

BOMGAR™

**Bomgar Connect
Web Rep Console**

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Bomgar Connect Web Rep Console Guide

With the Bomgar web rep console, support representatives can support customers and remote systems, even when those reps do not have the ability to install software within their own desktop environments. Instead, they can support customers and remote systems through the web-based representative console.

In this guide, we discuss how the browser-based web rep console supports customers and performs other necessary functions while ensuring that the highest level of security is maintained.

Connect Web Rep Console Requirements

To run the web rep console on your system, your Bomgar Appliance must be running software version 16.2 or higher. The web rep console is supported on the following platforms and browsers:

Platforms

- Windows
- Mac
- Linux

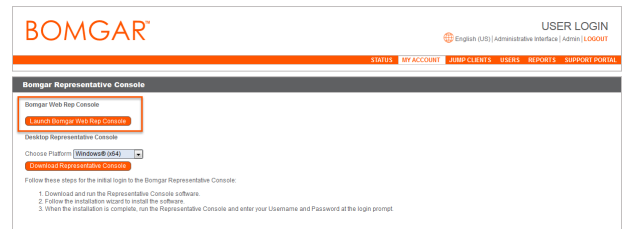
Browsers

- Chrome 46+
- Firefox 42+
- Internet Explorer 11+
- Safari 8+
- Windows Edge

Launch the Connect Web Rep Console through /login

The web rep console enables you to use a web-based representative console to securely support customers and access remote systems by connecting to them remotely through the Bomgar Appliance. To begin utilizing the web rep console to support customers, follow the steps outlined below:

Note: By default, the **Launch web rep console** button is not available. You must navigate to **Management > Security** and check **Allow Mobile Bomgar Representative Console and Web Rep Console to Connect** to activate the console.



1. In the address bar of your browser, enter your Bomgar site hostname followed by /login (e.g., example.bomgarconnect.com/login).
2. Enter the username and password associated with your Bomgar user account.
3. Click **Login**.
4. Once you have logged into the /login administrative interface, click on the **My Account** tab.
5. Click on the **Launch Web Rep Console** button located in the **Bomgar Representative Console** section.
6. The web rep console opens in a new tab, and you can begin supporting remote systems.

Note: Representatives using a Chrome OS device to support customers must use the web rep console.

Download the Native Desktop Representative Console from the Connect Web Rep Console

While working in the Web Rep Console, you can choose at any time to switch to working in the native desktop representative console. Click the **Representative Console** button in the top right corner of the screen.



Note: Representatives using Chrome OS devices cannot download and use the desktop rep console.

If you already have the desktop representative console installed, run the Bomgar Representative Console Script to open and log into the representative console. Any sessions active in the web rep console open in the desktop representative console. You are automatically signed out of the web rep console.

If you do not already have the desktop representative console installed, you must first follow the link to the **My Account** page to download and install the desktop representative console. You may then run the BRCS file.

Note: On a Linux system, you must save the file to your computer and then open it from its download location. Do not use the **Open** link that appears after downloading a file from some browsers.

A white dialog box with a thin grey border. At the top right is a grey 'X' icon. In the center is a large orange circle containing a white bell icon. Below the icon is the title 'Run Native Rep Console' in bold. Underneath is a list of three numbered steps. At the bottom center is a grey button with the text 'DISMISS' in all caps.

Run Native Rep Console

1. If you have not already, download & install the Bomgar Rep Console for your platform from your [My Account](#) page.
2. A file with a ".brcs-example" extension should download in your browser momentarily. If not, [click here](#).
3. Open the ".brcs-example" file to launch the native Bomgar Rep Console.

