RESOLVE GRID

GUIDE

The 6-Week Remote Assist Exit Plan

A practical plan for Dynamics 365 Field Service teams to move off Remote Assist and Guides before support ends on December 31, 2026.

November 2026

resolvegrid.ai/remote-assist

Why you have seven weeks

Microsoft ends support for Dynamics 365 Remote Assist and Dynamics 365 Guides on December 31, 2026. After that date there are no security updates and no Microsoft support. Both products stopped being available for purchase or renewal on November 1, 2025, and the HoloLens 2 hardware most deployments ran on stopped shipping in late 2024. Microsoft has not announced a like-for-like replacement.

The official guidance is to use spatial annotations in Microsoft Teams mobile, or to choose a third-party solution from the Microsoft Marketplace. For some teams Teams is enough. For most field service operations it isn't, and this guide will help you work out which you are and what to do about it in the time left.

Date	What happens
December 31, 2026	End of support for Remote Assist and Guides. No security patches, no Microsoft support, no retrieval of Guides content from Dataverse after this date.
November 1, 2025	Last day to purchase or renew. You cannot add seats today.
March 25, 2025	Remote Assist mobile client deprecated. Users were directed to Teams mobile.
Late 2024	HoloLens 2 production ended. No successor announced.

Who this guide is for. Field service, service operations and IT leaders who still have Remote Assist or Guides licences in use, and who need a defensible plan before the year ends.

What you're actually losing

Judge any replacement on the four things Remote Assist and Guides did for your service process, not on how closely it resembles the HoloLens experience. Most teams had already moved to phones and tablets before the retirement was announced.

Capability	Why it mattered
Launched from the work order	A technician on a Field Service booking could start a call without leaving the job context, with the right remote contact pre-selected.
Wrote back to the record	Call details, snapshots and shared files could be posted to the work order timeline, so service history stayed complete.

Capability	Why it mattered
Showed the expert the technician's view	Live video with annotations anchored in the technician's environment, so guidance landed on the equipment, not beside it.
Step-by-step procedures (Guides)	Instructions, images, video and 3D content delivered to the technician at the point of work.

If a replacement handles the first three, your live-assistance workflow survives. If it also handles the fourth, you replace both retiring products with one platform.

Your three options

Option 1: Keep running Remote Assist unsupported

The software keeps working after December 31; it just isn't patched or supported. For a tool that streams video from inside your customers' facilities, that is a conversation to have with your security team before you choose it. Most won't sign off, and Guides content becomes unrecoverable once Dataverse access ends.

Option 2: Teams mobile with spatial annotations

Included with a Dynamics 365 Field Service licence, and only one person on the call needs that licence for annotations to work. For informal "can you see this?" calls between colleagues it does the job. The gaps show up when the call is part of a service process:

- The call isn't tied to the work order. Teams has no idea which booking the technician is on.
- Nothing is written back automatically. The technician documents the call by hand, or doesn't.
- Customers and subcontractors must install Teams and complete guest sign-in before they can join.
- There is no equivalent for Guides. Step-by-step work instructions are simply gone.
- No AI in the loop. Every call consumes an expert's time, including the routine ones.

Option 3: A purpose-built visual assistance platform

This is what Microsoft's Marketplace guidance points toward. The right platform integrates with Field Service rather than sitting beside it, lets outside parties join without installing anything, covers work instructions as well as live calls, and comes with a migration path. Section 6 gives you the questions to ask any vendor.

	Remote Assist	Teams mobile	Purpose-built
Supported after Dec 31, 2026	No	Yes	Yes
Launch from the work order	Yes	No	Should be yes
Record saved to the work order	Yes	Manual	Should be automatic
Outside party joins with no install	No	No	Should be yes
Step-by-step work instructions	Guides (retiring)	No	Should be yes
AI assistance before an expert joins	No	No	Varies by vendor
Headset required	HoloLens 2	No	No

The six-week plan

Six weeks is enough if you start the inventory this week. It isn't enough if you start in December. Each stage below has a goal, the work, and a checklist you can tick off.

Week 1: Inventory

Goal: know exactly who uses Remote Assist and Guides, for what, on which devices.

- ☐ Export the list of Remote Assist and Guides licence holders from the Microsoft 365 admin center.
- ☐ For each team, write down the two or three scenarios they actually use it for (use the worksheet in Section 5).
- ☐ Record the device per team: HoloLens 2, phone, tablet.
- ☐ Note which scenarios involve people outside your tenant (customers, subcontractors).
- ☐ Pull the Guides list from the Guides model-driven app and flag which are still in active use.

Week 2: Decide the path

Goal: a documented decision between Teams mobile and a purpose-built platform, with the security team's sign-off.

