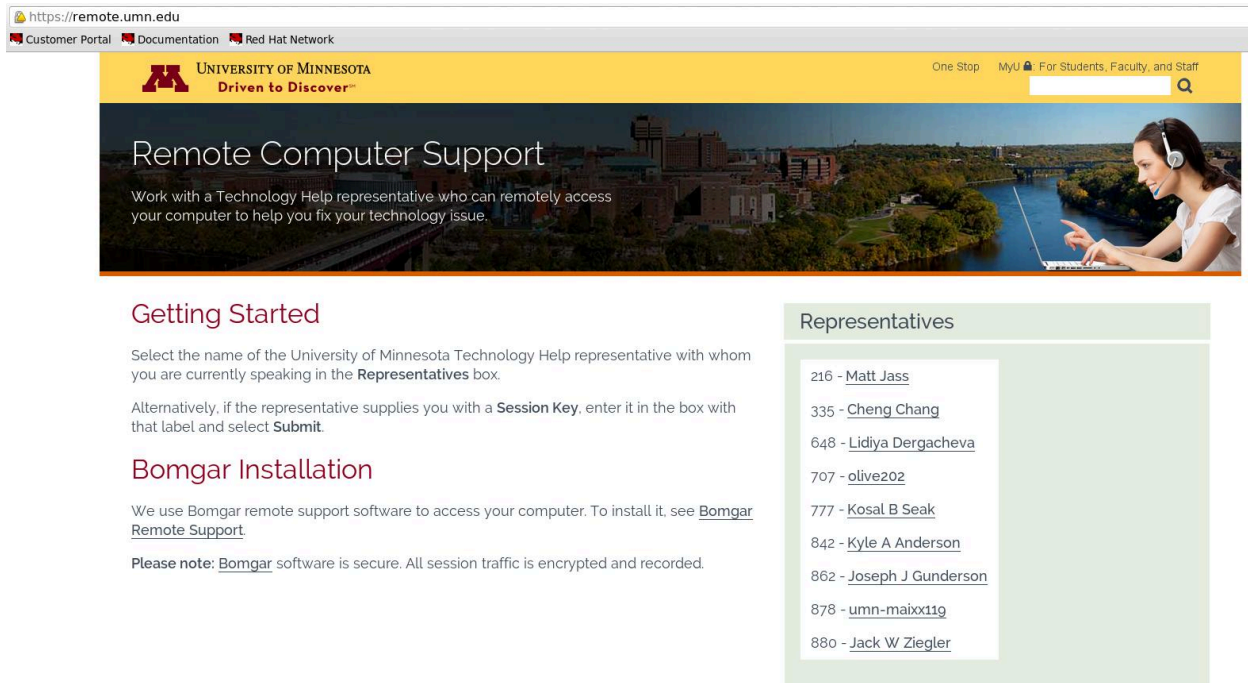**University of Minnesota**
**Center for Magnetic Resonance Research**
**Standard Operating Procedure**

# C101-06 - Computer remote support with Bomgar
# [Instructions on how to use bomgar](#) - for the user client



## We use Bomgar for remote support
We can remotely connect to your computer using Bomgar.

Go to **remote.umn.edu** in a browser.

Click on the support representative from the list.

Install the client (agree to download and install the remote client).

Select all of the apps to share.
Click close.

Remote sharing will begin after the applications to share window is closed.

Support staff: http://remote.umn.edu/login (See below for details)

See https://umnprd.service-now.com/nav_to.do?uri=%2Fkb_view.do%3Fsysparm_article%3DKB0014012

**Revised by Mark Romain 8/29/25**

**Purpose**
**Scope**
**Definitions**
**Responsibility**
**Procedure**
**References**
**Forms / Templates**
**Appendices / Tables**
**Revision History**

| SOP Number / Version: | C101-06 / 1.0 |
|---|---|
| Approval Date: | 11/18/2016 |
| Implementation Date: | 11/18/2016 |
| Author/Owner: | Brian Hanna / John Strupp |

| Version Number | Approval Date | Change from Previous Version |
|---|---|---|
| 1.0 | 11/18/2016 | |

| Approval Signatures | Date |
|---|---|
| Author/Owner: | |
| Regulatory Compliance Coordinator: | |
| Center Director: | |

# Bomgar: Installation, Configuration, and Connecting to a Client Machine

KB0014012

859 views

**Note:** If you are unable to log in at http://remote.umn.edu/login, please first Request Access to BOMGAR

This article will help you complete the following:

- Bomgar installation for representatives
- Configuring of the representative console
- Connecting with clients
- Screen and file sharing

# Installation and Configuration

1. Go to https://remote.umn.edu/login
2. Log in with your Internet ID and password
3. Select your operating system and click "Download Bomgar Representative Console"
4. Save this file and install it. Note that you will need administrative access to your machine to install this software.

After installation:

1. Update your display name
   - Log in again at http://remote.umn.edu/login and scroll to the bottom of the page. Here, you can update your display name.

