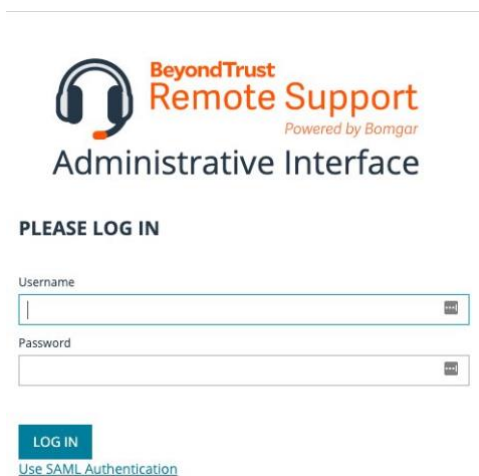# Griffith Service Manager (GSM)
Using Bomgar Remote Access

The Bomgar Representative Console is the desktop application used to make connections to remote devices. The integration of the Bomgar Remote Access tool with GSM allows an automatic transition of content and information from a remote session to the corresponding ticket, through the automatic logging of support session details as a Journal Entry.

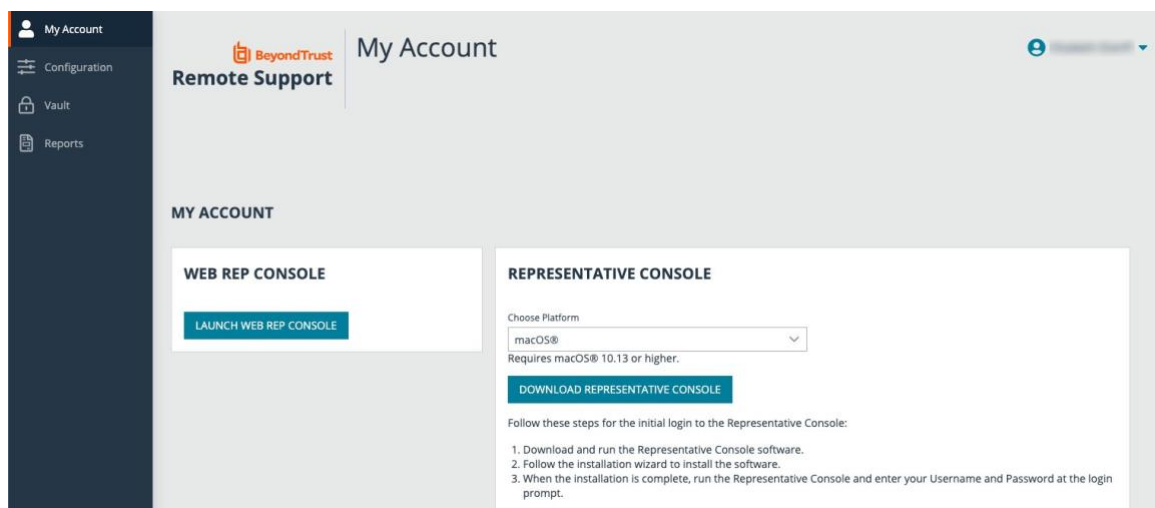## Installation of Bomgar Representative Console

Analysts are required to install the Bomgar Representative Console to accept support sessions with clients. Downloading and installation of the Console is only required the first time you access the Bomgar tool.

1. Navigate to https://griffith.bomgarcloud.com/login
2. Click **Use SAML Authentication**

3. Log in using Griffith Single Sign-On with your Username and Password > if you are already logged into SSO it will leverage the existing connection
4. From the Desktop Representative Console > click **Choose Platform** drop down > select the desired platform
5. Click **Download Representative Console** button

6. Depending on your browser, you may be prompted to select a location to save > Click Save
7. Click Download Representative Console to run and install software
8. Follow the prompts > when prompted for User information select **Anyone who uses the computer**
9. When prompted click **install Bomgar Display Driver** > click **Finish** and wait for Display Driver to finish installing
10. Log out of the Bomgar web page

Logging into Bomgar Representative Console

You must be logged into the Bomgar Representative Console in order to accept Bomgar sessions generated by GSM.

