

Using BeyondTrust Remote Support (formerly Bomgar) 19.1.8

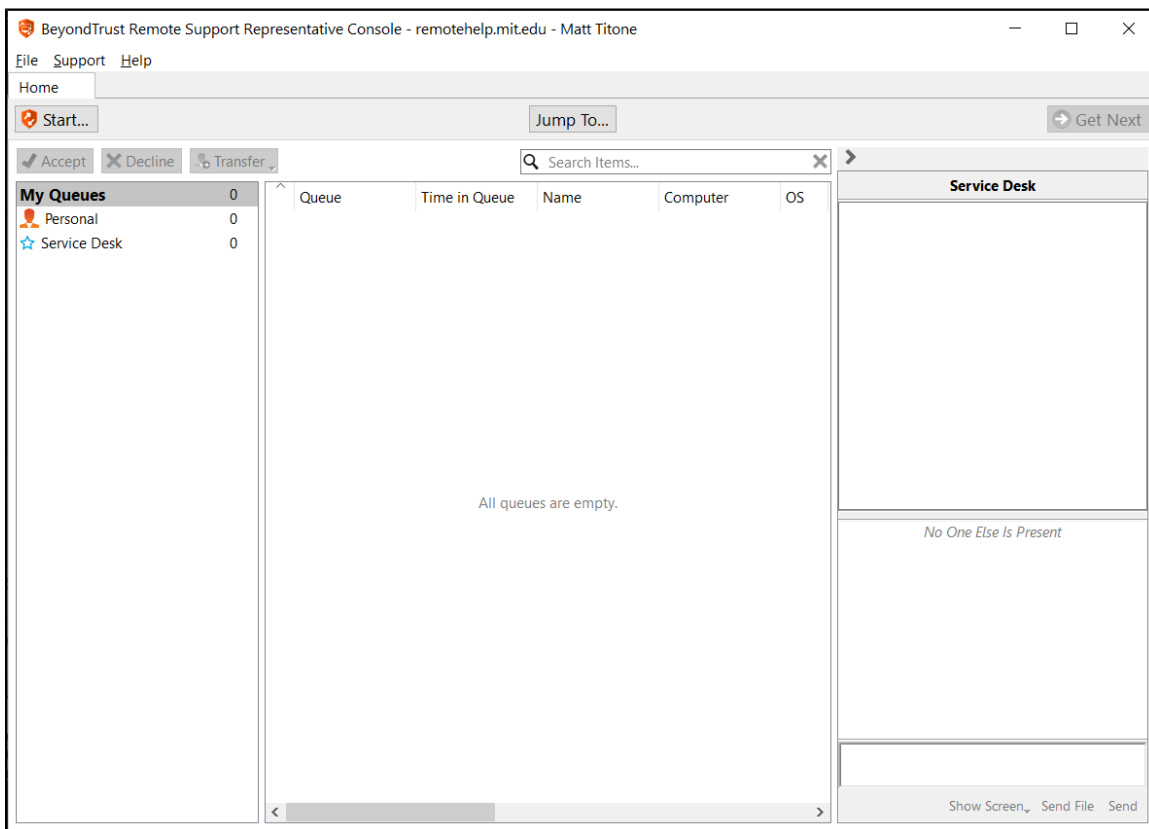
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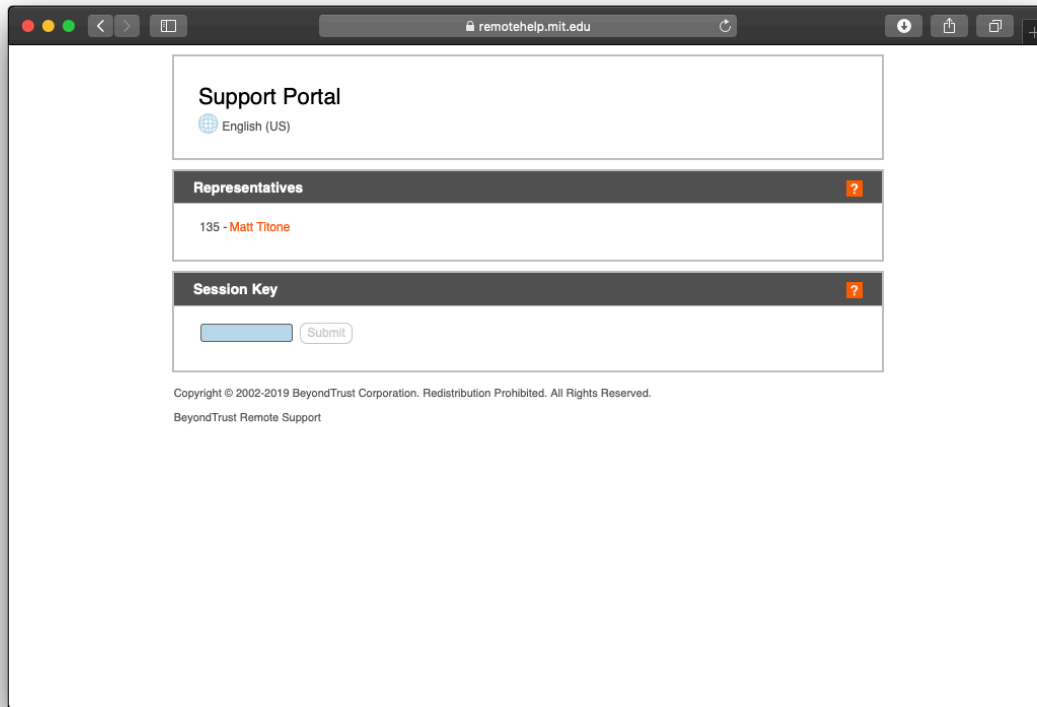
Download and install the new client

