

Bomgar Overview

Installation

Visit: <https://remotehelp.uwaterloo.ca/login> and present your UWdir/ADS credentials. In the **My Account** section there is a link to download the representative client.

Under the **Bomgar Representative Console** select the appropriate platform and select **Download Representative Console**.

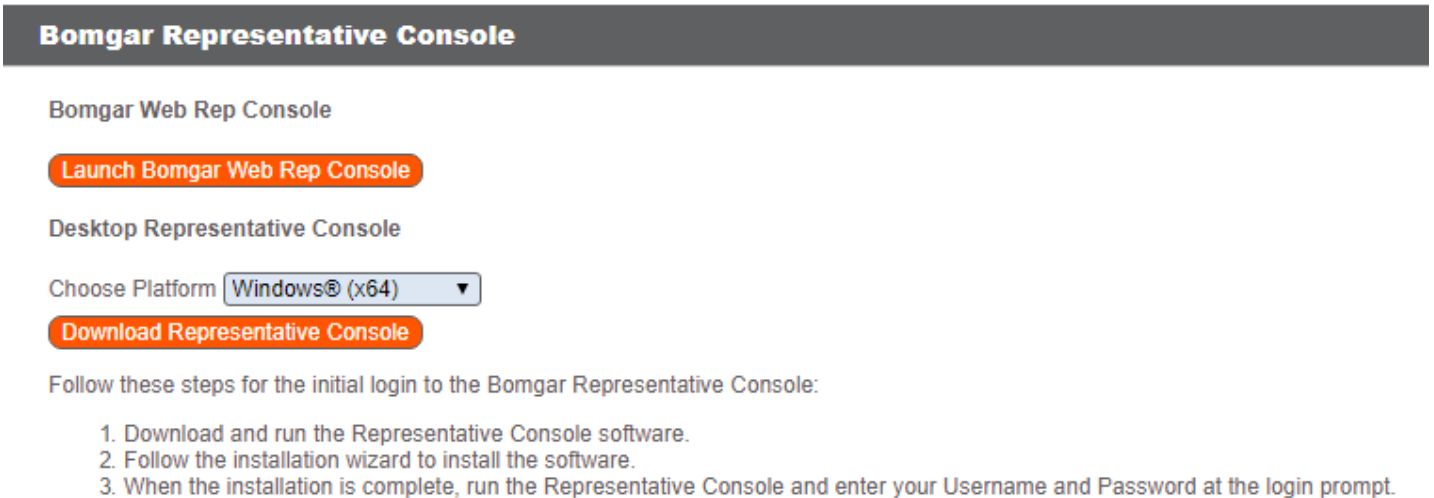


Figure 1. There are multiple platforms available for Windows, Mac, and Linux

Concurrent Licenses

We currently have 8 concurrent licenses, and you use a license when you are logged into the representative software. Please log out when you are not actively using the software.

One login at a time

Our server is set up to only allow one login at a time. If you start a second session, you will end your first session. The people you are helping will be moved to the second session.

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Configuration

These settings save a couple steps when you are starting a session. Under **File > Settings**:

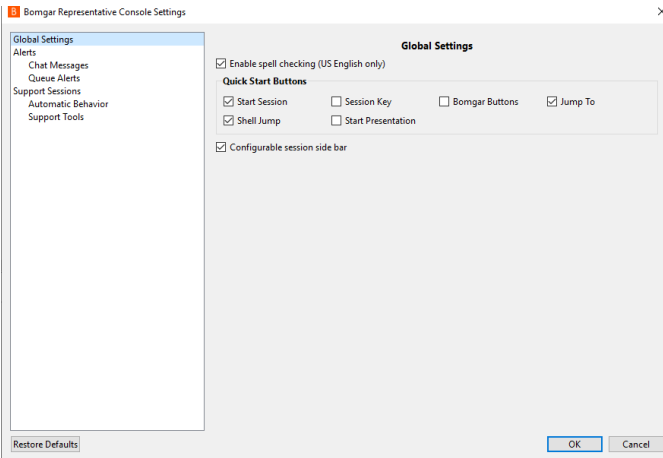


Figure 1. Bomgar's settings window

Automatically request screen sharing

This saves a step at the beginning of every session. Select **Automatic Behaviour**, check **Automatically request screen sharing**, and select **OK**.

Prompt when new customer...

With this on, you will get a pop-up and simply click **Yes** to start a session, rather than having to select it from your personal queue. Select **Queue Alerts**, check **Prompt when new customer enters personal queue**, and select **OK**.

Show session key

This gives a button on the main interface that generates a session key in one step. Select **Global Settings**, check **Session Key**, and select **OK**.

Main Functions

Icon	What it does
	Requests remote control of customer's device
	Transfer the session
	Invite another representative
	Remove customer or representative
	End/leave support session

Screen Sharing Options

Icon	What it does
	Stop screen sharing
	Toggle your control of customer's mouse/keyboard
	Annotations
	Ctrl + Alt + Del on customer's computer
	Special actions
	Screenshot
	Choose monitor
	Actual size
	Colour depth
	Full screen and window view
	Elevate option

Other Options

File Transfer	Command Shell	System Info	Registry Access
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