

## Tech Training: Bomgar

Bomgar is a remote screen-sharing product that allows us to see what our clients see. It is a client/server solution, meaning that installation of the Bomgar Client on the client's device is necessary. The Bomgar Client then communicates with the Bomgar Server piece to share the client's mouse, keyboard, and display.

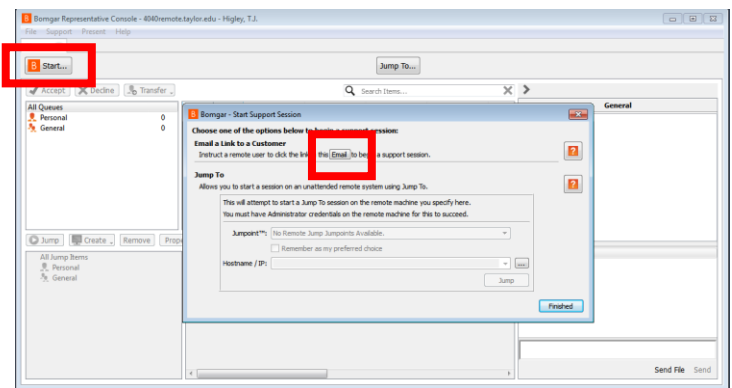
Bomgar works with Windows, iOS, Android, iPhone, iPad, and other devices. It works on- and off-campus. The client must install the Bomgar Client and approve your request for remote access. Since the client is logged on, you have the same permissions to modify the device as the client does. On Taylor-owned computers, this usually means full privileges.

This tool is useful for installing software, removing malware, configuring the operating system, and making profile-specific customizations. Since we share use of the mouse and keyboard, the client can take control of the device. This is helpful in asking them to show us what they were doing when the problem occurred.

### Starting a Remote Session

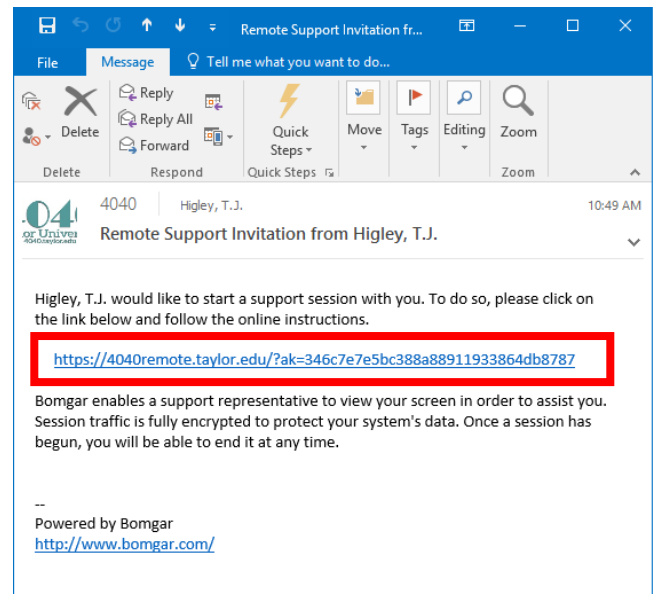
Invite the client via email invitation:

- Log in to the Bomgar Representative Console
- Click Start
- Connect with the client via Email or 4040 Support Site (see below)



