

Using Bomgar to Request Assistance Remotely

If you are working remotely, the TCTC IT Team may experience connectivity issues when accessing your computer to assist. To ensure support, you may be asked to request to remotely connect to the technician assisting you.

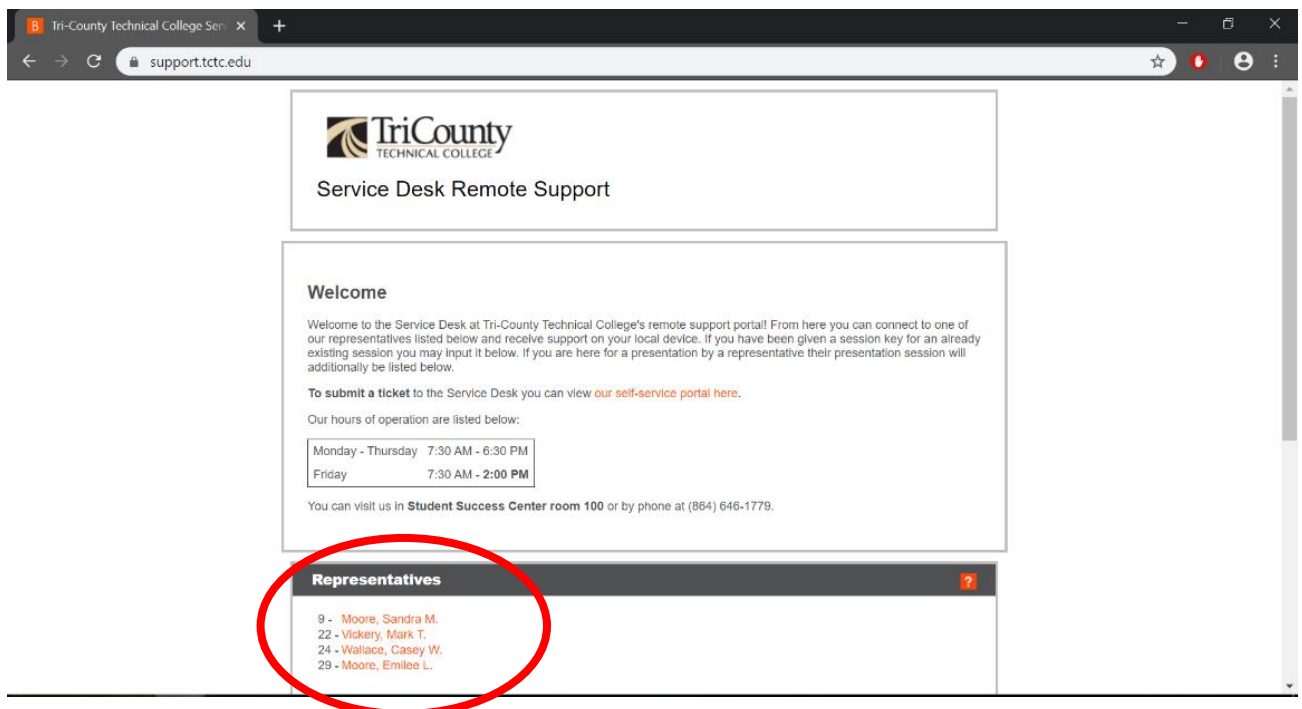


Try It Out

- 1.) Using the device for which you need assistance, open your internet browser of choice.
- 2.) In the address bar at the top of the screen, type support.tctc.edu

Please note: Typing [www.](https://www.support.tctc.edu) prior to support.tctc.edu will **not** work.

- 3.) The below website will appear:



Tri-County Technical College
Service Desk Remote Support

Welcome

Welcome to the Service Desk at Tri-County Technical College's remote support portal! From here you can connect to one of our representatives listed below and receive support on your local device. If you have been given a session key for an already existing session you may input it below. If you are here for a presentation by a representative their presentation session will additionally be listed below.

To submit a ticket to the Service Desk you can view [our self-service portal here](#).