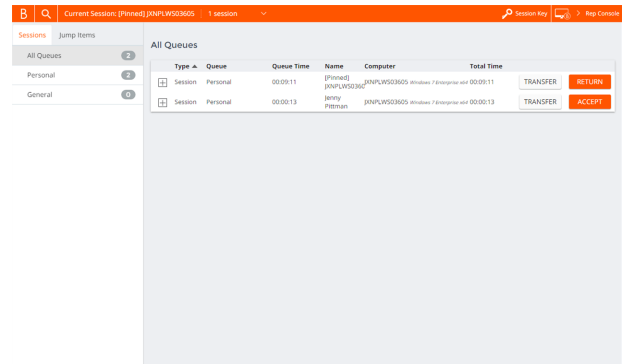
DISMISS

View Support Sessions in Queue in the Connect Web Rep Console

Session queues provide information about and access to customers who are waiting for support. The **Personal** queue contains customers with whom you are currently in session or who are waiting for a session with you specifically. A waiting session appears in your personal queue if the customer initiated it by entering a session key you generated or by selecting your name from the public site.

Additionally, the **General** queue is open to all representatives. If a customer starts a support session by clicking the **Connect Now** button, they enter the general queue.

Click a queue name to view its sessions. Click a session entry to view details about the support request. To begin supporting the selected session, click the **Accept** button. Accepting a session switches your view to session view. You can run multiple sessions simultaneously. Return to the session list by clicking the home button in the top left corner.



Type	Queue	Queue Time	Name	Computer	Total Time	
Session	Personal	00:09:11	[Pinned] JONPLW503605	Windows 7 Enterprise and JONPLW503605	00:09:11	TRANSFER RETURN
Session	Personal	00:00:13	Jenny Pittman	JONPLW503605 Windows 7 Enterprise and 00:00:13		TRANSFER ACCEPT

Create a Session Key to Start a Support Session in the Connect Web Rep Console

One method to start a support session is for your customer to submit a one-time, randomly generated session key on your public site. You can generate session keys for this purpose. Click the **Session Key** button at the top right of the screen. This opens a menu from which you can edit the session key details.



Set how long you want this session key to remain valid. The expiration time applies only to the length of time the key can be used to start a session and does not affect the length of the session itself.

Direct your customer either to go to the unique URL or to enter the session key on your public site. Click on the session key or the URL to copy it to your clipboard.

You also can send your customer an email invitation that contains the unique URL.

After running the customer client, your customer appears in your personal queue.

A dialog box titled "Support Session Key" with a key icon and a close button. It contains instructions on how to start a support session, a session key, a URL, and an expiration time. At the bottom are two buttons: "SEND LOCAL EMAIL" and "CLOSE".

Support Session Key

You may start a support session with a customer by directing them to enter the following session key on your Support Portal, by sending them directly to the following URL, or by emailing an invitation.

Session Key: 3832569

URL: <http://support.example.com/?ak=6faa2b6c7f3cc0fdccd6f92...>

Expiration: 10 Minutes ▼ September 27, 2016, 3:43:59 PM

Use Jump Items to Support Remote Systems in the Connect Web Rep Console

Bomgar Jump Technology enables privileged users to connect to an unattended remote system to start a session without end-user assistance.

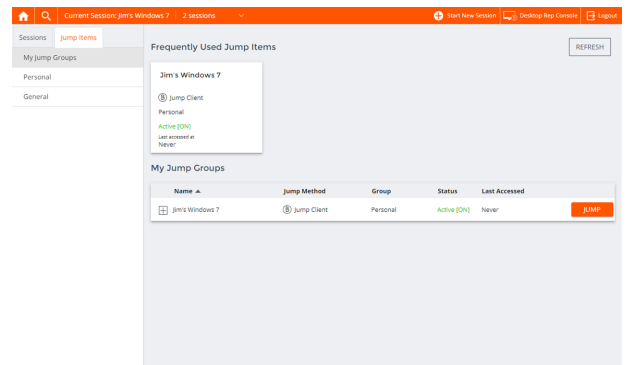
Jump Items can be installed from the **Jump Clients** page of the /login interface or from the native representative console.

Note: Your account permissions may disallow you from using Jump Items, or you may be allowed to initiate Jump Items within your personal queue only.

Jump Items are grouped according to who can access them – only the user who created them or all users. From the Jump Client search feature, you can search for Jump Clients based on specific criteria, such as **Group**, **Last Accessed**, **Name**, **IP address**, etc. For example, the **Console User** selection allows you to search for the individual who is currently logged into a remote system.