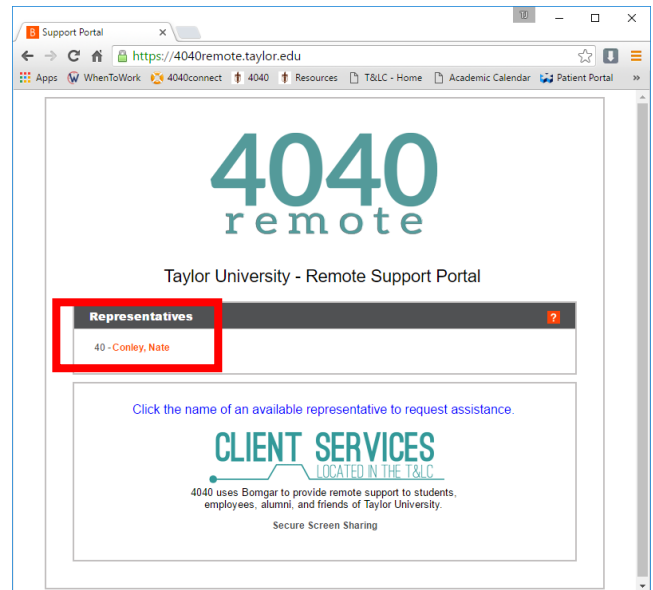
### By Email

- Enter the client's email address
- Make sure the From field is 4040
- The recipient of the email will receive a link
- By clicking the link, the client will be brought to the Bomgar page, and a download of the Bomgar Client will
- Once the download is finished, ask the client to run the program in order to begin the session.



## By 4040

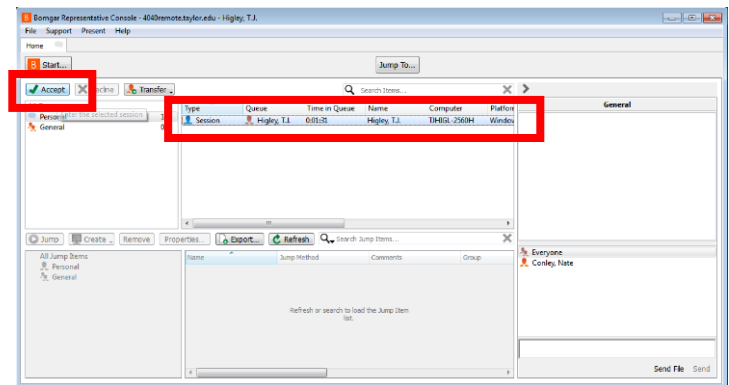
- Direct the client to 4040.taylor.edu. Have them click on the Request Help link
- Ask them to select the 4040Remote link
- Ask the client to select the name of the tech who is working with them
- A download of Bomgar will start, allowing the session to begin



- Click the client's name
- Click Accept

OR

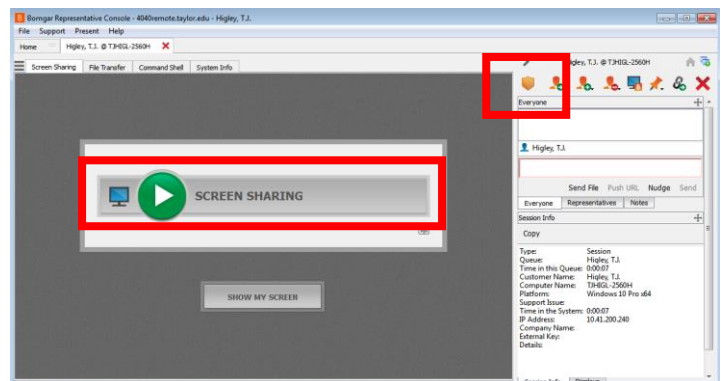
- Double click client's name



## The Basics

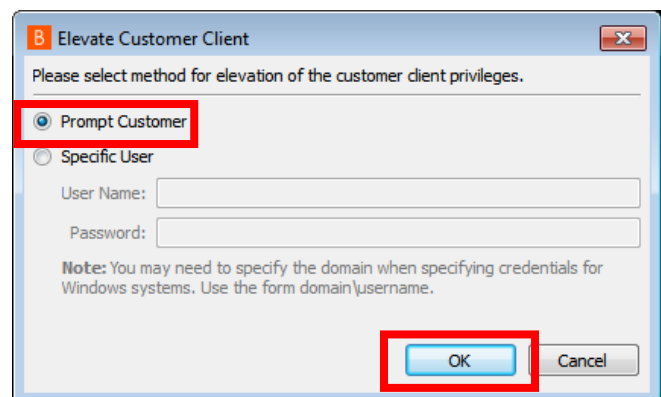
### Initiate Screen sharing

- Click Screen Sharing
- Ask client to approve the connection (see below)
  - You now have control of the client's mouse, and can type for the client where required. Using this will allow you to diagnose and fix the problem that the client is having.



