



BeyondTrust
UNIVERSITY

REMOTE SUPPORT FOR ADMINISTRATORS

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 ADMINISTRATORS

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 for Administrators* course is ideal for administrators and support managers who want to learn how to configure and extend BeyondTrust for your unique environment. During the course, they will learn how to efficiently administer and configure BeyondTrust on an ongoing basis.

FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

This course is available as a virtual instructor-led course or on-site at your location. The course length is two days on-site, or four half-days virtually, and includes a hands-on lab. The course is led by a certified BeyondTrust instructor.

KEY LEARNING OBJECTIVES

- **Configure the Appliance** – learn how to configure Remote Support in the network, including: software installation, defining email alerts, and saving site backups
- **Establishing Security Policies** – set site-wide security options, define local users, create group policies, and add users and support teams through existing directory services, such as Active Directory
- **Enabling Support Options** – learn about representative and customer-initiated support options. Configure Bomgar Buttons, Canned Scripts, Special Actions, collaboration, Jump technology, and public portals for deployment

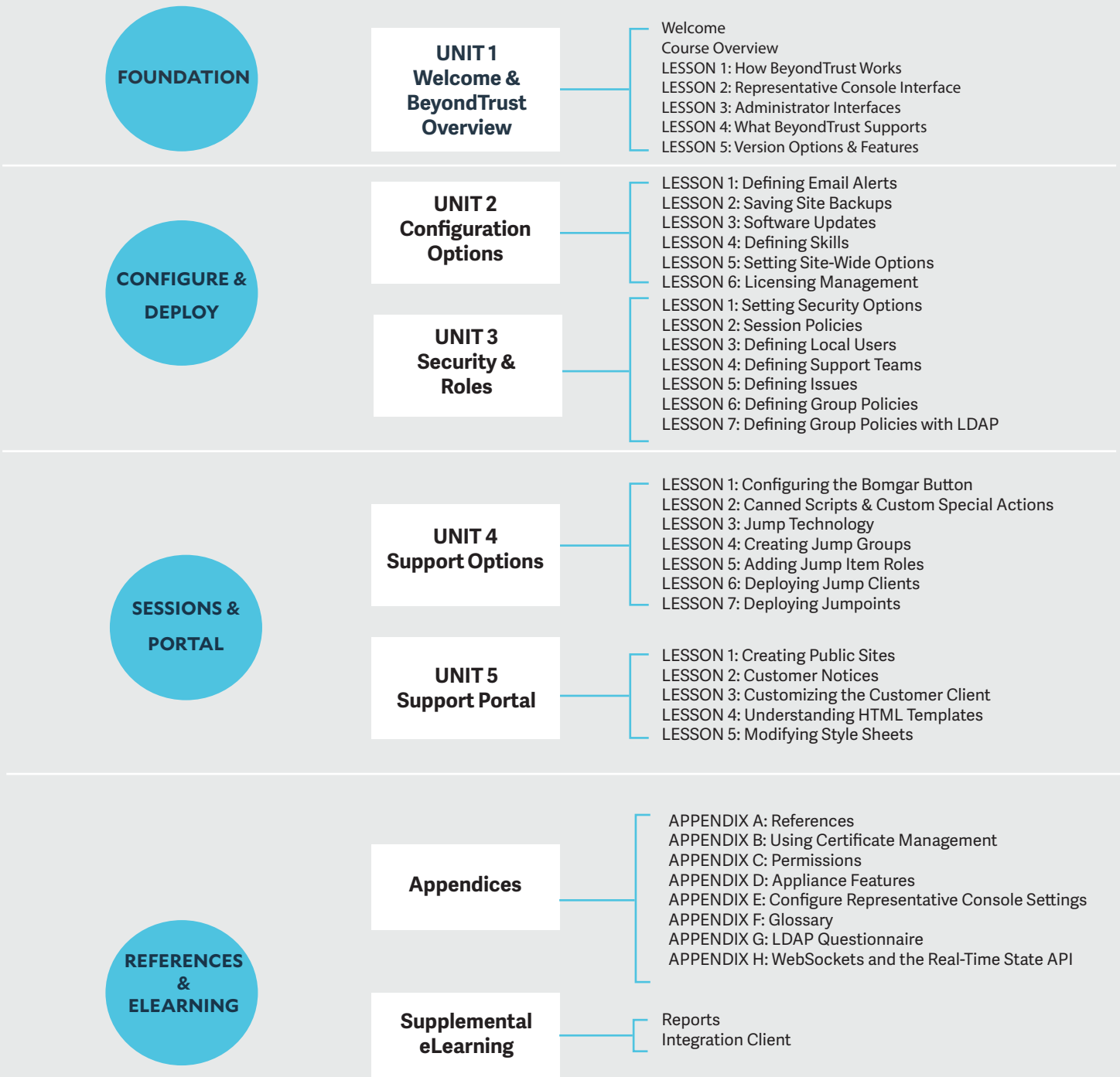


GET CERTIFIED BY BEYONDTRUST

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

REMOTE SUPPORT FOR ADMINISTRATORS

For Administrators & Support Managers



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.