



# BeyondTrust Remote Support

## Client Side

1. The client goes to <https://support.uncp.edu/> and can either select a representative or input a session key provided to them by a DoIT technician who is online.

UNCP DoIT Help Desk  
Remote Support  
Portal

 INFORMATION  
TECHNOLOGY


 English (US)

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**Important Messages**


- DoIT has created a page to provide convenient access to IT resources and instructions that will facilitate faculty and staff being able to work away from campus. Visit this page at: <https://www.uncp.edu/keepworking>

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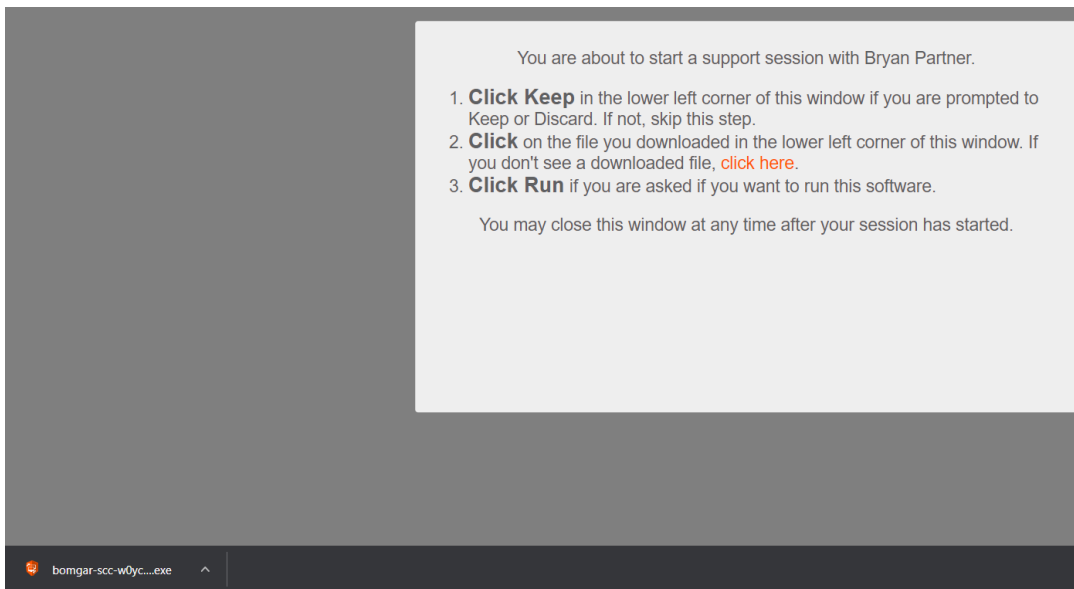
**Representatives** 

- 3 - Bryan Partner
- 4 - Rachel D. Dial
- 6 - Jillena B. Locklear
- 10 - Andrew Reese
- 15 - Wanda Oxendine Hunt
- 17 - Tabitha Locklear
- 21 - Bari Snyder

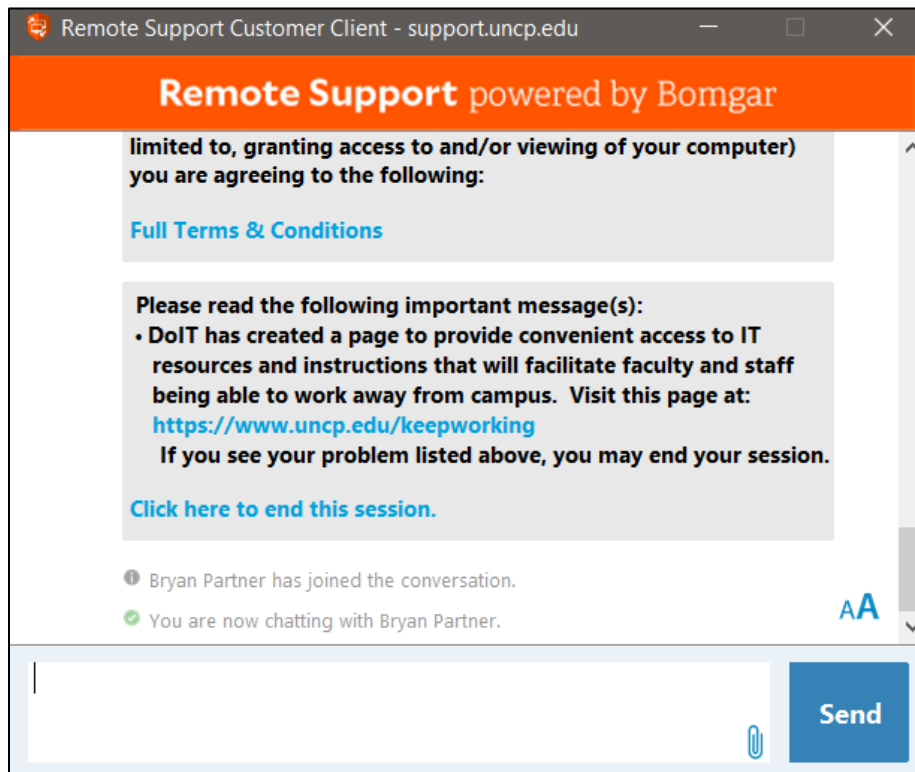
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**Session Key** 