To view details about a Jump Item, click the plus sign beside the Jump Item's name. To start a session with a Jump Item, click the **Jump** button at the right of the Jump Item entry.

Note: The **Frequently Used Jump Items** list displays all of the Jump Items that you access on a regular basis. To start a session with a frequently accessed system, hover your mouse over the item and click **Start Session**.



Return to an Active Support Session in the Connect Web Rep Console

If you have multiple support sessions in progress, you have the ability to return to any other session at any time. To return to a system you are already accessing in another session, follow the steps outlined below:

1. Click on the **Sessions** drop down menu.



Note: The number listed in the **Sessions** drop down menu indicates how many active sessions you are accessing simultaneously.

3. Select a system from the list.

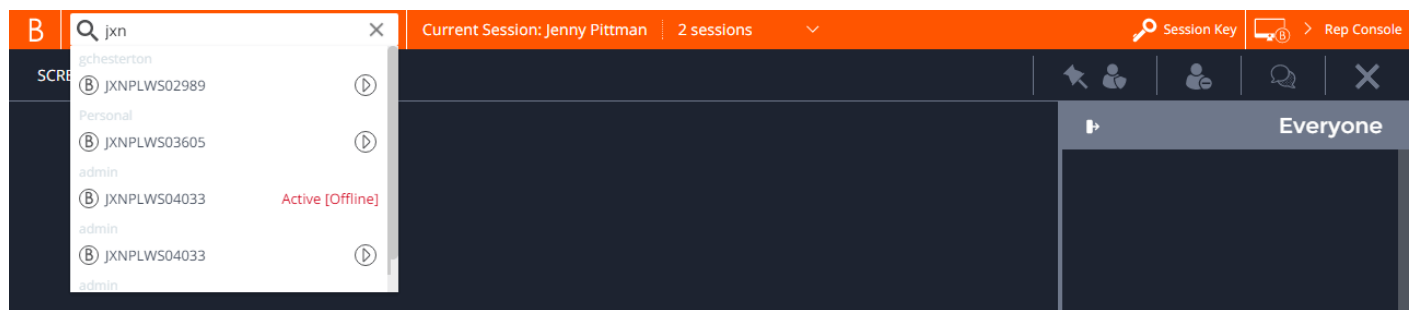


4. You are then taken to that specific system's session.

Search for Remote Systems

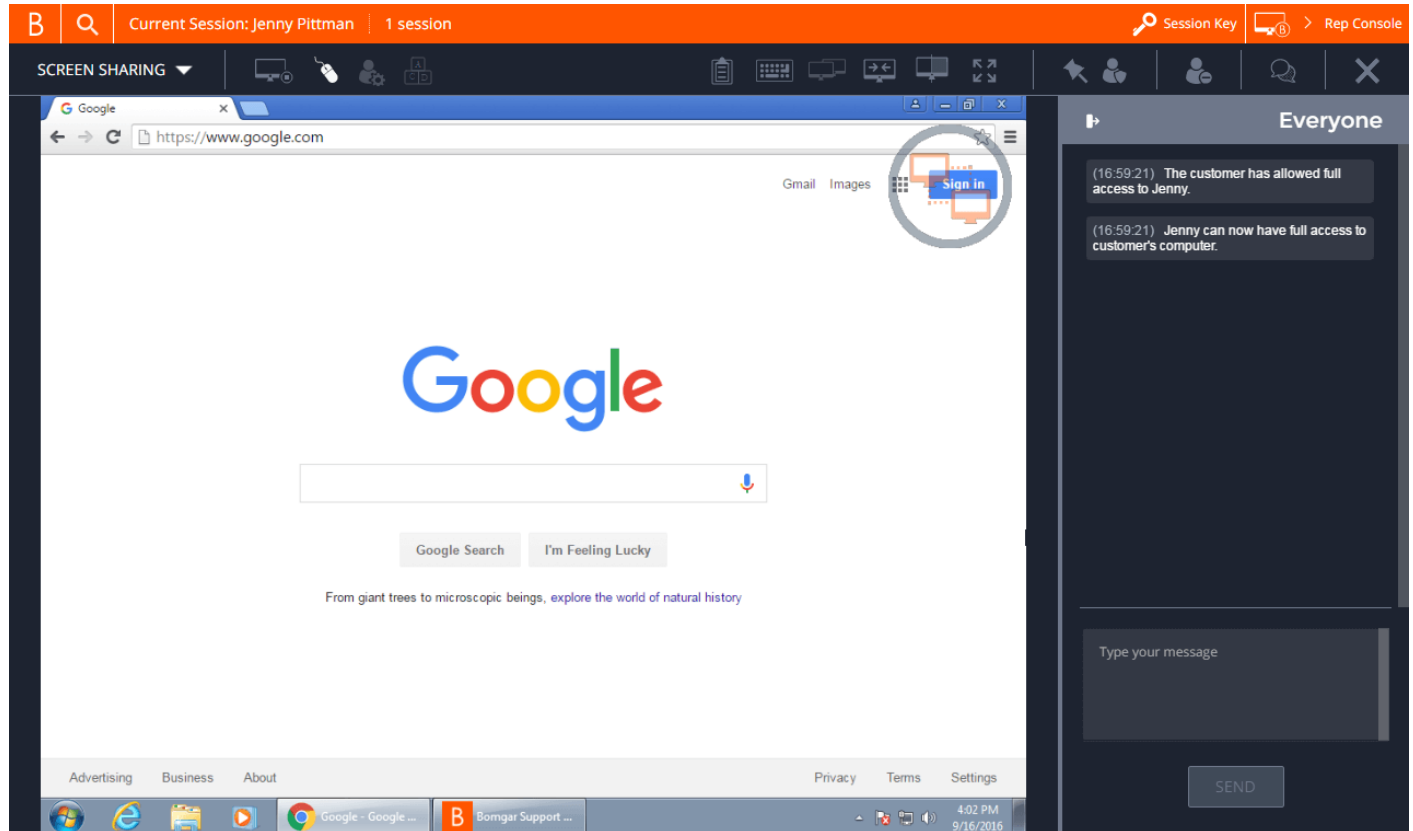
While using the Web Rep Console, you can search for specific systems while in an support session. Within the search results, you can also click on the **Start** button to begin a session with that system.

1. Click on the **Search** icon located in the top left of the screen.
2. In the search bar, type in the name of the system.
3. From the results provided, select the system you wish to start a session with and click on the **Start** button to begin a session.



Support Session Actions in the Connect Web Rep Console

In a support session, chat with the customer and start a screen sharing session. The buttons at the top right of the session interface allow you to manage the session as a whole.



Support Session Actions








If permitted, install a Jump Client on the remote computer, enabling you or your teammates to access that system later without end-user initiation. Uninstall the client if you no longer need unattended access to that system.



Elevate a click-to-chat session to the full customer client, or elevate the customer client to have administrative rights by clicking the shield button. Select **Prompt Customer** to request admin credentials from the remote user. If you possess administrative credentials to the remote computer, select **Specific User** to supply an administrative username and password, yourself.

Elevating the customer client enables switching user accounts, deploying Jump Clients in service mode, and controlling protected windows and UAC dialog boxes. Elevation does not change the user context of the active user and is not the same as logging out the active user and logging back in as an administrator.

Elevation to admin rights is currently available only for Windows and Mac computers. Administrators can set the customer client to automatically request elevation at session initiation on Windows systems.

	Remove the customer from the session without closing the session.
	Show or hide the chat bar.
 	Pin or unpin the chat bar.
	Close your session page entirely.

Control the Remote System with Screen Sharing in the Connect Web Rep Console













To view and control a customer's screen, use the screen sharing action while in a support session.

From the session window, select **Screen Sharing** from the dropdown. Click the **Start Screen Sharing** button to begin accessing the system.

Use any of the following actions while in a session to perform different functions.



