

Initiating a BeyondTrust Remote Session with CAL IT Support—Mac

Follow these steps to connect with your CAL IT Support representative via a Bomgar Remote session for technical support with your computer.

Unless otherwise specified by your technician, you do not need to use a VPN for your remote session when off-campus.

1. On the problem computer, open a web browser and navigate to <https://ra.its.isu.edu>.
2. Click on the name of your CAL IT Technician.
3. At the prompt to allow notifications from the website “ra.its.isu.edu”, click **Allow**.
4. Enter your name (as you would like it to appear to your technician).
5. Click **Submit**.

You will then see a message box informing you that the remote session has started and that your technician has joined the session. Your technician will then send you a prompt requesting to elevate to full remote support, which will require you to run an application that will be sent to you.

6. At the prompt to elevate to full remote support, click **Accept**.
7. If you see a prompt from macOS to allow downloads on “ra.its.isu.edu,” click **Allow**.
8. Navigate to your Downloads folder and click on the application titled “**Open To Start Support Session**.”
9. At the prompt from macOS warning about opening apps downloaded from the Internet, click **Open**.
10. Once your computer is connected with your technician, your technician will send a prompt requesting access to view and control your computer. Click **Allow**.
11. At the prompt for Screen Recording, click **Open System Preferences**.
12. When System Preferences is opened to the Privacy tab of the Security & Privacy settings, click the **lock** in the bottom-left-hand corner to make changes. Enter your system password to authenticate.
13. With Screen Recording selected in the left-hand navigation, check the box next to “**Remote Support Customer Client**.”
14. At the prompt “‘Remote Support Customer Client’ will not be able to record the contents of your screen until it is quit,” click **Quit & Reopen**.

You and your technician will be briefly disconnected as Bomgar will close and reopen. Wait for the application to launch on its own.

The Remote Support Chat window should appear on top, and there will be a notification in the chat that your technician “can now only view the customer’s screen.”

15. Your technician will then send a prompt asking for you to allow Accessibility Access in System Preferences. At this prompt, click **Open System Preferences**.
16. When System Preferences is opened to the Privacy tab of the Security & Privacy settings, if locked, click the **lock** in the bottom-left-hand corner to make changes. Enter your system password to authenticate.
17. With Accessibility selected in the left-hand navigation, check the box next to **“Remote Support Customer Client.”**

In the Remote Support Chat window, there should be a notification stating that your technician “can now view and control the customer’s screen.

If administrative privileges are required for the work your technician is to perform, your technician will send another prompt requesting an elevation of privileges.

18. At the Access Request prompt asking for elevated privileges, click **Yes**.
19. Use your login credentials to authenticate the elevation of privileges.

The Remote Support application will then close and reopen with elevated privileges. Your technician will likely send you a chat to inform you that they are ready to start their work on your machine. They will wait a few seconds for you to acknowledge that you are ready before proceeding.

A Few Things to Note:

- If you move your mouse or press a key on your keyboard, you will take control away from your technician for the duration of your peripheral activity.
- The chat box is there for you and your technician to communicate. You can also call your technician at (208) 282-1326.
- At the conclusion of the remote session, you will be prompted to complete a survey. At this time, the survey results are not saved and reviewed.
- After the remote session ends, the Bomgar Remote Support application will automatically uninstall itself from your computer; however, the settings you changed to give Bomgar access should remain, which may be helpful to you in your next remote session with IT.