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](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: 33 rates

**Related articles**

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