

1.0 Overview / Procedure Descriptions

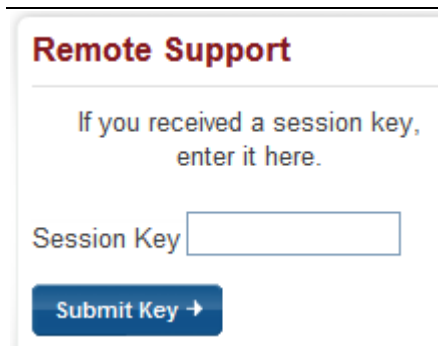
Remote Support and Assistance (RSA) is a utility that IT Support Staff uses to remotely service computer requests and issues. The IT Support Staff will contact you and offer remote assistance if they feel that you have an issue that can be resolved without a visit to your workstation.

2.0 Main Steps

2.1 IT Support Staff Initiates Remote Connection

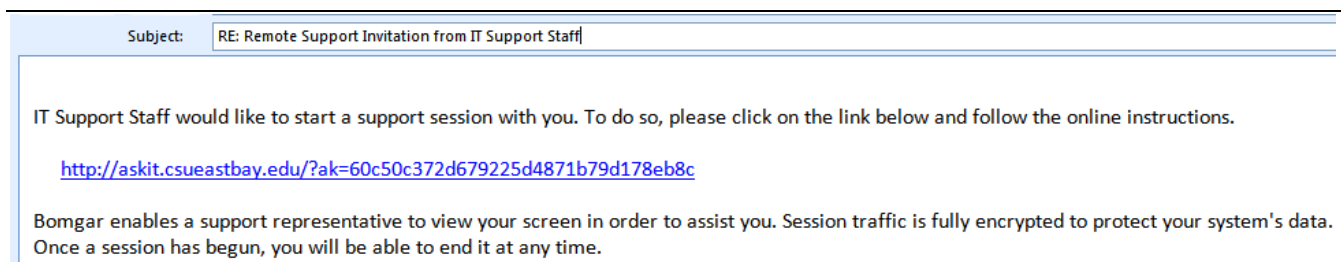
Follow the instructions that correspond with the method that the IT Support Staff has chosen to initiate your remote session.

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



The screenshot shows a web form titled "Remote Support". Below the title, it says "If you received a session key, enter it here." There is a text input field labeled "Session Key" and a blue button labeled "Submit Key" with a right-pointing arrow.

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.



The screenshot shows an email header with the subject "RE: Remote Support Invitation from IT Support Staff". The body of the email contains the following text: "IT Support Staff would like to start a support session with you. To do so, please click on the link below and follow the online instructions." followed by a blue hyperlink: <http://askit.csueastbay.edu/?ak=60c50c372d679225d4871b79d178eb8c>. Below the link, it says: "Bomgar enables a support representative to view your screen in order to assist you. Session traffic is fully encrypted to protect your system's data. Once a session has begun, you will be able to end it at any time."

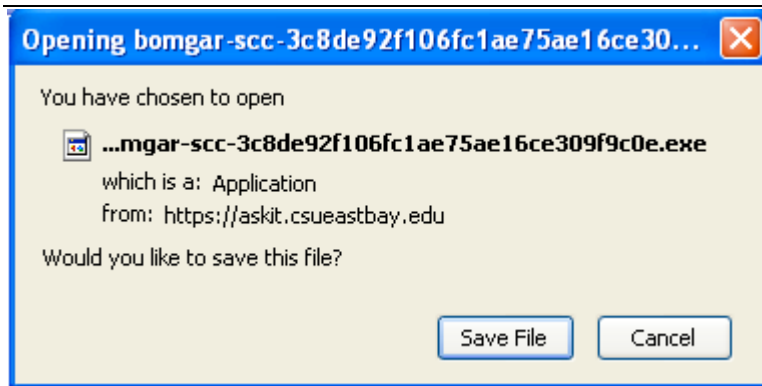
3. If a pop-up window appears asking you to enter a session key, you can close that window and ignore it.

