1.0 Overview / Procedure Descriptions

Remote Support and Assistance (RSA) is a utility that IT Support Staff uses to remotely service computer requests and issues. The IT Support Staff will contact you and offer remote assistance if they feel that you have an issue that can be resolved without a visit to your workstation.

2.0 Main Steps

2.1 IT Support Staff Initiates Remote Connection

Follow the instructions that correspond with the method that the IT Support Staff has chosen to initiate your remote session.

- Option 1 – You are given a Session Key Number
  1. Go to http://www.csueastbay.edu/servicedesk

  2. Under the “Remote Support” section, enter the 7-Character Session Key given to you by the IT Support Staff.
  3. Press Submit Key.

- Option 2 – You are sent an email
  1. Open the “Remote Support Invitation” sent to you by the IT Support Staff.
  2. Click the link within the message.

  3. If a pop-up window appears asking you to enter a session key, you can close that window and ignore it.
2.2 Download RSA Software

1. When prompted to "Start a Support Session with Representative". Click Yes.
2. Click Run to run the software.
3. You may need to approve a security prompt by clicking Run.
4. Click OK to run the application and begin the session.
5. Click Accept.

This application allows a support representative to request control of your computer.
6. You will receive a window advising you that you are entering a remote session. Wait while the Agent completes the connection.

7. Once the Agent connects with you, click on “Allow Shared control of your computer”.

   Agreeing to the following: Full Terms & Conditions

   You are now chatting with Gagan Aneja.

   Gagan Aneja is requesting to view your screen. Please respond:
   - Allow shared control of your computer
   - Allow only viewing
   - Refuse request
2.3 Communicating with the IT Support Staff during the RSA Session

At this point both you and the IT Support Staff have control of your computer. The IT Support Staff may choose to speak with you over the phone or communicate with you with the built-in chat program. This chat window will appear once the Agent initiates the chat.

![Chat Window](image)

2.4 Ending the RSA Session

Either you or the IT Support Staff can end the RSA session by closing the window.

1. Click Yes to remove the software.

![Confirmation Window](image)

2. When the session ends, you will receive a confirmation pop-up message. Click OK.

![Removal Complete](image)

3.0 Support

- Additional CSU East Bay documentation can be found at: [www.csueastbay.edu/training](http://www.csueastbay.edu/training)
- Send questions to the Service Desk via a ticket at: [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)