**Change Your Display Names**

*Private Display Name **Laura***

*Public Display Name **Laura***
NOTE: the display names are in sync

*Required **Change Display Names***

- o
2. Launch the Bomgar Representative Console
3. Log in with your Internet ID and password. The Bomgar console will start.
4. Confirm that your display name is correct in the list of online representatives, which appears in the lower right.

**Note:** Clicking menu item "SUPPORT" will present you with the option "Show on representative list". Deselecting this will remove you from the list of available Bomgar representatives at the main entry point (http://remote.umn.edu). Use this if you are currently unable to help new clients, but would like to remain in Bomgar to assist specific clients.

For a full list of features, please refer to the Bomgar Representative Guide 12.1 Manual (PDF)

# Screen and File Sharing with a Customer

1. Ensure you are currently logged into the Bomgar representative console and are visible to customers
   - o By default, you are visible to customers. If you are not appearing, check your visibility under *Support > Showing on Representative List*
2. Have the customer initiate a session in one of the following ways:
   - o Open the INC in ServiceNow and select the **Bomgar Session Key** button. Then:
     - ■ Email the session link to the customer
     - ■ Have the customer go to http://remote.umn.edu and enter the session key there
   - o To initiate a session not tied to ServiceNow:
     - ■ Have the user go to http://remote.umn.edu and direct them to click on your name

3. This will prompt the customer to download a Bomgar file. They may need to Save and Run the file, or they may need to "Double click to start support session" as is the case for Mac OSx after the Disk Image (.dmg) is mounted.
4. If you have selected to be prompted when a new customer enters your personal queue, a New Session notification window will pop up in the representative console. If not, you will notice a new user in your queue waiting for you to initiate the connection. Select the session in your queue, then click "Accept".
5. From here you may initiate chat by typing a message and hitting the "Enter" key, or you may begin screen sharing or a file transfer.
6. To begin screen sharing, click Start Screen Sharing
   ○ **Note:** You may also share your own screen by choosing "Show my screen". If you do this, you will need to click the green "Play" button in the upper left after choosing which applications to show.
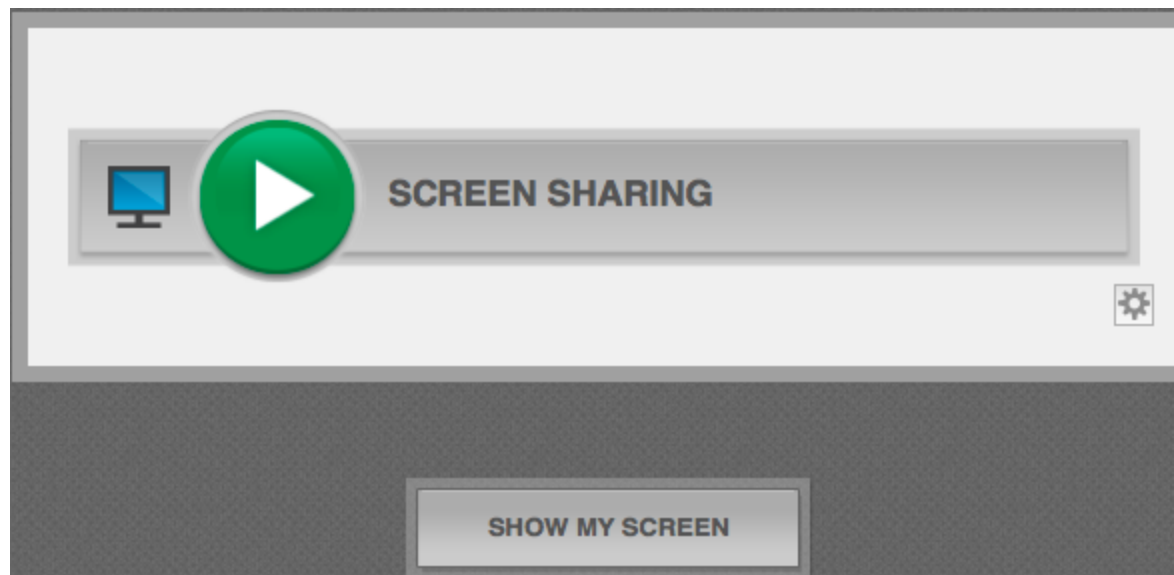


   ○
7. Screen sharing will begin.


You can initiate a file transfer by selecting the "FILE TRANSFER" button that appears in the chat interface.




When you are ready to close the session, click the red "X" in the upper right of the user session on the representative console to terminate the connection.


Alternatively, the user may terminate the connection at any time by clicking the red "X" on the Bomgar client window. Both methods will permanently remove the Bomgar client from the customer machine. To reinitiate a connection, the client must be installed again on the customer machine via the standard connection process.

# Additional Information

Bomgar can let the representative pull information from the Computer Management snap-in console without sharing a screen. Also, the representative may open a command shell without screen sharing.

Visit the Bomgar Corporation Viddler Channel to find extremely useful videos for learning this product.  The attached pdf is a step-by-step walkthrough of how to use Bomgar at the Service Desk.

**Attachments** BomgarDocumentation .pdf

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