1. Navigate to <https://remotehelp.mit.edu/login/login> and authenticate using SAML Credentials.
2. Go to "Consoles & Downloads" and click on "Download Representative Console".

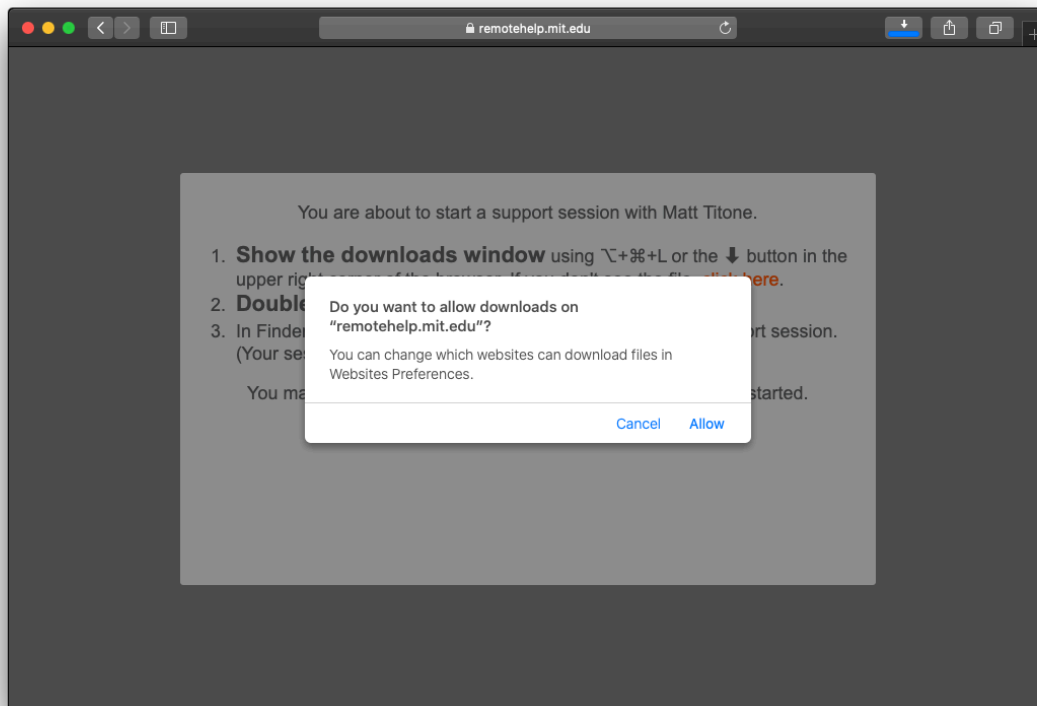


Connecting to user machines

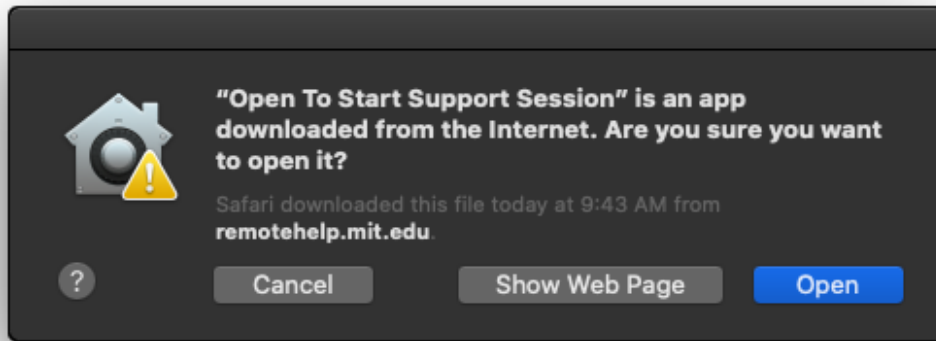
Most of BeyondTrust RS 19 looks and behaves much the same as Bomgar 