1. Once the Bomgar Representative Console is launched > change the **Authenticate Using** setting to **SAML Credentials** (Username & Password fields will disappear)
2. Click **Login**
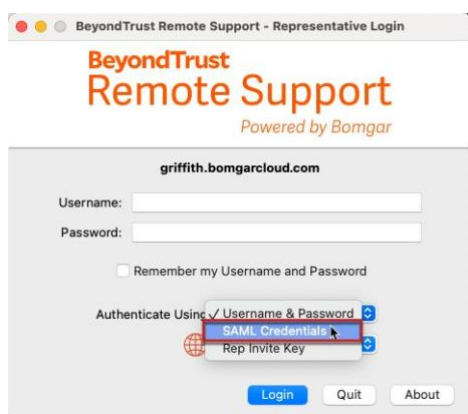
3. If you have not logged into Single Sign-on you will be prompted to
4. Depending on your browser, you may be prompted to save file to a location > select location > click Save
5. An executable file will download > click to run > you will now be signed into the Bomgar Representative Console > the executable file will delete itself

Initiating a remote session

You must be working in your assigned GSM ticket to generate a Remote Assist session.

1. Open the related GSM ticket
2. Click on the **Bomgar Remote Assist** button under the **Remote Assistance** heading from the left hand navigation panel
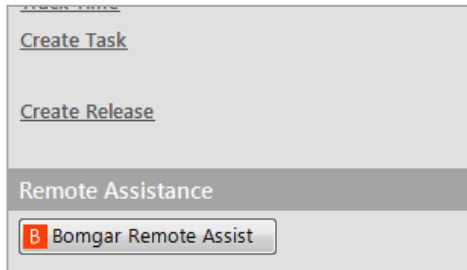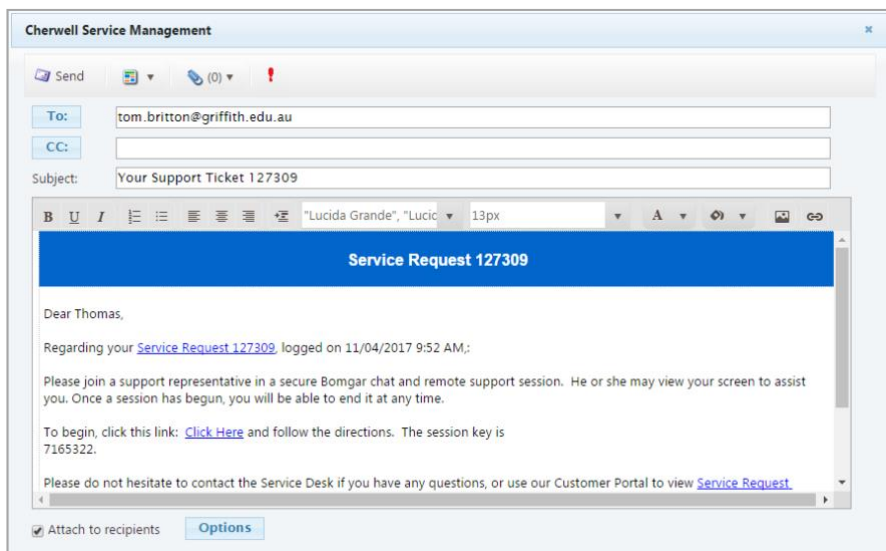

Using the GSM Desktop client

1. After clicking the Bomgar Remote Assist button > prompt appears displaying a Bomgar session key number and an option to send an email to the client
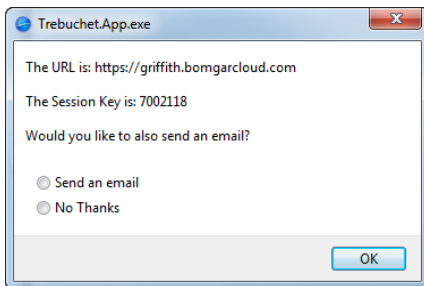
2. To send session key to client > select **send an email** > Click Ok > a standard GSM email window will appear with pre-filled text

