

Rep Console: Manage and Control Unattended Computers Using Jump Clients

With Bomgar Jump Clients, support representatives can access and control unattended computers. Jump Clients can be installed from within a session, or pre-deployed if necessary. From the **/login** admin interface, click on the Jump tab and then the Jump Clients page. From here, you can configure and download them, and then you can deploy Jump Clients to a single computer, or multiple computers simultaneously. For more information on this process, please watch the [Manage and Deploy Jump Clients](#) video.

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

As a user with standard Jump Client privileges, when you open your representative console you can see Jump Clients that are pinned to your personal queue as well as your team queues. Privileged users can view and manage all Jump Clients connected to their Bomgar support site.

From this interface, search for Jump Clients based on selectable fields. Select the Jump Client to view its full details. You can access this Jump Client by clicking on the Jump button, double clicking on the Jump Client's name, or right-clicking on the name and clicking the Jump option from the context menu.

Additionally, you can export all Jump Client information into a CSV file. If you choose to only export a specific Jump client, right-click on it and select **Export...**

From the right-click context menu, you can also delete the Jump Client. Under **Properties**, you can edit the Jump Client's name, change the connection type between Active and Passive, set or change a password, and select whether this jump client should start quietly.

You can also move this jump client to a different group, add a tag to help you identify this jump client as part of a specific set or location, and change the public portal associated with it.

If Starts Quietly 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.

When you jump to the remote system, you can view and control the screen, transfer files to and from the remote system, execute a command shell, obtain system information, and gain registry access. Please note that the level of access you have is dependent upon the privileges granted by the system administrator.