18.x. As in Bomgar 18, sessions are initiated by having the user navigate to remotehelp.mit.edu and download your session



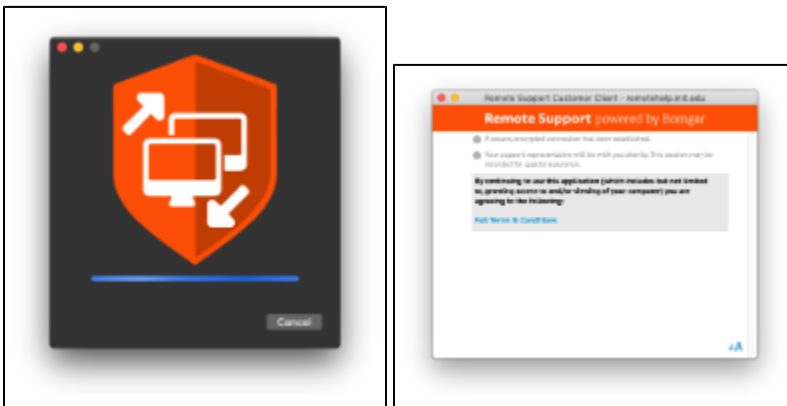
The user then navigates to their download location to run the support session client



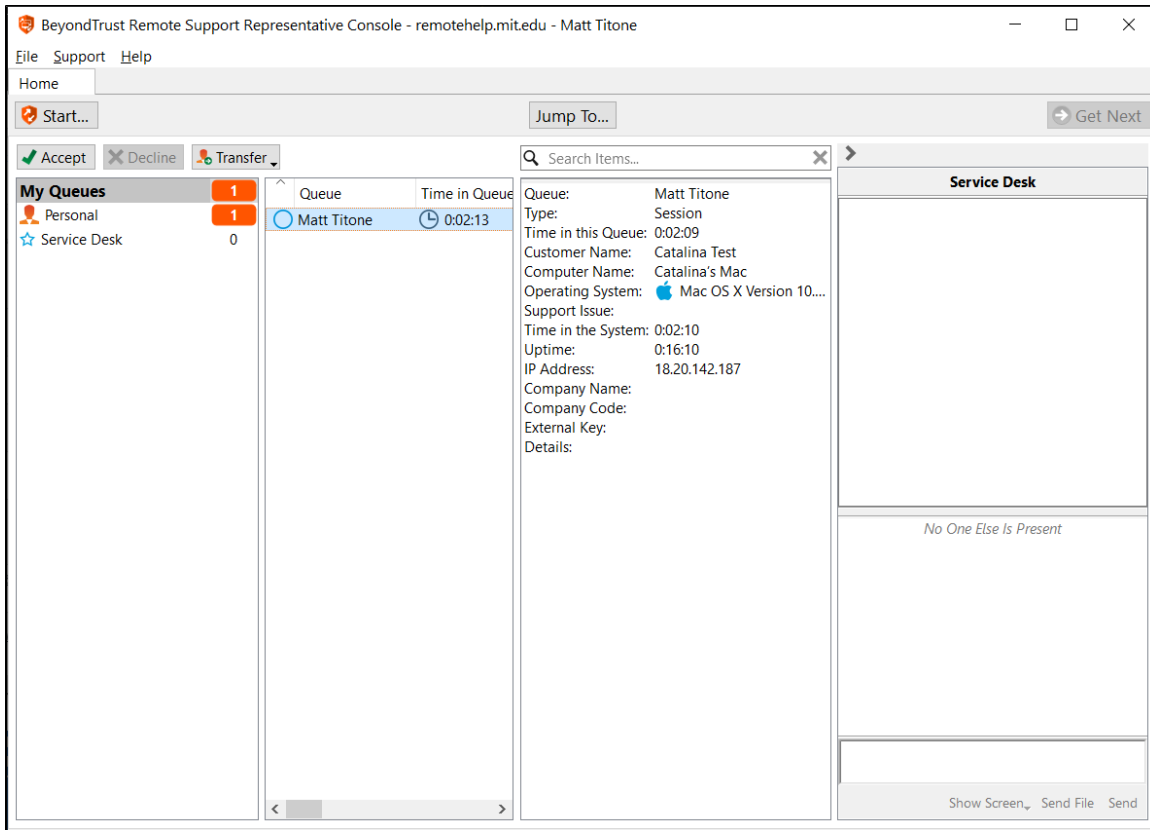
If the user receives this prompt, have them select "Open":