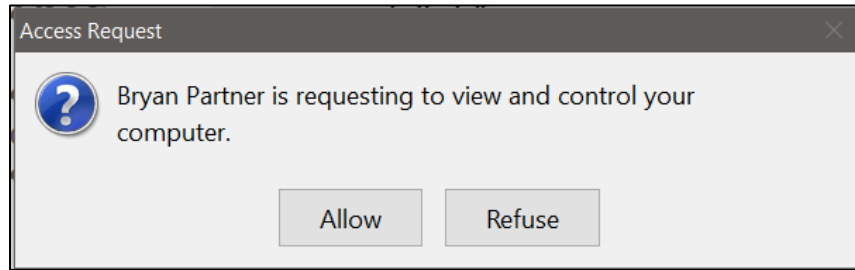
- The client is taken to a download page and **must** click on the “bomgar ...” download to begin the session. The client will need to do this for **every session**; the file does not save to their system.



- Once the representative has accepted the session, a text box will appear for communication.

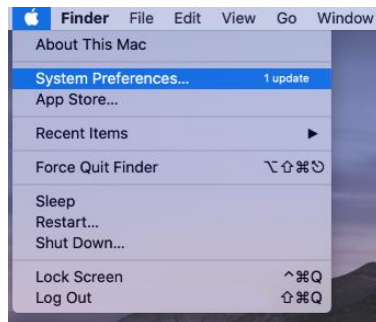


4. When the representative requests screen sharing, the client will receive the following prompt **which they must accept**:

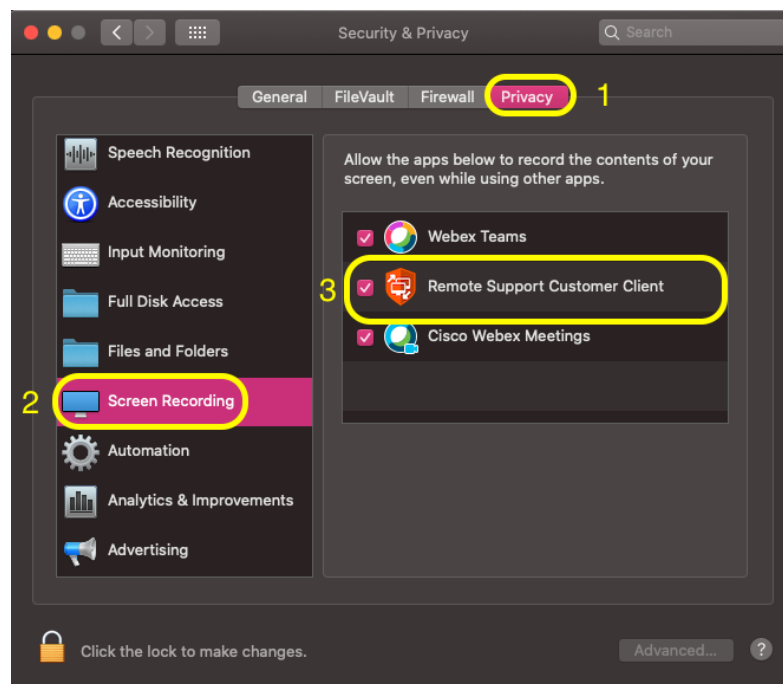


**Note:** If the client is using a **personal** Mac, they will have to allow "Screen Recording" for the representative to view their machine; it's under System Preferences > Security & Privacy > Accessibility > BeyondTrust Client [check box].

