BeyondTrust End-User Guide

Beyond Trust Website for Lynn University - help.lynn.edu

- Direct end-users here to remotely assist them.
- Locate the name of the technician and click it.

Lynn University Remote Support Portal	
Representatives	2
38 - Matthew J. Tebes	
Session Key	2
Submit	

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• This will initiate a download



- Double-click the downloaded file
- · Open the "Double-click to start support session" icon



A chat window will appear and the technician should open the conversation.

• The technician will prompt the user to share their computer screen and control during the session, and the end-user simply has to click Accept.



• Once the session has finished, the end-user will exit out of the chat window and this screen will appear with a survey and other information.

Support Session Complete	
Thank you for using Lynn University Remote 1 Your session has new ended. Your somputer can no longer be accessed or	Support controlled using Lynn University Remote Support.
Download Session Data	
Yeek Char Transcript Download Chat Transcript	
Survey	
Durvey Please rate your experience with this supp	ort representative (1-worst, 5-best);
Please rate your experience with this supp	ori representative (1 worst, 5-best);
Please site your experience with this supp 1 2 3	ori representative (1-worst, 5-best):
Please rate your experience with this supp 1 2 3 4	of representative (1-word, 5-best)
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Barrey Pease site your experience with this supp 1 2 3 4 5 Communits	ort representative (1 word, 5-beat)
Barrey Passe dis your experience with this supp 1 2 2 4 5 5 Comments	of representative (1-word, 5-beet);
Barrey Place the your experience with this supp 1 2 3 4 5 Conserve:	ort representative (1-word, 5-lead):
Barrey Prese all your expenses with this supp 2 3 4 5 Comments	ort representative (1 word, 5-best)
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