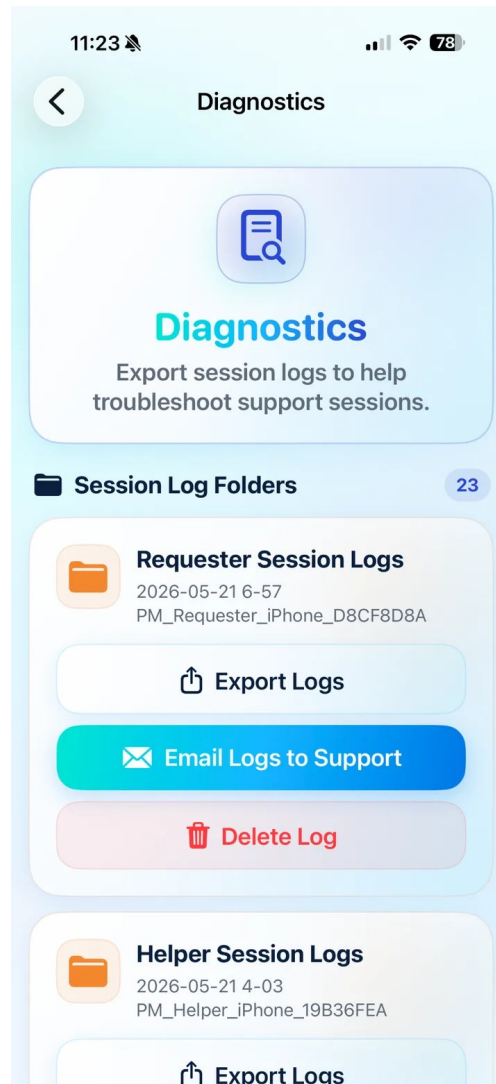
Pricing model

- Everyone receives a 30-day free trial.
- After the free period, requester support sessions require Premium access.
- Premium unlocks unlimited support sessions and future advanced features.
- Helpers can still help someone else without a subscription unless they are requesting help themselves.

10. Diagnostics, App Info, and Account Deletion

Diagnostics

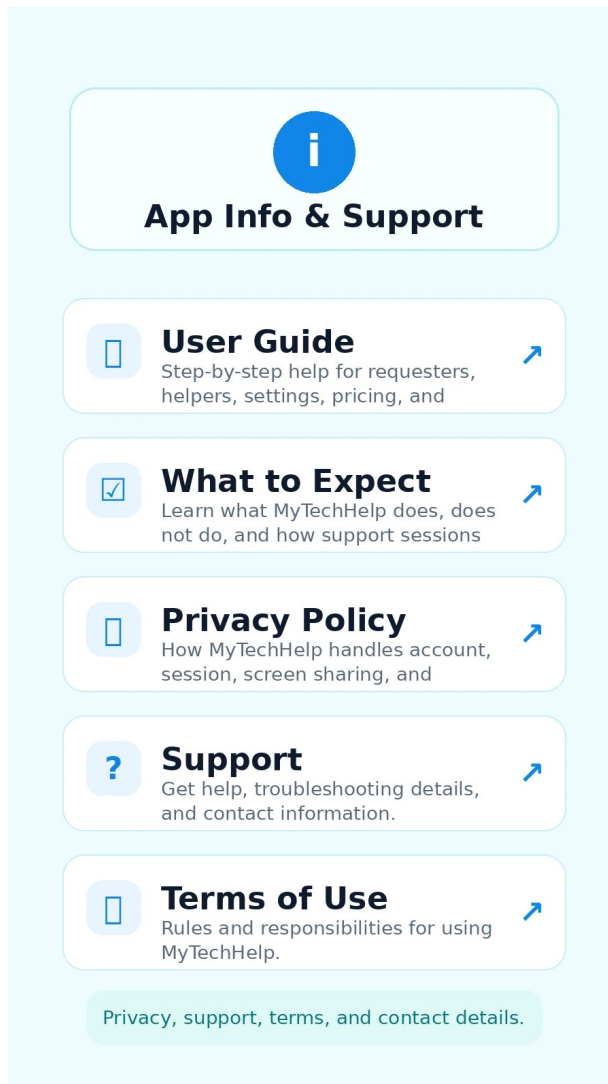
Export or email logs to support when troubleshooting a session issue.



Diagnostics lets users export or email session logs to support.

