

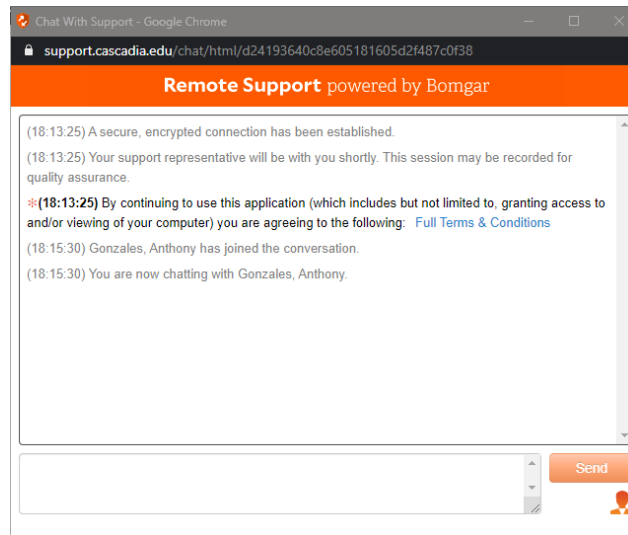
How to Access IT Services' Remote Support and Chat

IT Services' remote support portal provides tools for chatting with IT Services staff and requesting remote assistance on both Cascadia owned devices and, in a limited capacity, personally owned devices that are having issues accessing or using Cascadia resources for official Cascadia College business or coursework. Support on personal devices will be limited to advising on configuration and viewing current configuration only. Information Services does not retain recordings of screen sharing sessions but chat transcripts are retained for a short period and are made available to you at the end of your session.

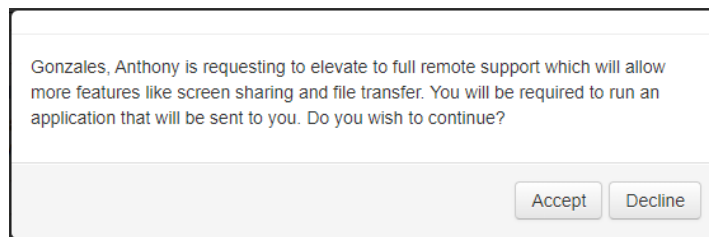
1. Browse to the support portal at <https://support.cascadia.edu>.
2. If you have received a session key from an IT Services staff person, enter it in the Session Key section of the portal, this will bypass the general queue and connect you directly with the staff person you have already been working with. Otherwise, fill out the information in the Issue Submission form to get properly routed to the correct support queue.

The screenshot displays the 'Support Portal' interface. At the top, it says 'Support Portal' with a language selector set to 'English (US)'. Below this is an 'Important Messages' section with a blue background and a message about providing a session key. The 'Session Key' section has a text input field and a 'Submit' button. The 'Issue Submission' section contains a dropdown menu for 'Your Issue', text input fields for 'Your Name' and 'Company Name', a larger text area for 'Describe Your Issue', and a 'Submit' button. At the bottom, there is a copyright notice: 'Copyright © 2002-2019 BeyondTrust Corporation. Redistribution Prohibited. All Rights Reserved. BeyondTrust Remote Support'.

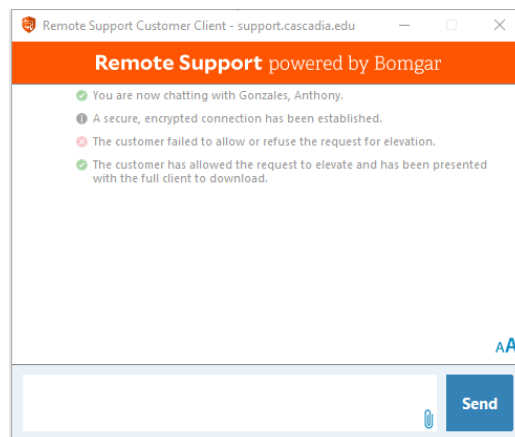
3. A chat window should then open. The ITS staff will be notified that you are waiting for assistance. You will not be able to chat until the session has been accepted. Once an IT Services staff member has joined the chat, you will receive notification of such. This window functions very much like typical chat applications and you can now chat about the issue you are having.



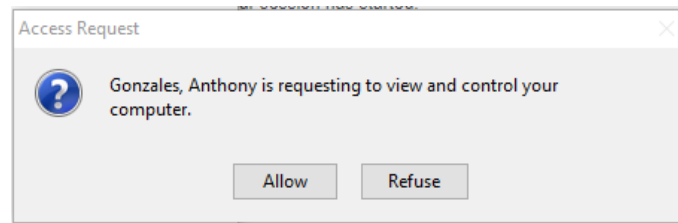
- The ITS Staff have the option to start a screen sharing session with you. When this is requested, you will receive the pop up window pictured below. Select Accept if you wish to allow this remote assistance.



- You will then be directed to a page to download a small application (to allow for the remote assistance). Please follow the instruction provided on the page.
- A new chat window will pop up for the screen sharing session.



7. At this point, you will receive another prompt to start the screen sharing session. Select allow so that the session can begin.



8. When your remote session or chat come to an end, you will be presented with a screen that will allow you to view or download the transcript from your chat and complete a short survey to provide feedback on the service you received. Your feedback is welcome and appreciated but you can also choose to just close the browser session at this point.

Support Portal
English (US)

Support Session Complete

Thank you for using BeyondTrust Remote Support!
Your session has now ended.
Your computer can no longer be accessed or controlled using BeyondTrust Remote Support.

Download Session Data

[View Chat Transcript](#)
[Download Chat Transcript](#)

Survey

Please rate your experience with this support representative (1-worst, 5-best):

1

2

3

4

5

Comments:

Submit

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BeyondTrust Remote Support

Getting help with this process:

If you are having difficulty completing this process, please contact the IT Service Desk via one of the following methods:

Email: itservices@cascadia.edu

Phone: 425-352-8228

Chat support: <https://support.cascadia.edu>

In person: CC2-171

Service Desk hours and additional information about support can be found on our public webpage.