

BOMGAR™

**Support Chrome OS
Connect**

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Support Chrome OS with Bomgar Connect

Chromebooks and Chromeboxes are computers which run the Linux-based Chrome operating system. These devices are designed to stay connected to the internet and to use cloud technology with most of their applications and data. Due to their ease of use, straight-forward functionality, and convenience, many companies and universities are beginning to issue Chromebooks and Chromeboxes to their employees and students. This makes having the ability to support these devices incredibly important.

Through click-to-chat technology, Bomgar Connect enables customers to start web-based, click-to-chat support sessions with representatives from their Chrome OS device¹. Representatives can help resolve issues by chatting with customers and viewing the customer screens, streamlining support for Chrome OS device users.

Prerequisites

- Chrome devices must be running Chrome OS 56 and above.
- Click-to-chat must be enabled on your support portal. To learn more about click-to-chat, please see [Chat Support](http://www.bomgar.com/remote-support/features/chat-support) at www.bomgar.com/remote-support/features/chat-support and [Public Portals](http://www.bomgar.com/docs/connect/getting-started/admin/public-site) at www.bomgar.com/docs/connect/getting-started/admin/public-site.
- The **Bomgar Remote Support** Chrome extension must be installed and enabled in the browser of the Chrome device. For more information on how to install and enable the **Bomgar Remote Support** Chrome extension, please see [Chromebook, How do I download and install the Chromebook Web Extension from the Chrome Web Store?](https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770) at <https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770>.

Note: Bomgar's Chrome OS support is specifically for Chrome OS devices managed by G Suite.

¹Chrome OS device refers to any device running the Chrome operating systems, such as a Chromebook or Chromebox.

Initiate a Connect Support Session from a Chrome OS Device

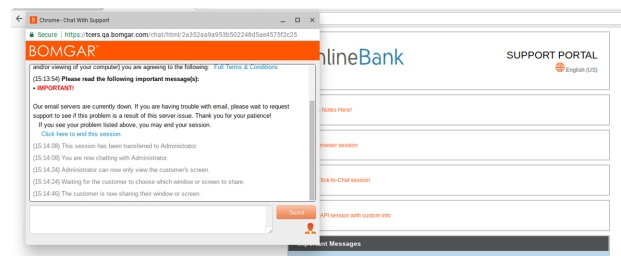
Note: Before requesting support on a Chrome device, the **Bomgar Remote Support Chrome** extension must be installed. For more information, please see [Chromebook, How do I download and install the Chromebook Web Extension from the Chrome Web Store?](https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770) at <https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770>.

To initiate a support session from a Chrome device, users must go to their company support portal and start a session

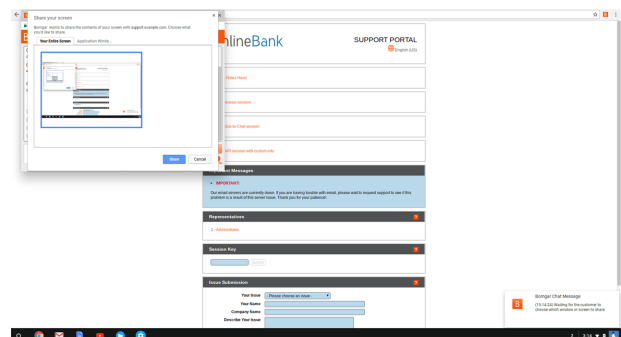
Note: *Representative Name, Session Key, and Issue Submission* are the only supported session initiation methods for Chrome OS users.

The screenshot shows the Bomgar support portal interface. At the top, there is a button labeled "Start a Click-to-Chat session". Below this is a section titled "Important Messages" with a red "IMPORTANT!" header and a message about email servers being down. The next section is "Session Key" with a text input field and a "Submit" button. The final section is "Issue Submission" with a dropdown menu for "Your Issue", text input fields for "Your Name" and "Company Name", a larger text area for "Describe Your Issue", and a "Submit" button.

Once clicked, a chat prompt appears, allowing the user to chat with their representative.



During the session, the representative may prompt the user to share their screen. When prompted, the user receives a notification stating, **Bomgar wants to share the contents of your screen with example.bomgarconnect.com**. The user can choose to share their entire screen or just the application's window. The user must choose an option and click **Share**.



The representative is then able to see the user's screen.

Note: To initiate a support session from a Chrome device, click-to-chat must be enabled for the support portal.

Note: Chrome OS support with Bomgar Connect is "view only." During screen sharing, representatives cannot take control of the device or perform any actions on the device.