App Info & Support

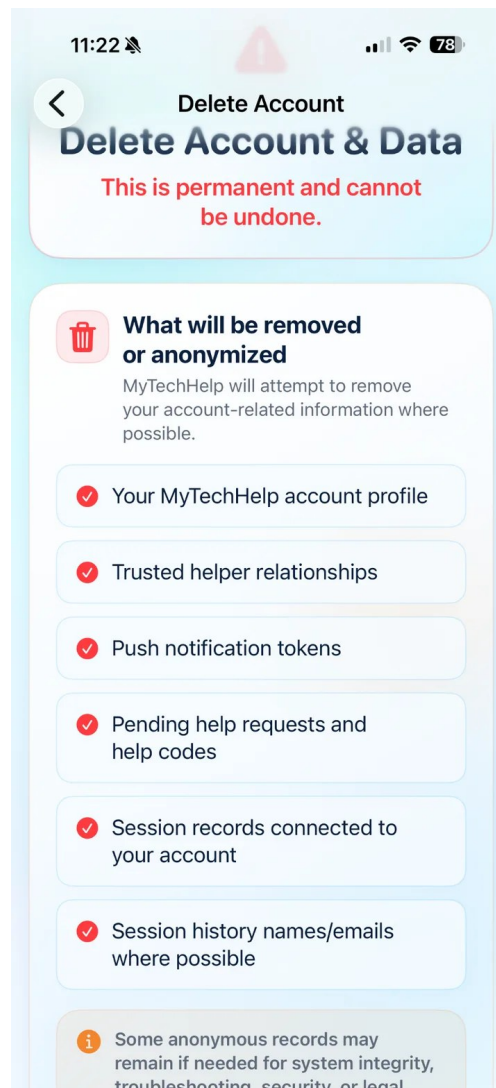
Find the User Guide, What to Expect, Privacy Policy, Support, and Terms of Use.



App Info & Support links to the user guide, what to expect, privacy policy, support, and terms.

Delete Account & Data

Account deletion is permanent and cannot be undone. Review the information before confirming.



Account deletion is permanent. Review what will be removed or anonymized before confirming.

Delete Account warning: MyTechHelp attempts to remove or anonymize account-related information where possible, including profile data, trusted-helper relationships, push tokens, pending requests, help codes, and session records connected to the account.

11. Quick Reference

During a helper session, the small status dot near the shared-screen viewer shows how fresh the requester screen is.

Device Checkup gives helpers a quick look at the requester's device health, connection, storage, memory, and app/device version details.

Main features

Area	Feature	Purpose
Requester	Get Help Now	Create a secure 6-digit help code.
Requester	Trusted Helpers	Ask a saved helper for help without sharing a code.
Requester	Previous Requests	Review completed, timed out, cancelled, and declined requests.
Helper	Enter Help Code	Connect to a requester using their 6-digit code.
Helper	Ping Requester	Notify someone who already trusts you to open MyTechHelp.
Helper	Request Queue	Review pending, missed, timed-out, cancelled, and declined requests.
Helper	Help History	Review completed sessions and saved Device Checkup details.
Settings	Plan & Usage	Check trial, expired trial, Premium, or owner access status.
Settings	Support Call Contact	Choose how trusted helpers may call during a support session.
Settings	Diagnostics	Export support logs for troubleshooting.

Screen refresh status dots

Status	Meaning	What to do
Green	The requester screen updated recently.	Everything is working normally.
Orange	The requester screen has not updated for a short time, or the connection may be slower.	Wait a moment, then tap Refresh Screen if needed.
Red	The requester screen has not updated for longer than expected.	Ask the requester to confirm screen sharing is still active, check their connection, or restart screen sharing.
Gray	The helper is waiting for the requester screen to appear.	The requester may still need to tap Start Screen Share and then Start Broadcast.

Device Checkup status

Status	What it means	What may need attention
Good	No obvious device health issues were detected.	Continue the support session normally.
Needs attention	MyTechHelp noticed something that could affect support quality.	Review the Device Checkup details before continuing.
Poor connection	The network may be weak, unstable, constrained, or expensive/cellular.	Move closer to Wi-Fi, switch networks, or wait for a better connection.
Storage concern	Available device storage is low or the device is heavily used.	Free up storage if apps are slow, updates fail, or the device behaves strangely.
Memory or performance concern	The app or device may be under memory pressure, recently restarted, or recovering from a warning.	Close unused apps, restart the device if needed, then try again.
Power or temperature concern	Low battery, Low Power Mode, or elevated thermal state may affect performance.	Plug in the device, let it cool if warm, and retry after conditions improve.

Device Checkup privacy: Device Checkup is meant for troubleshooting. It helps the helper understand support conditions such as network, storage, memory, device model, app version, and system version. It does not give the helper control of the requester's device.

Support email: TechHelpSolutionsLLC@outlook.com