2.2 Download RSA Software

1. When prompted to "Start a Support Session with Representative". Click Yes.



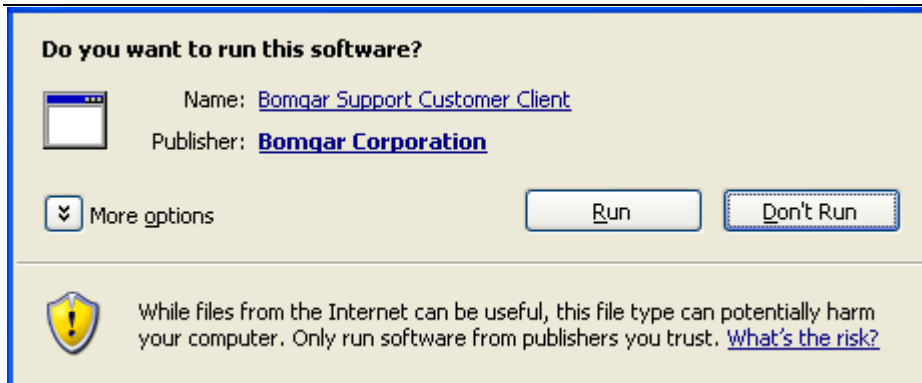
2. Click Save File.



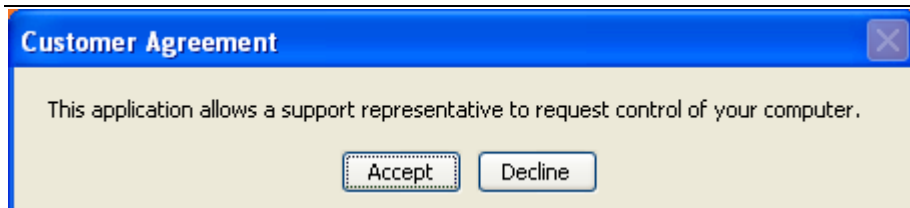
3. Locate the downloaded executable file and open the file by double-clicking it.



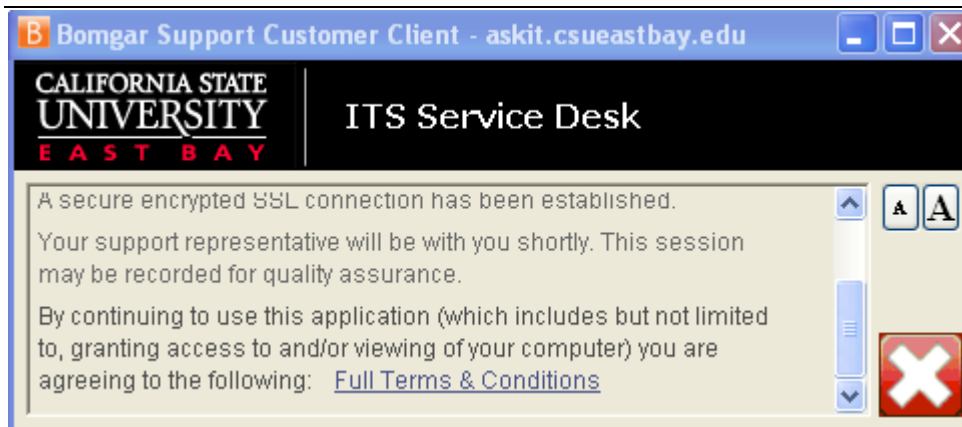
4. You may need to approve a security prompt by clicking Run.