- ☐ Run the inventory against the three options. If more than a handful of scenarios need the work-order link, write-back or external participants, Teams mobile won't hold up.
- ☐ If Guides are in active use, Teams mobile is off the table; it has no equivalent.
- ☐ Shortlist one or two platforms and send them the vendor questions in Section 6.
- ☐ Brief security on the chosen path and on the risk of running Remote Assist unsupported.

Weeks 3 and 4: Pilot

Goal: one team on live work orders, with the new tool running alongside Remote Assist.

- ☐ Pick the team with the most frequent Remote Assist use, not the friendliest one.
- ☐ Configure the Field Service integration in a sandbox or your production tenant.
- ☐ Measure: time to resolution, whether the work-order record is complete afterwards, whether an external participant could join first time.
- ☐ If you use Guides, migrate two or three guides and have technicians follow them on the job.
- ☐ Collect objections from technicians and experts in writing.

Weeks 5 and 6: Roll out

Goal: every Remote Assist user moved, trained, and the record flowing to Field Service.

- ☐ Integration live in production; session records landing on work orders.
- ☐ Admins and remote experts trained; technicians given a one-page quick start.
- ☐ Remaining Guides content migrated and spot-checked by the people who use it.
- ☐ Remote Assist kept available as a fallback through this stretch.

Then: switch off before December 31

Goal: exposure closed before December 31.

- ☐ Remove Remote Assist and Guides licence assignments.
- ☐ Retire or repurpose the HoloLens fleet.
- ☐ Archive any Guides content you did not migrate (package it as a .guide file before Dataverse access ends).
- ☐ Confirm closure with the security team in writing.

Inventory worksheet

One row per team. Fill it in during Week 1 and bring it to the Week 2 decision.

Team	Scenarios (top 2–3)	Users	Devices	External joiners?	Uses Guides?

Decision rule. Three no's (no work-order link needed, no external joiners, no Guides) means Teams mobile will do. Any yes means you need more than Teams gives you.

Questions to ask any vendor

Send these before the demo, and ask for the answers in writing.

Integration

1. Does a technician start a session from the Field Service work order, or from a separate app?
2. What is written back to the work order when the session ends, and is it automatic?
3. Is the integration a published connector or a custom build? Who maintains it?

Participants and devices

4. Can a customer or subcontractor join without installing an app or creating an account?
5. Which devices are supported? Is a headset required for any feature?
6. How does single sign-on work for our users?

Work instructions

7. Do you offer step-by-step work instructions, or live calls only?
8. Can you import our existing Guides content from Dataverse? What is lost in the move?

AI, data and migration

9. Is there AI assistance before a human expert is engaged? What does it draw on?

10. Where are recordings stored, and can we keep them in our own storage?
11. Who does the migration work, what does it cost, and how long does it take?

Getting your Guides content out

Guides are not files. Each guide is a set of rows in Dataverse tables (guide, tasks, steps) with images, video, audio and 3D models stored as Dataverse file attachments. Two export paths exist, and both close on December 31, 2026.

- **Dataverse Web API.** All Guides tables support the standard Dynamics programming model, so a vendor or your own team can read guides, tasks, steps and media through OData and rebuild them elsewhere. This is the clean migration path.
- **.guide package.** The Guides PC app can package a guide into a self-contained .guide file (a zip of the definition, media and 3D models). It is read-only and only viewable on HoloLens, so treat it as an archive for audit and compliance, not as a migration format.

What migrates cleanly: guide and task structure, step text and order, images, video, audio, question-step branching, completion steps and translations. What does not: the spatial placement of 3D objects, which has no equivalent on a phone or tablet. The 3D models themselves can be kept as attachments.

Do this in Week 1 regardless of path. Package every guide you care about as a .guide file. It costs nothing and it guarantees you have an archive if anything slips.

Where ResolveGrid fits

ResolveGrid is a visual assistance and AI troubleshooting platform built for the service process. It integrates with Dynamics 365 Field Service, runs on iOS, Android and the browser, and replaces both Remote Assist and Guides.

Requirement	ResolveGrid
Launch from the work order	Sessions start from the Field Service work order through our integration.
Record saved to the work order	Recording, photos and an AI-written summary land on the record automatically.
Outside party joins with no install	Customers and subcontractors open a browser link on any phone. No app, no account.
Step-by-step work instructions	Digital Work Instructions, with photos and video on the device technicians already carry.
AI assistance before an expert joins	The ResolveGrid troubleshooting agent walks the person through known fixes first.
Headset required	No.

The offer: we move you at no charge

Sign by January 31, 2027 and the transition is included:

- Inventory of your Remote Assist and Guides users, scenarios and devices
- ResolveGrid's Field Service integration configured in your tenant
- Migration of your Guides content into Digital Work Instructions
- Training for admins and remote experts
- Run side by side with Remote Assist until December 31

Book a 30-minute transition assessment. We map what your team does in Remote Assist and Guides today and come back with a plan that fits your calendar.

resolvegrid.ai/remote-assist