### Elevated Permissions

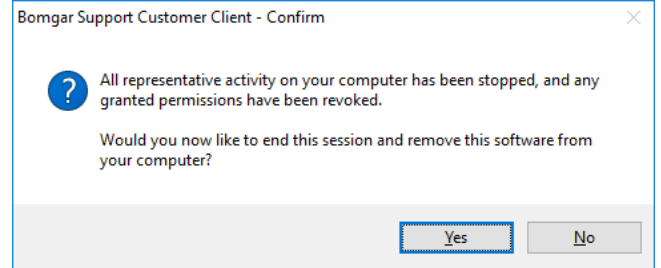
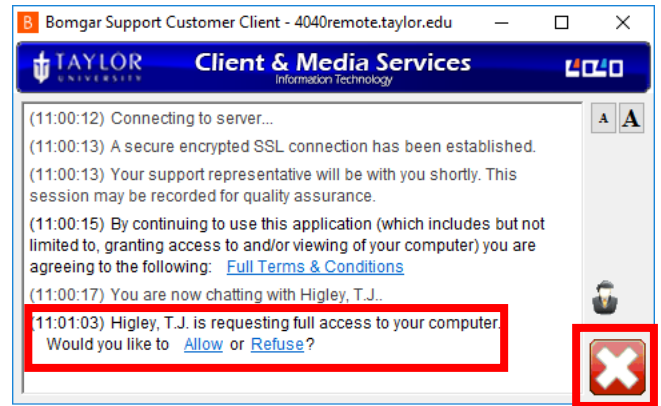
- In order to make any administrative changes, you will need the client's permission
- Press the shield icon on the top right bar of icons (shown above)
- Select Prompt Customer. This will ask the client if they want to let Bomgar make changes to the computer. Ask the client to select Yes.



## Client Panel & Ending the Session

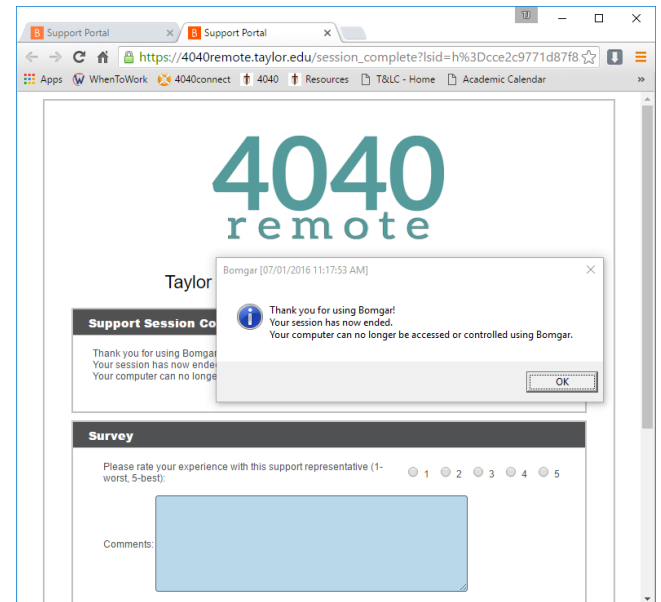
### Client Panel

- Once the session starts, a pop-up window will be open until the session ends (shown right)
- The Panel allows links to be sent from the tech to the client, along with permission requests and written instructions
- The client will need to accept a request to screen share by selecting Allow in the Client Panel
- The client has the ability to end the session whenever they like by clicking the red 'X' at the bottom right of the Client Panel. The tech will no longer be able to make changes or see the client's screen