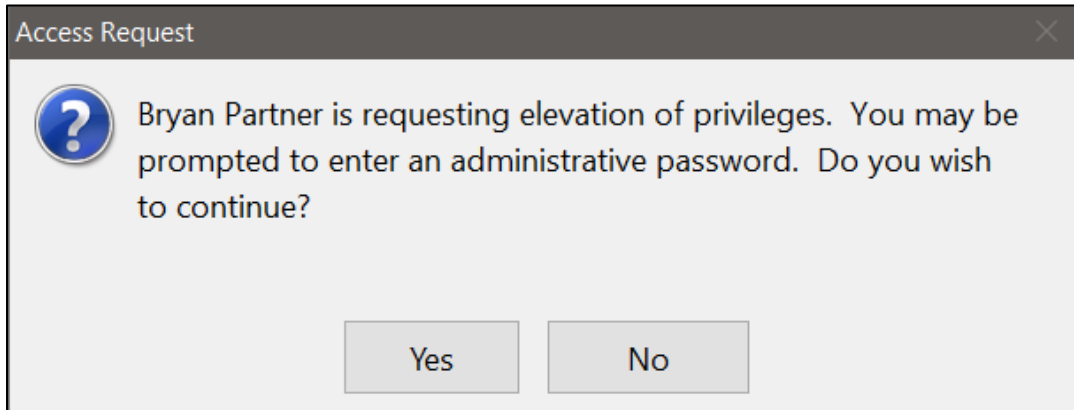
[UNCP machines are automatically set and do not require this step.]