Our hours of operation are listed below:

Monday - Thursday	7:30 AM - 6:30 PM
Friday	7:30 AM - 2:00 PM

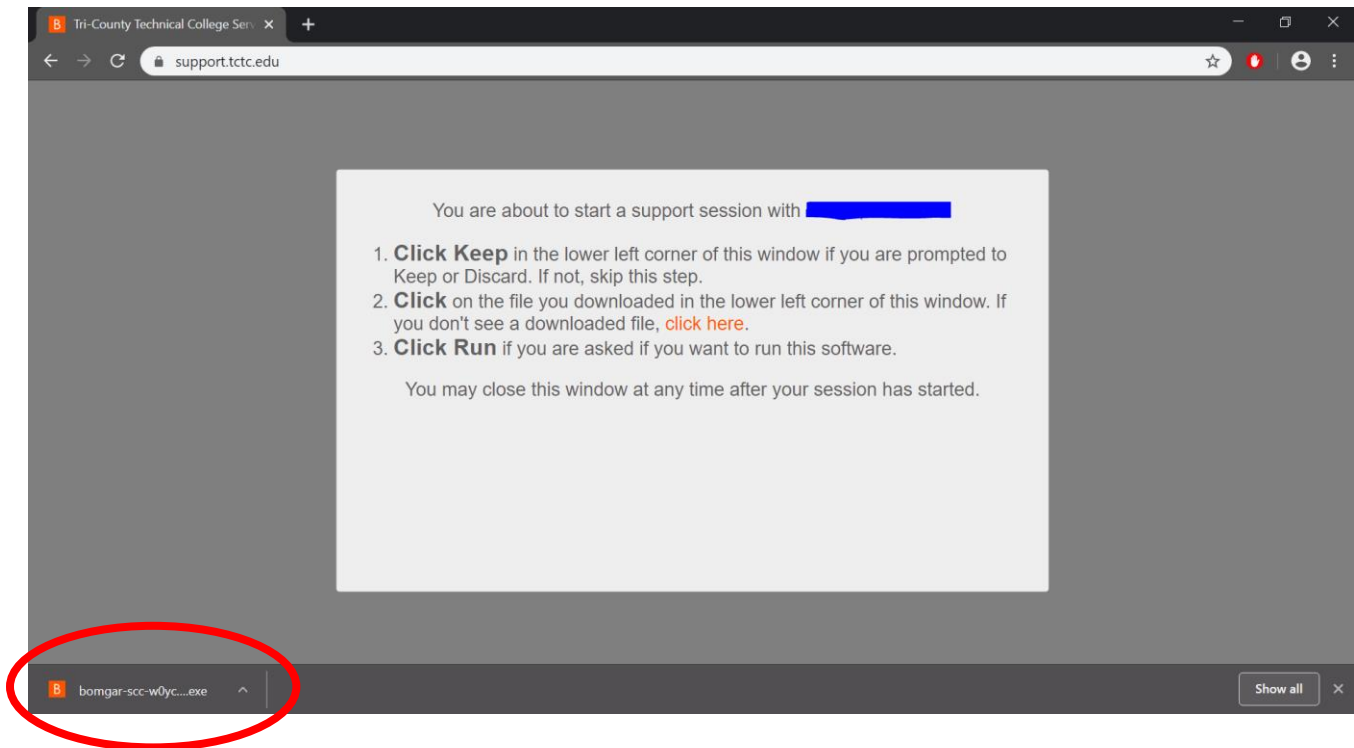
You can visit us in **Student Success Center room 100** or by phone at (864) 646-1779.

Representatives

- 9 - Moore, Sandra M.
- 22 - Vickery, Mark T.
- 24 - Wallace, Casey W.
- 29 - Moore, Emilee L.

- 4.) Once the website appears, click the name of the Service Desk Representative assisting you.

5.) A file will download, opening a new page of instructions (shown below), once completed.



6.) Open the downloaded file.

7.) Once the file is opened, the Service Desk representative will momentarily receive a notification for requested assistance.

If you have completed these steps and are still experiencing Bomgar issues, please contact the Service

Desk at 864-646-1779 or email ServiceDesk@tctc.edu