Bomgar Remote Assistance

When helping via the phone, a SOM Service desk agent may ask to connect to your desktop remotely to walk you through troubleshooting or to get a better view into their problem. Clients will follow these instructions for navigating to and accepting the remote connection with the Service desk via Bomgar software.

Step-by-step guide

1. Navigate to https://yale.service-now.com/it?id=get_help
2. Navigate to "Share My Desktop."
3. The service desk agent will give you a number, enter this under the Session Key box
4. Click Submit; then Accept (If this is the first time you have used Bomgar, it will install a small piece of software; click Yes all through the installation of the application, if necessary)
5. The Service Desk agent will initiate a Screen Sharing session with you.
6. Click Allow, to allow the Service Desk agent to connect to your computer to assist you.
7. Then click OK to begin the session

Help us improve

Your Rating: 
Results: 22 rates

Related articles

- Bomgar Remote Assistance
- Support via Phone
- After-Hours Assistance: Mobile Devices