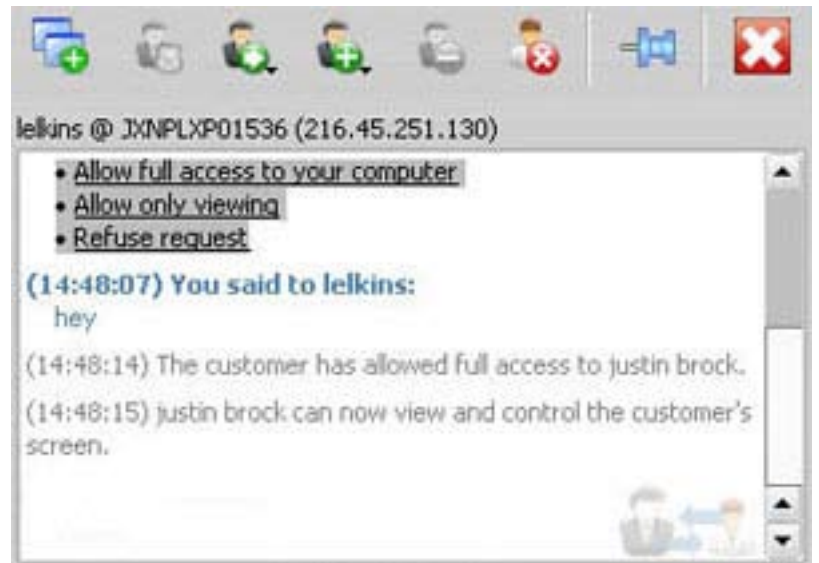


# Screen Sharing Basics

The **Screen Sharing** tab of the Bomgar software is the support rep's main work area. In your trial version of Bomgar, you have full screen sharing capabilities.

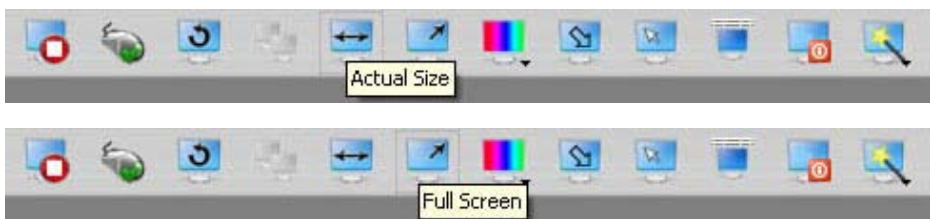
1. When you initiate screen sharing, the client has the option to give you full control to their desktop or view only access.
2. Once the customer grants you full access to their desktop; you can work just as if you were really there.
3. The screen sharing tools at the top of the page are designed to save you time in troubleshooting your customer's issues.

**Some key features include:**



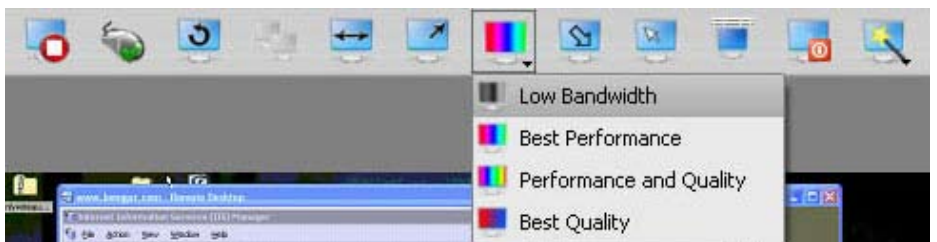
## Actual Size/Full Screen

Controls the scale of the screen.



## Best Performance

Controls the screen resolution.



## Show Virtual Pointer

Gives you a pointer on the customer's desktop.



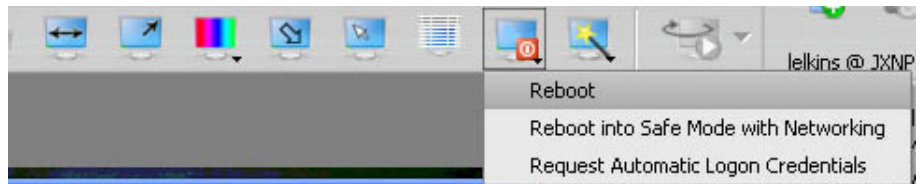
## Privacy Screen

Temporarily covers the customer's desktop. Great for working with sensitive data.



## Reboot

Allows you reboot the remote computer or request login in credentials without initiating a new session.



## Send Special Action

Shortcut to options like Ctrl+Alt+Del or Open Windows Explorer.