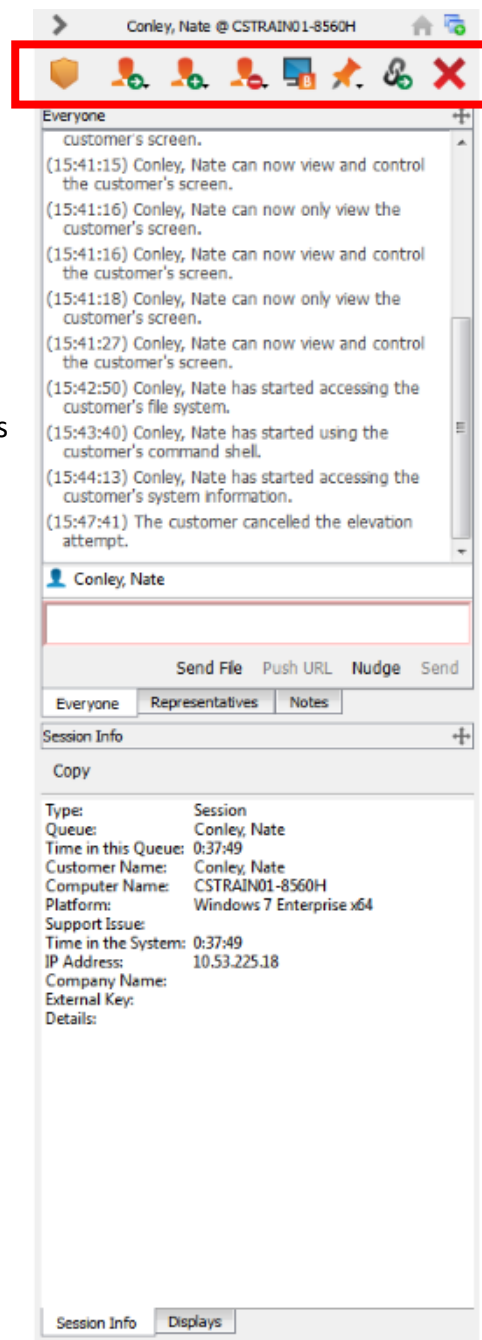
### Post Session

- When a session has been concluded and the client has clicked the red 'X' on the Client Panel, they will receive a message that Bomgar will no longer affect their computer
- The client may also leave a review of/for the tech



## Console Controls

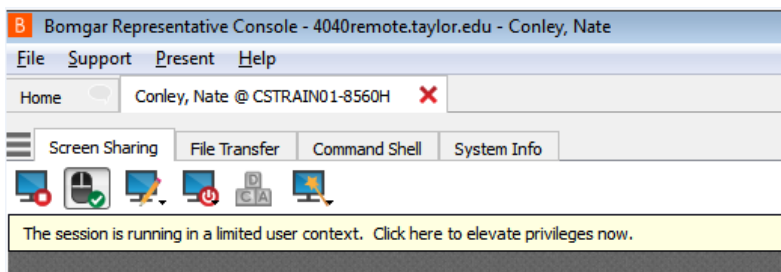
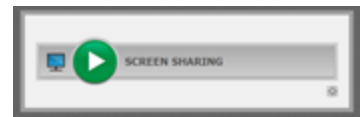
- Administrator Privileges (Gold Shield)
  - Gives The Technician Administrative Powers
- Transfer to Another Tech (Orange Person w/Green Arrow)
  - Used to transfer the client to another tech
  - Good if someone's shift ends and client's issue is not yet solved
- Add Another Tech (Orange Person w/Green Plus)
  - Used if extra help is needed from another tech
- Remove A Tech (Orange Person w/Red Minus)
- Repeat Service (Monitor w/Small B)
  - This gives the client an Icon on their computer which allows for quick service next time they need it
  - Helps with multiple sessions if necessary
- Send Link (Chain Links)
  - Allows the tech to send a custom link
- End Session (Red X)
  - Ends the session with the client
- Chat Box
  - Used to send information to the client, other added tech, and to make notes for the next representative(s). This is done by choosing the respective tab (Everyone, Representatives, Notes)
  - Links can be sent through the chat to the client
- Session Info
  - Gives basic information about the current session



## Tech Resource Tabs

These tabs are the “go to” tools for helping a client. These four are located above the client screen and can be used whenever necessary. Each tab requires permission from the client to be used. This is done by pressing the large green arrow on each tab. The client will then need to confirm on their end.