Screen Sharing Tools

		Start or stop screen sharing.
		While viewing the remote computer, start or stop control of the remote keyboard and mouse.
		<p>You can disable the remote user's screen view and mouse and keyboard input. The customer's view of the privacy screen clearly explains that the representative has disabled the customer's view. The customer can regain control at any time by pressing Ctrl+Alt+Del.</p> <p>Alternatively, disable the customer's mouse and keyboard input while still allowing them to view the screen. When input is restricted, an orange border appears around the customer's monitors, and a message indicates that the representative has mouse and keyboard control. The customer can regain control at any time by pressing Ctrl+Alt+Del.</p> <p>This feature is available only for Windows. In Vista and above, the customer client must be elevated. On Windows 8 and above, this feature is limited to disabling the mouse and keyboard.</p>
		Send a Ctrl-Alt-Del command to the remote computer.
		Toggle the clipboard.
		Toggle the virtual keyboard.
		Select an alternate remote monitor to display. The primary monitor is designated by a P .
		View the remote screen at actual or scaled size.
		Select the color optimization mode to view the remote screen. If you are going to be primarily sharing video, select Video Optimized ; otherwise select between Black and White (uses less bandwidth), Few Colors , More Colors , or Full Color (uses more bandwidth). Both Video Optimized and Full Color modes allow you to view the actual desktop wallpaper.
		View the remote desktop in full screen mode or return to the interface view. When in full screen mode, special keys are passed through to the remote system. This includes but is not limited to modifier keys, function keys, and the Windows Start key. Note that this does not apply to the Ctrl-Alt-Del command.

The screenshot displays a remote session interface. At the top, an orange header bar contains the text "Current Session: Jenny Pittman | 1 session" and "Session Key" with a key icon. Below this is a toolbar with icons for "SCREEN SHARING", a mouse, a keyboard, and other remote control functions. The main content area shows a web browser window with the Google homepage. The address bar displays "https://www.google.com". The Google logo is centered, with a search bar below it. A "Sign in" button is circled in the top right corner of the browser window. To the right of the browser window is a chat sidebar titled "Everyone". It contains two messages: "(16:59:21) The customer has allowed full access to Jenny." and "(16:59:21) Jenny can now have full access to customer's computer." Below the messages is a text input field labeled "Type your message" and a "SEND" button. At the bottom of the browser window, the Windows taskbar is visible, showing the Start button, taskbar icons for "Google - Google ..." and "Bomgar Support ...", and the system tray with the time "4:02 PM 9/16/2016".

