



**BeyondTrust**  
UNIVERSITY

# REMOTE SUPPORT CONSOLE FOR USERS

Powered by Bomgar

## MAXIMIZE ROI WITH BEYONDTRUST UNIVERSITY TRAINING

BeyondTrust University training services are designed to maximize your investment in BeyondTrust technologies by educating your users on best practices for configuring and using our products. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire BeyondTrust solution. Our training options will give your organization the foundational knowledge needed to administer, configure, and utilize BeyondTrust for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

## BEYONDTRUST TRAINING FOR REPRESENTATIVES

When it comes to remote technical support, BeyondTrust is an industry leader with the solutions and expertise you need to make remote support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

The *Remote Support Console for Users* course is ideal for help desk analysts, support professionals and managers who want a solid understanding of the Representative Console and what your customer sees during a support session. During the half-day course your support representatives will become knowledgeable in session initiation, troubleshooting tools, session management, and other support features. As a result, representatives gain confidence and greater efficiency when working with remote support sessions and resolving customer issues.

## FLEXIBLE TRAINING OPTIONS: ON-SITE, VIRTUAL, OR ON-DEMAND

This training course focuses on applying best practices to your organization's BeyondTrust solution. Both the virtual and on-site courses are led by an instructor who is BeyondTrust certified. *Remote Support Console for Users* is also available for on-demand consumption, so your representatives can engage in eLearning at their own pace. This format works well for periodic training refreshers and for individual new hires that need to get up to speed quickly. Unlimited eLearning licenses are available.

## KEY LEARNING OBJECTIVES

- **Setup and Installation** – console setup and installation, a brief overview, and how to log in
- **Session Initiation** – using Click-to-Chat, attended and unattended session initiation options, public portal overview, and session initiation from the customer's perspective
- **Representative Console Basics** – managing queues and sessions, screen sharing, session elevation, and chat tool utilization
- **Session Management Tools** – screen sharing tools, file transfer, using command shell and canned scripts, accessing system information, and representative collaboration
- **Mastering the Representative Console** – using Jump technology to access attended and unattended systems, supporting mobile devices and platforms, and accessing reports



### GET CERTIFIED BY BEYONDTRUST

*Participants who successfully complete Remote Support Console for Users training are eligible to take the associated BeyondTrust Certification exam.*

# REMOTE SUPPORT CONSOLE FOR USERS

For Help Desk Analysts, Support Professionals, & Support Managers

## FOUNDATION

### UNIT 1 Laying the Foundation

- Welcome
- LESSON 1: Course Overview and Objectives
- LESSON 2: How BeyondTrust Works
- LESSON 3: Client Types
- LESSON 4: Representative Console Installation
- LESSON 5: Representative Console Overview

## Support Sessions

### UNIT 2 Support Sessions

- LESSON 1: Session Initiation Methods
- LESSON 2: Attended - Public Site
- LESSON 3: Attended - Bomgar Button
- LESSON 4: Click-to-Chat
- LESSON 5: Unattended - Jump Clients
- LESSON 6: Unattended - Other Jump Methods
- LESSON 7: Accepting Sessions
- LESSON 8: End the Session
- LESSON 9: Surveys
- LESSON 10: Mobile Device Support

### UNIT 3 Session Tools

- LESSON 1: Session Control
- LESSON 2: Chat Features
- LESSON 3: Elevation
- LESSON 4: Collaboration
- LESSON 5: Screen Sharing
- LESSON 6: File Transfer
- LESSON 7: Command Shell
- LESSON 8: System Information
- LESSON 9: Registry Access

## Other Tools

### UNIT 4 Representative Tools

- LESSON 1: Rep-to-Rep Collaboration
- LESSON 2: Dashboard
- LESSON 3: Adjust Representative Preferences
- LESSON 4: Bomgar Button Management
- LESSON 5: Reporting

## REFERENCES

### Supplemental Material

- References
- APPENDIX A: Glossary

## ABOUT BEYONDTRUST

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. BeyondTrust gives organizations the visibility and control they need to reduce risk, achieve compliance objectives, and boost operational performance. We are trusted by 20,000 customers and a global partner network. Learn more at [www.beyondtrust.com](http://www.beyondtrust.com).