3. Amend text or recipient address before sending the email
4. Once the process is complete, a journal entry is added to the ticket indicating a remote session has been initiated

Type	Created Date Time	▼	Created By	Details
Journal - History	11/04/2017 1:28 PM		Tom Britton	Initiated a Bomgar Session: 0758961-->-->--><?xml version="1.0" encoding="UTF-8"?>-->--><session_

Using the GSM Web Browser client

1. After clicking the Bomgar Remote Assist button > standard GSM email window will appear with pre-filled text
2. Amend text or recipient address before sending the email
3. Once the process is complete, a journal entry is added to the ticket indicating a remote session has been initiated
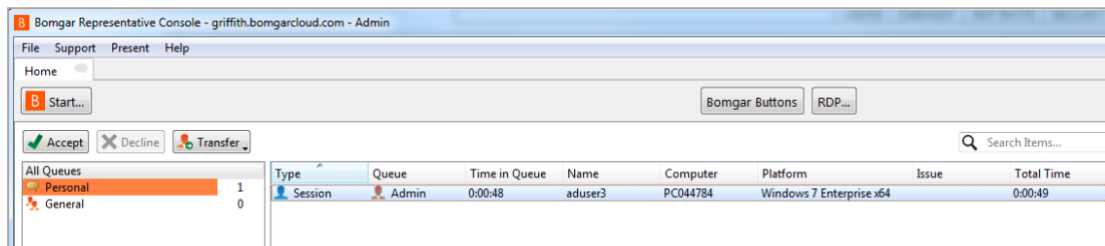
Accepting a support session

1. Once the client has initialised the support session, either by entering a session key, it will appear in the Bomgar Representative Console Queue
2. Select the session from the queue and click **Accept** to start

Support session features

Bomgar remote access tool has a number of features available in a support session.

Bomgar Session Tabs
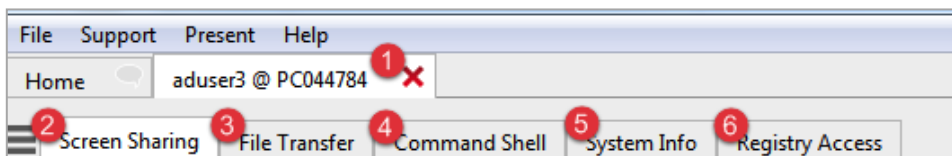
1. A connected remote session appears as a tab next to the **Home** tab showing the client and computer name. You can have multiple support sessions running at one time. Each session will appear as a separate tab
2. **Screen Sharing** allows you to view the client's device
3. **File Transfer** provides access to an FTP transfer layout to allow file transfer from one device to the other
4. **Command Shell** allows access to the remote command prompt/terminal
5. **System Info** provides information regarding remote hardware, software and network specifications
6. **Registry Access** allows access to the remote registry

Integrated chat

All Bomgar remote sessions have inbuilt chat, defaulting to a chat session before any other support options are enabled. This enables Bomgar to be used as a default chat application and remote support tool.

The chat will automatically capture a number of actions including if the following criteria is met:

1. Access is requested
2. Acceptance is granted
3. A user in the session goes online or offline
4. Screen sharing is toggled between control and view

Everyone Chat

If the analyst sends a chat message to the client, the chat box will be brought to the foreground on the client side and they will be prompted to reply. The analyst is able to send "Nudges" to the client to draw attention.