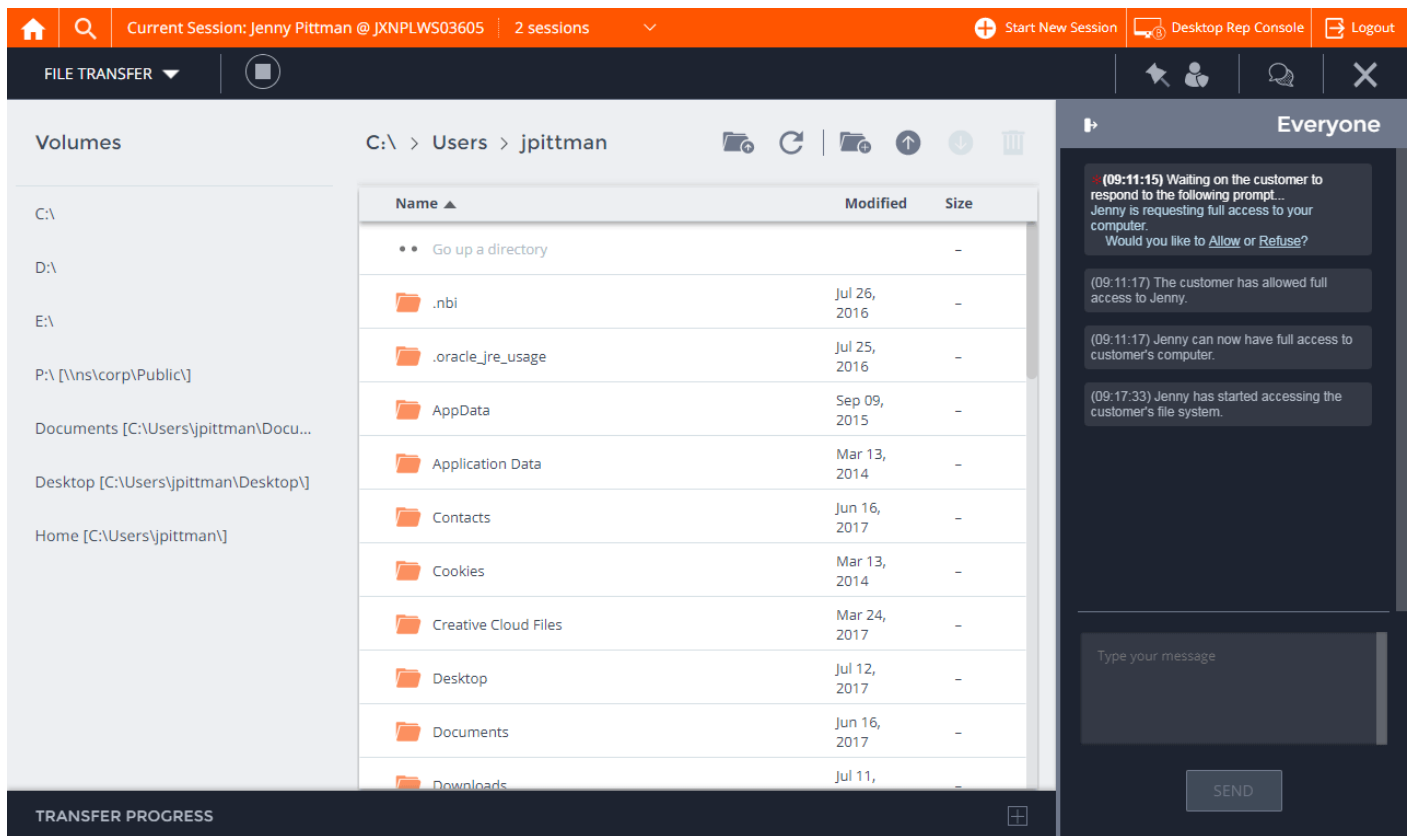
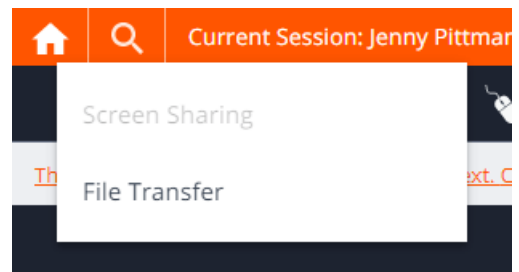
Use the Web Rep Console to Transfer Files to and from Remote Systems in Connect

During a session, representatives can transfer, delete, or rename files and directories both to and from the remote system. You do not have to have full control of the remote computer in order to transfer files.










Depending upon the permissions your administrator has set for your account, you may be allowed only to upload files to the remote system or to download files to your local computer. File system access may also be restricted to certain paths on the remote or local system, thereby restricting uploads and downloads to specific directories. Transfer files by using the upload and download buttons. Review transfer and deletion progress by clicking the plus sign at the bottom of the screen. Download, rename, or delete files by clicking on the **More Options** icon.

To start transferring files to a system, click on left hand dropdown and select **File Transfer**.

Click the **Play** icon to start transferring files. Then select a place to start browsing from the **Volumes** column. The breadcrumbs at the top show your current location. Double click on a directory to open it.



File Transfer Tools

		Start or stop access to the remote device's file system.
		Go up a directory in the selected file system.
		Refresh your view of the selected file system.
		Create a new directory.
		Upload a file to a directory.
		Download selected files from a directory.
		Delete selected files from a directory.
		Hover over an item and click for more options, such as downloading, renaming, or deleting a directory or file.
<p>Note: When deleting a file or folder, it is permanently deleted. It is not sent to the recycle bin.</p>		

