

# BeyondTrust End-User Guide

## Beyond Trust Website for Lynn University - [help.lynn.edu](http://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

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**Representatives** ?

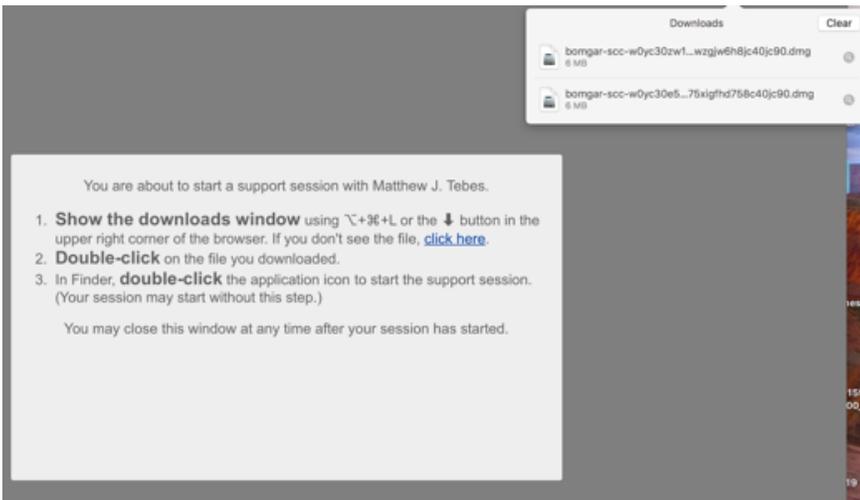
38 - [Matthew J. Tebes](#)

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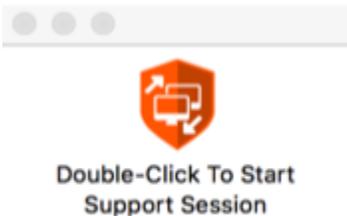
**Session Key** ?

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[BeyondTrust Remote Support](#)

- This will initiate a download

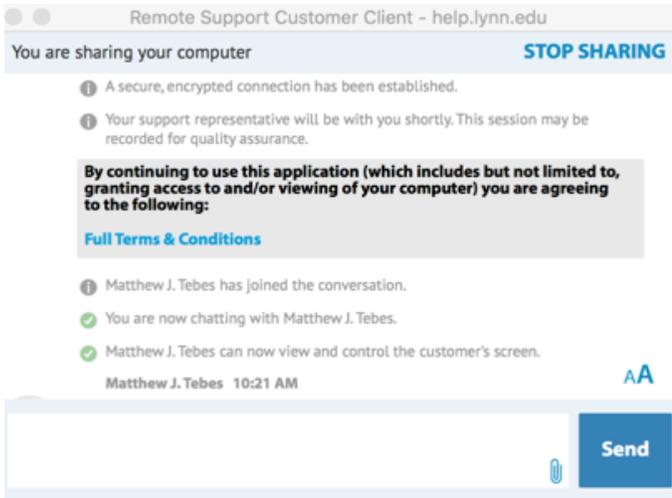


- Double-click the downloaded file
- Open the “Double-click to start support session” icon



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.