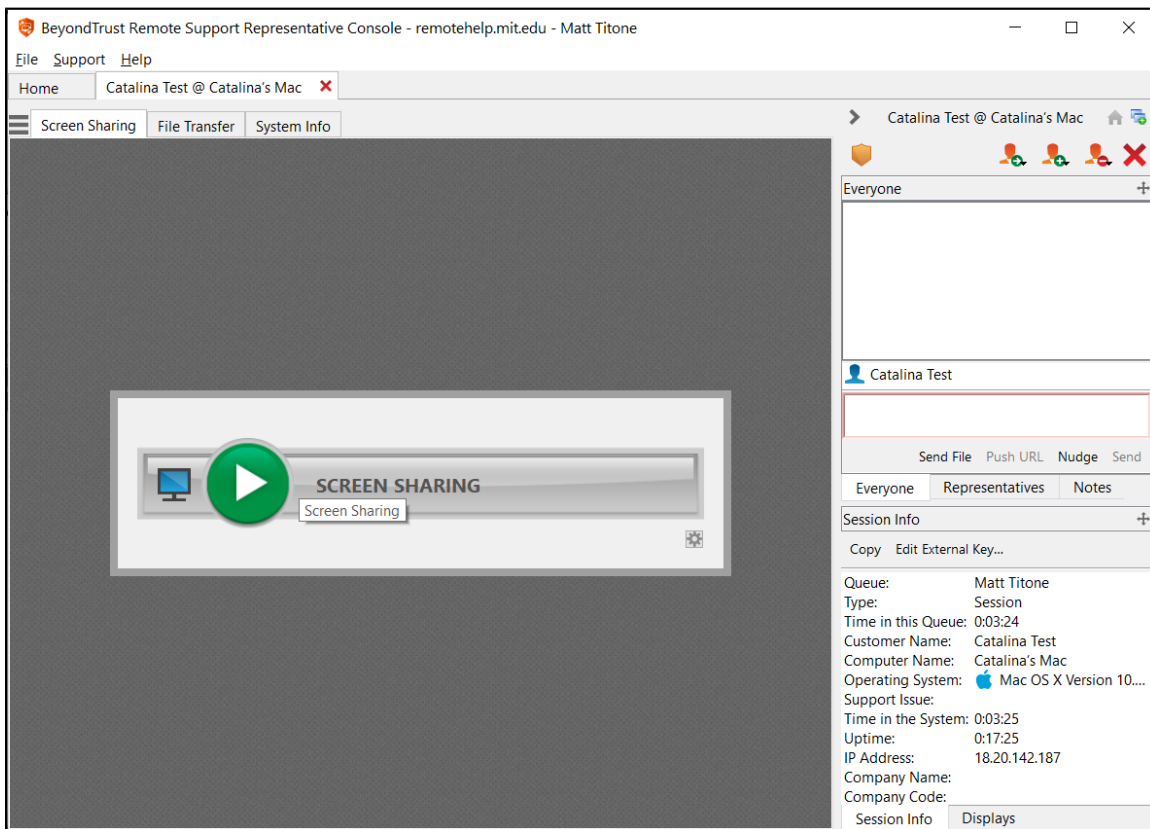
The session will launch on the user's end



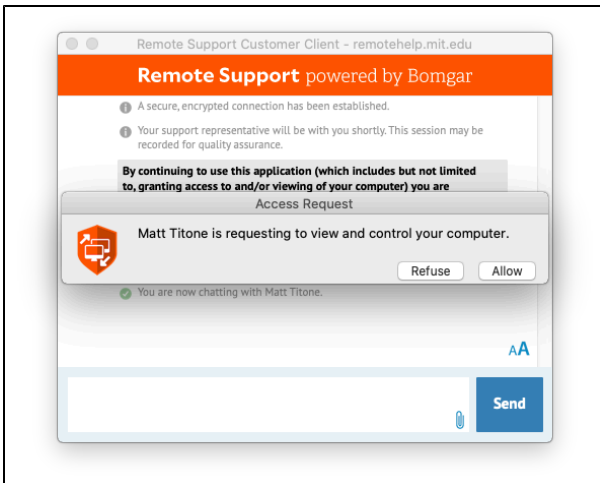
Accept the session in the representative portal