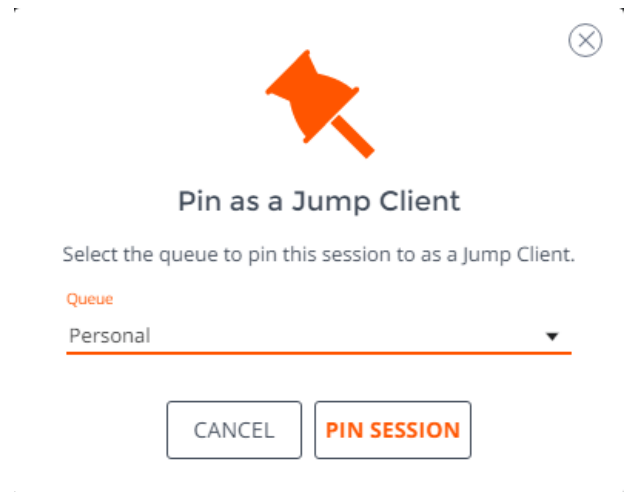
Pin a Jump Client from the Connect Web Rep Console

While in a session, you can pin a Jump Client to the remote computer, enabling later unattended access to that system. To begin, click the **Pin as Jump Client** button. This opens a menu to configure the Jump Client.



Select the queue to which you wish to pin the Jump Client. Pinning the Jump Client to your personal queue means that only you can access this remote computer through its Jump Client. You also can choose to pin the Jump Client to the general queue to allow access to all representatives.

If you no longer need unattended access to the remote system, remove the Jump Client by clicking the **Unpin the Jump Client** button. When prompted to confirm that you want to uninstall the Jump Client, click **Yes**.



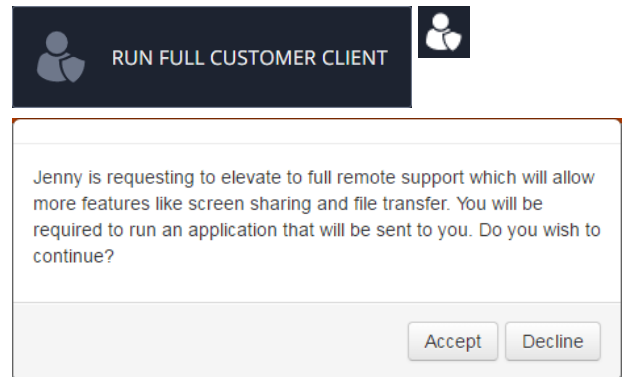
Elevate the Session in the Connect Web Rep Console

When a session starts in click-to-chat mode, only chat is available. If you wish to have access to more robust support features such as screen sharing, you must elevate the customer client.

Similarly, if the downloaded customer client is running in user mode, you may not have the depth of access you need. You can elevate the customer client to run with administrative rights, as a system service. Elevating the customer client enables switching user accounts, deploying Jump Clients in service mode, and controlling protected windows and UAC dialog boxes. Elevation does not change the user context of the active user and is not the same as logging out the active user and logging back in as an administrator.

To elevate from a click-to-chat session to the full customer client, click the **Run Full Customer Client** button in the center of the screen or the **Elevate** button at the top of the session window.

The customer is prompted to download and run the full customer client.

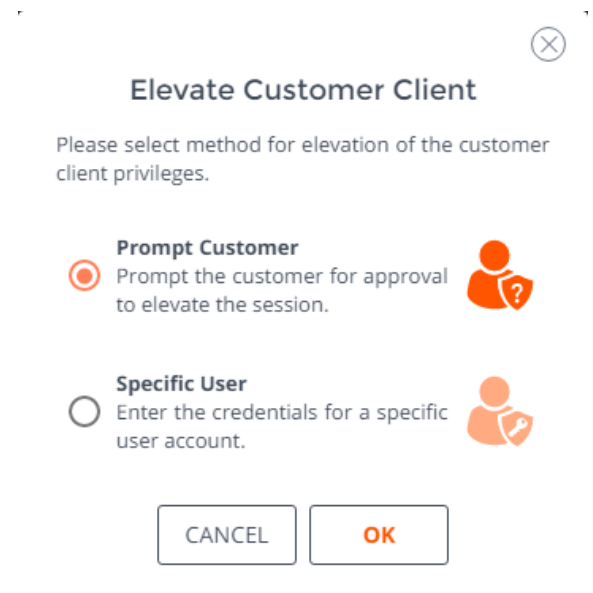


To elevate the customer client to have administrative privileges, click the **Elevate** button at the top of the session window. A prompt for administrative credentials appears.