Representative Chat

If another analyst has been added to the session, a private chat can be instigated by clicking the **Representatives** tab.
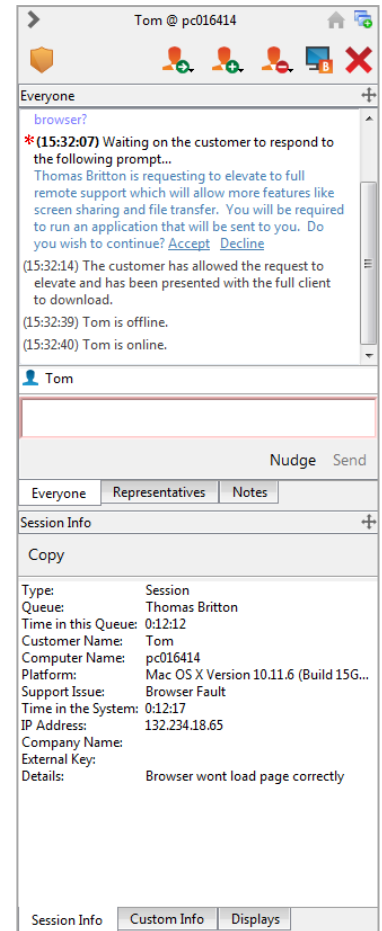
Notes

Notes about the ticket can be entered directly in the support session under the **Notes** tab.

Screen sharing features

When a screen sharing session is enabled, you are provided with further options to help resolve the issue.
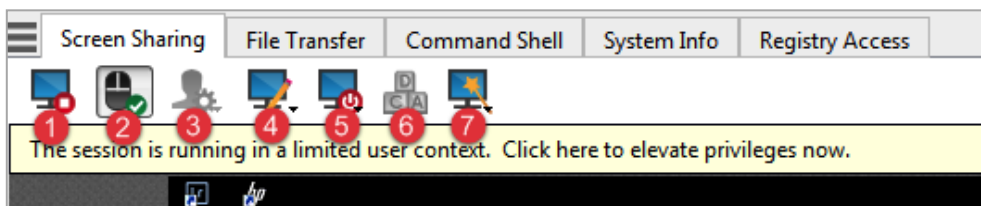
1. Ends the current screen sharing session, but does not terminate the overall connection.
2. Toggle between remote access or view only mode
3. Admin Mode allows you to prevent the client controlling their mouse and keyboard
4. Annotate the screen with pen or use a virtual pointer to guide their way
5. Reboot or shut down the client's computer. If you select reboot, the tool will re-connect once the computer has restarted and been logged back into. Note: If a session does not connect due to Internet Access Service (IAS), the client will need to sign into IAS before reconnection will occur
6. Send a Ctrl + Alt + Del to the client's computer
7. The wand button allows you to open custom applications from a drop down menu i.e. Control Panel, Run, Task Manager and Registry. This can also contain custom scripts managed by the Bomgar tool admin

Note: All remote sessions are recorded by default, and can be viewed or downloaded after the fact via the web client.

Configure session settings

Whilst screen sharing the Analyst can configure settings to suit their needs. The following are not visible to the client.

1. Allows you to save a screenshot of the currently viewed monitor(s) either to file or clipboard
2. Changes which monitor (or all) to view
3. Toggles between a scaled view of the end user screen to fit your window, or to display non scaled view
4. The rainbow monitor changes the colour (and therefore bandwidth) settings of the current session. The more colours, the higher the bandwidth used. This will default to Video optimised for quality images.
5. Changes between full screen and windowed modes

How does GSM capture Bomgar remote session details?

Once a session has ended details are automatically logged to the GSM ticket as a Journal Entry.

Journal Entry information includes:
- Chat transcript
- Support Analyst and client details
- Link to a video recording of the session
    - Note: The session video recordings are stored in the cloud for a period of 90 days. If a recording is required after that period, it can be downloaded prior to the 90 day cut-off from the reports section of the GSM Web Browser client

Support

Requirements

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
    - **Service**: Business Application
    - **Category**: Griffith Service Manager
    - **Subcategory**: Enhancement

Online resources

Visit the Service Management Office website:
http://intranet.secure.griffith.edu.au/computing/service-management for self-help resources and reference guides

Prepared by: Service Management Office, Digital Solutions
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