Initiate Screen Sharing

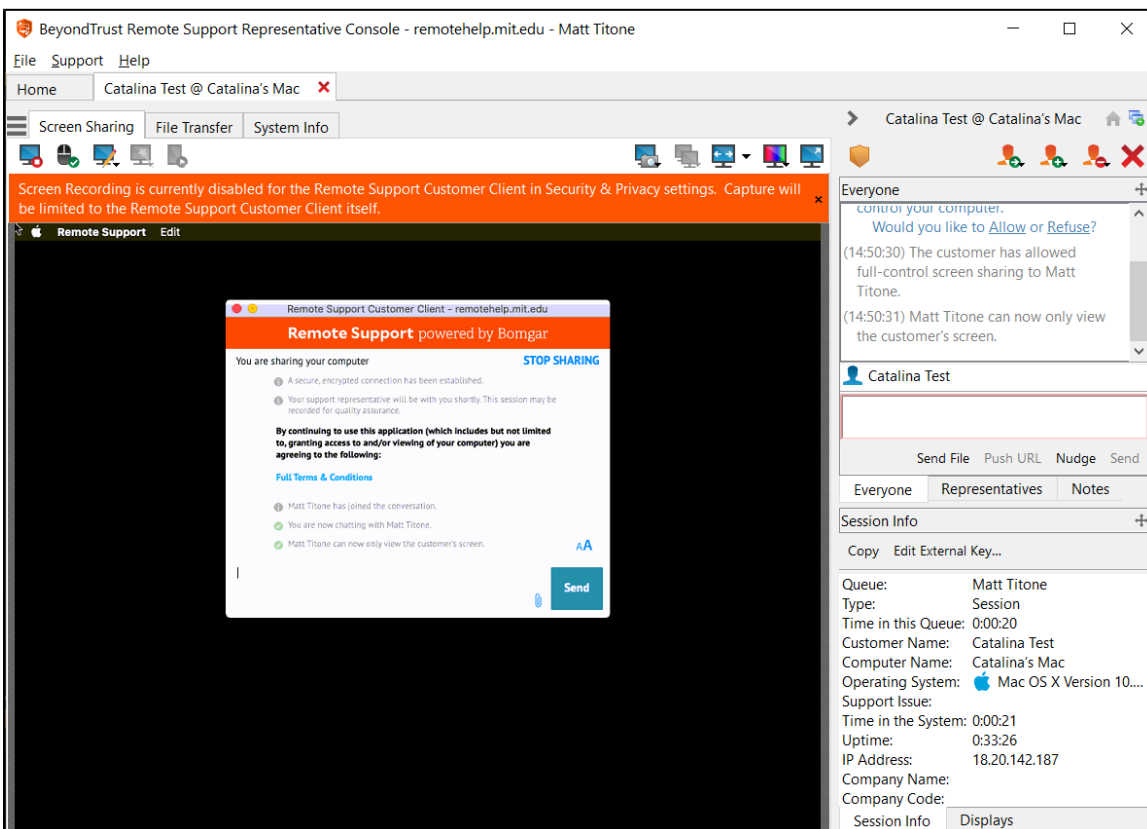


-Have the user select "Allow"



Special permissions for Catalina

Catalina requires BeyondTrust RS to ask permission to record the screen. This permission is not required to initiate a remote support session (but may be useful to have if you want to do screen captures). Depending on whether RS has ever been run on the particular device, the OS may request other permissions as well, including the ability to remotely control the screen. If the user misclicks, or you otherwise don't get all the permissions you need from the user to run a full support session, a banner will appear at the top of your representative support client. If you click the banner, it will re-prompt the user for the appropriate feature.



This can also be Manually enabled at the Apple Icon (Upper left corner) > System Preferences > Security & Privacy > Privacy.

- Select Screen Recording for enabling viewing a Machine's Screen and put a mark by the Remote Support app in the list.
- Select Accessibility for enabling mouse control for controlling the Machine's mouse and put a mark by the Remote Support app in the list.
- **If you are unable to edit these fields, click on the padlock icon in the lower left corner of the window. The user will be prompted for the password to log into the machine or fingerprint (if the device has this feature).**