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.

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**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.

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**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?