To request the customer to provide administrative credentials for their computer, select **Prompt Customer** and then click **OK**.

Alternatively, if you possess administrative credentials to the remote computer, select **Specific User** to supply an administrative username and password, yourself. Then click **OK**.

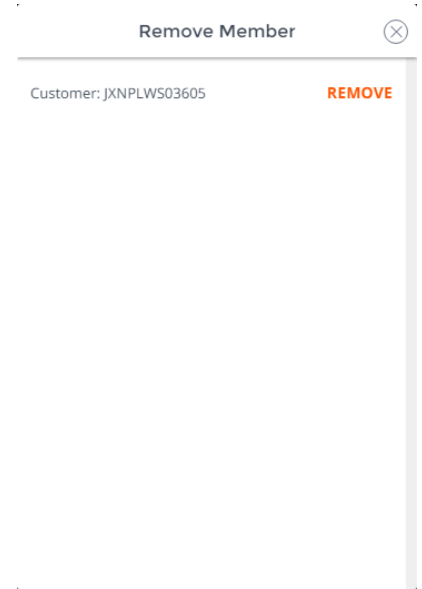


Remove a Member from a Connect Web Rep Console Session

When needed, you can remove the customer from the session. To do so, click on the **Remove Member** icon.



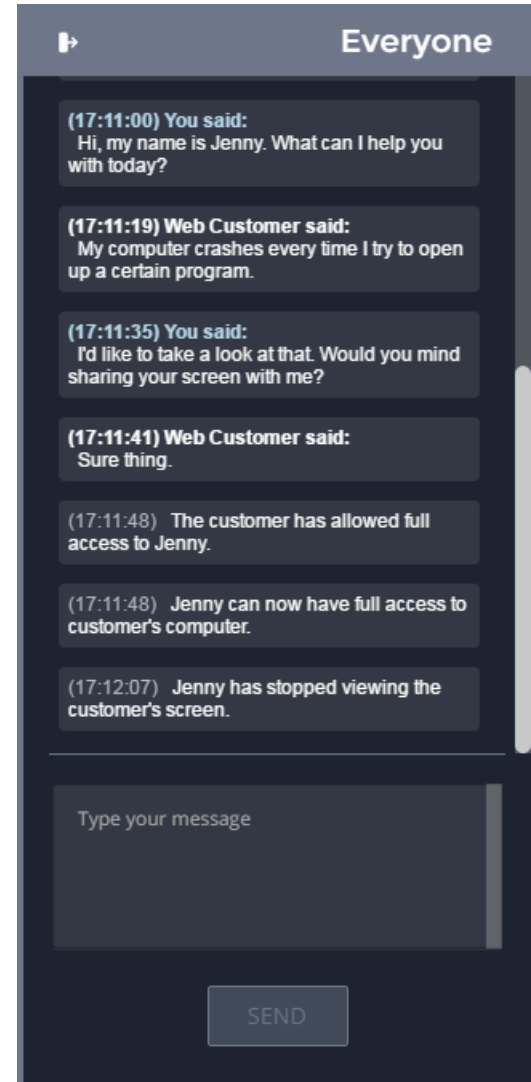
From the menu, choose the customer, and then click **Remove**.



Chat with the Remote User from the Connect Web Rep Console

Throughout the support session, you can chat with your remote customer. You do *not* need to have screen sharing permissions before beginning chat.

If you receive a message while the chat area is minimized, the chat icon displays the number of messages waiting. Click the **Chat** button to open or close the chat area.



Close the Connect Web Rep Console Session

To exit a session, click the **X** icon in the top right corner of the screen. A confirmation prompt appears.



Clicking **End Session** closes the session in your representative console. It also uninstalls the customer client from the remote system. However, it does not delete an installed Jump Client.