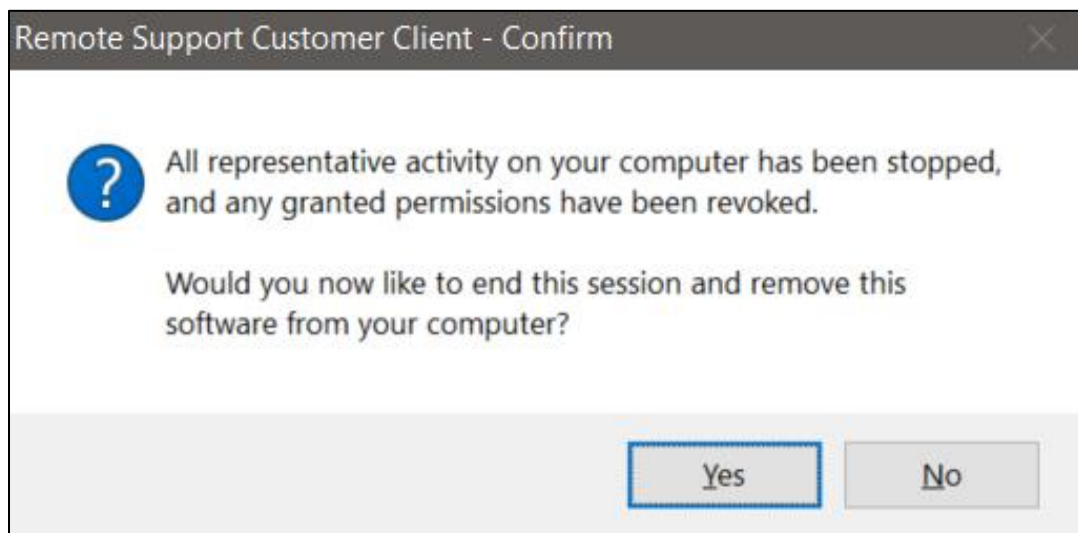
or



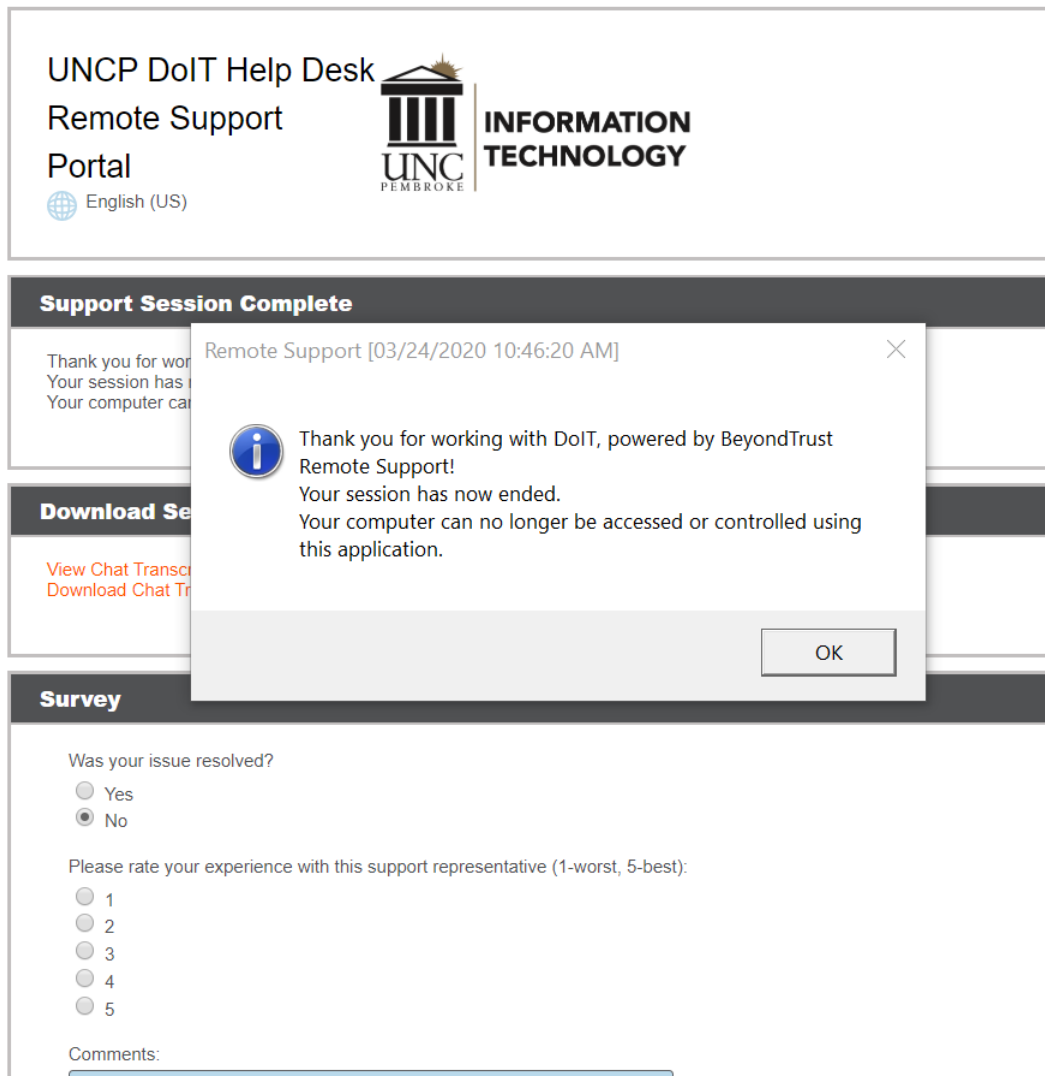
5. If the representative requires elevated privileges, the client will receive the following prompt:



6. If the client chooses to end the session, they will receive the following message.  
*[Note: If the client ends the session, the representative will also need to end the session on their end, otherwise the name will remain inactive, but in the queue]*



- Once the session has ended, the client will receive the following message and survey:



The screenshot displays the UNCP DoIT Help Desk Remote Support Portal interface. At the top, it features the UNCP Pembroke and Information Technology logos, along with the text 'UNCP DoIT Help Desk Remote Support Portal' and 'English (US)'. Below this, a dark header reads 'Support Session Complete'. The main content area shows a message: 'Thank you for working with DoIT, powered by BeyondTrust Remote Support! Your session has now ended. Your computer can no longer be accessed or controlled using this application.' A pop-up window with the title 'Remote Support [03/24/2020 10:46:20 AM]' is overlaid on this message, containing the same text and an 'OK' button. Below the message, there are links for 'View Chat Transcript' and 'Download Chat Transcript'. A 'Survey' section follows, asking 'Was your issue resolved?' with radio buttons for 'Yes' and 'No' (selected). It also asks 'Please rate your experience with this support representative (1-worst, 5-best):' with radio buttons for ratings 1 through 5. A 'Comments:' field is at the bottom.

- The survey asks if the issue has been resolved, requests a rating (1-5) of the representative, and allows for the client to leave comments.

There is also the option for the client to view or download the chat transcript.