“Bomgar” Remote support service

1. Per technician’s instruction, visit [https://bomgar.gsu.edu](https://bomgar.gsu.edu).
2. Enter the session key (if given) or click on the technician’s name.
3. Wait for the support session to connect. You may need to allow browser to run “Java” when prompted.

Or,

Or,
4. Once connected, the Bomgar window will pop up indicating the connection is established. You can click on the “RED” checkbox to disconnect at any time.

5. The technician will request permission to “view” and “control” your computer.
   *Before granting “Allow”, please make sure you close any files or email on the screen unless they are related to the problem.*
6. A technician is connected and can view and control your screen.

7. If the “administriaor” rights are needed, the technician will request “elecation of priviledges”. In some cases, users may need to enter the administritive ID and password. Otherwise, just click on “Yes”.

![Image showing Bomgar Support Customer Client connection and privileges request dialog box.](image-url)
8. The elevation attempt finished and the view and control are restored.

9. Once the problem is solved or service request is completed, either the user or the technician can disconnect from the session. Click on “Yes” to terminate the support session.
10. Please provide any suggestions or feedback in the space provided.