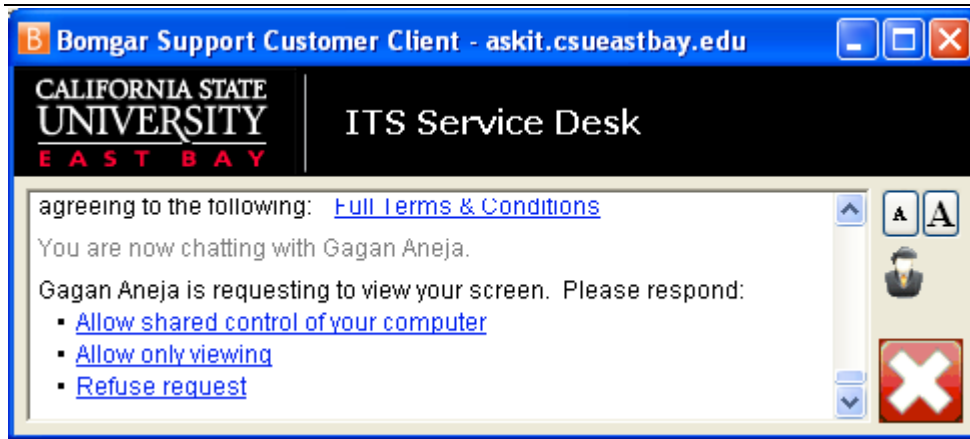
5. Click Accept.



6. You will receive a window advising you that you are entering a remote session. Wait while the Agent completes the connection.

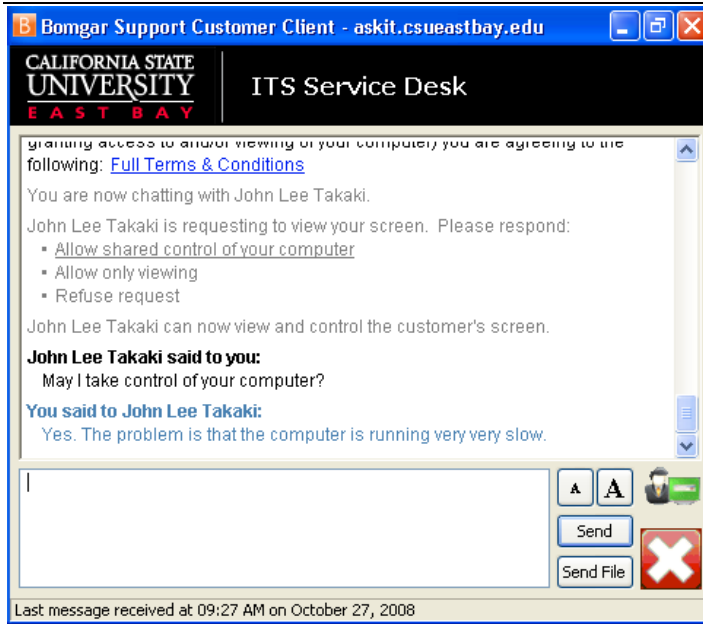


7. Once the Agent connects with you, click on "Allow Shared control of your computer"



2.3 Communicating with the IT Support Staff during the RSA Session

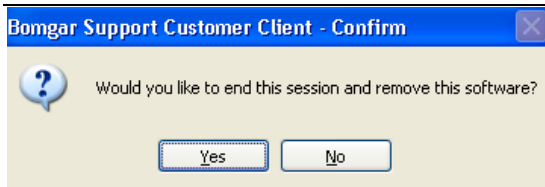
At this point both you and the IT Support Staff have control of your computer. The IT Support Staff may choose to speak with you over the phone or communicate with you with the built-in chat program. This chat window will appear once the Agent initiates the chat.



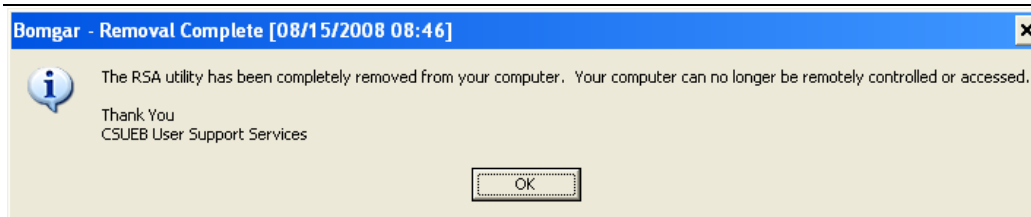
2.4 Ending the RSA Session

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

1. Click Yes to remove the software.



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



3.0 Support

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