1. Screen Sharing Tab
  - Most commonly used
  - Allows control of the client's computer
  - Allows for setting manipulation
1. File Sharing Tab



- Allows for sharing files between computers
- 2. Command Shell
  - Command shell for the client's computer
- 3. System Info
  - Gives all of the info about a client's computer

### ***Screen Sharing Tab***

- Stop Screen Sharing (Monitor w/Red Circle & White Square)
  - Ends screen sharing process
- User Mouse/Keyboard Toggle (Mouse w/Green Check)
  - Turns off client's mouse control
- Tools (Monitor w/Pencil)
  - Allows user to manipulate the client's screen via highlights or circling for important information
- Shutdown/Restart (Monitor w/Red Power Button)
  - Allows user to remotely power down or restart the client's computer
- Ctrl, Alt, Dlt (CDA Blocks)
  - Requires Administrative Privileges (Gold Shield)
  - Allows user to bring up Task Manager, Password Reset, etc.
- Special Actions (Monitor w/Wand)
  - Allows user a variety of options for special actions on the client's computer.
    - Includes opening Task Manager, opening specific browsers, running a program, and a few other tasks.

### ***File Sharing Tab***

- Browsing
  - After beginning the transfer, all of the client's files can be located and transferred
- Transfer both ways
  - Files from both computers can be transferred if necessary
- Create a new Directory (Folder w/Green Plus)
  - Allows tech to create new folders and manipulate files

### ***Command Shell***

- Functions like any other command shell. Can be used to find IP Address, MAC Address, run utilities, etc.

### ***System Info***

- Overview
  - General
    - Gives General Information of the computer's specs
    - May require a refresh: this is done by pressing the Monitor w/Green Arrow
  - Memory
    - Gives information on all programs/applications using memory
- 1. Drives
  - a. Shows active drives on the computer
- 2. Processes
  - a. Shows all currently running processes

### 3. Events

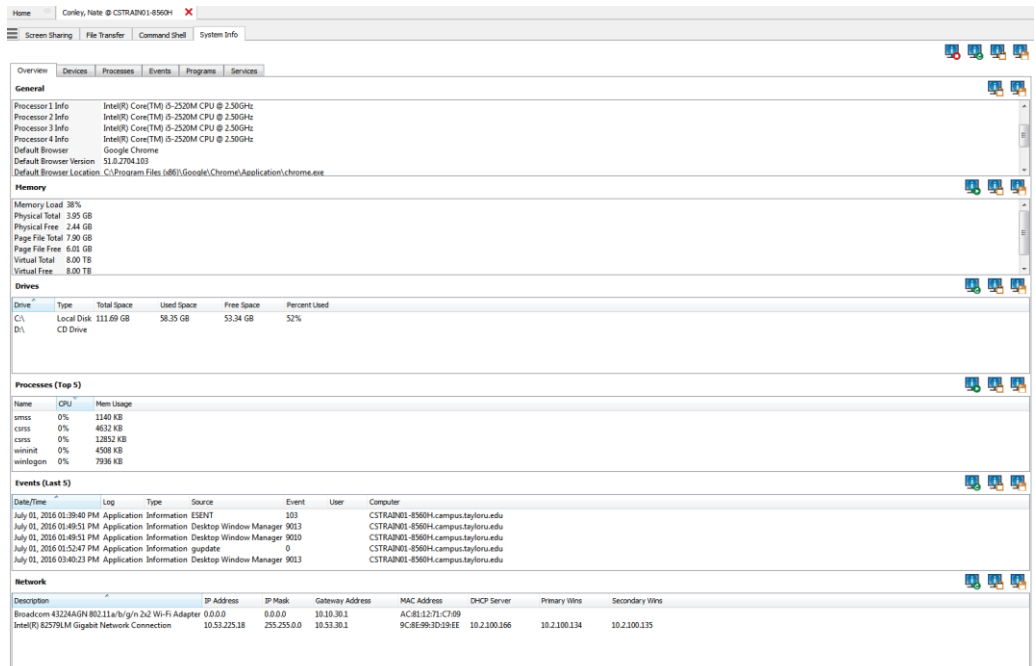
- a. Gives a list of the actions taken during the session

### 4. Network

- a. Shows the network the computer is running on

- Specifics

- Devices
  - Gives a list of devices running on the computer
- Processes
  - Shows the processes currently running and allows interaction with them
- Events
  - Shows everything that has happened since the session started
- Programs
  - Lists all programs on the computer
- Services
  - Shows programs that supply a service, and whether or not they are active



### Installing the Bomgar Representative Console

- Browse to <https://4040remote.taylor.edu/login/login>
- Log in using your worker account credentials
- Move to the My Account tab
- Select and download the appropriate Representative Console for your operating system
- Run the installer