How do I start a remote Windows support session with OneIT?

Tell Me

- BeyondTrust is a remote support solution that allows OneIT technicians to connect to university-managed computers with user permission remotely.

Please contact the IT Service Desk, and if instructed to do so, a OneIT technician will provide you with a seven-digit session key.

1. Locate the OneIT Support shortcut found on the desktop of your university-managed Windows computer.

2. Launch OneIT Support application/button

3. Once the OneIT Support window opens, enter the session key provided by the OneIT technician.
4. Acknowledge the Full Terms & Conditions of use by clicking the hyperlink and selecting ACCEPT.

5. You will receive an Access Request prompt from the OneIT technician requesting view and control of your university-managed computer; click Allow.
6. The Remote Support Customer Client will launch, enabling sharing and chat functionality between you and the OneIT technician.

7. When prompted, confirm your remote support session has ended by clicking Yes.

8. You will receive the message: Thank you for contacting OneIT! Acknowledging that your remote support session has ended, your computer is no longer being remotely managed.

How do I end a remote support session?
You can close the session by clicking the red X in the sidebar or the session tab or exiting through the session menu.

Related FAQs
- How do I install a network printer on my University Windows computer?
- What software has been verified to work with Windows 11?
- What's the process to request a Windows 11 VM?
- Is the Apps Store available in Windows 11 on my University computer?
- How do I shutdown my University computer in Windows 11?