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.

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