

Transcript: Control Unattended Computers with Jump Clients

Jump Clients

With Bomgar Jump Clients, a support representative can access and control unattended computers.

Pinning a Jump Client in a Session

From within a support session, you can pin a Jump Client to the remote system. Select which queue to pin it to.

Jump Client Administration

When a user with standard Jump Client privileges opens his representative console, he can see Jump Clients pinned to his personal queue as well as his team queues. Privileged users can view and manage all Jump Clients connected to your Bomgar support site.

From this interface, search for Jump Clients based on selectable fields. Select the Jump Client to view its full details. Using the buttons at the top of the interface, start a session with a Jump Client or uninstall it from the remote computer and remove it from the list. You can also move it into our out of groups. Additionally, you can export all Jump Client information into a CSV file.

Right-click on a Jump Client for the additional action of moving it to another of your team queues. Team Managers and Leads also have the option to move the Jump Client to another of their team member's personal queue, while highly privileged users can manage all Jump Clients. You also may set a Jump Client's comments or password, and you can switch a Jump Client between active and passive mode. If **Start Sessions Minimized** is checked, this Jump Client will start minimized to the remote system's task bar instead of appearing on the remote desktop.

At the bottom of the window, view how many Jump Clients are installed, how many are online or offline, and how many are in passive mode. After a few minutes, this will be replaced with the last time these statistics were updated and a button to retrieve the most recent data.