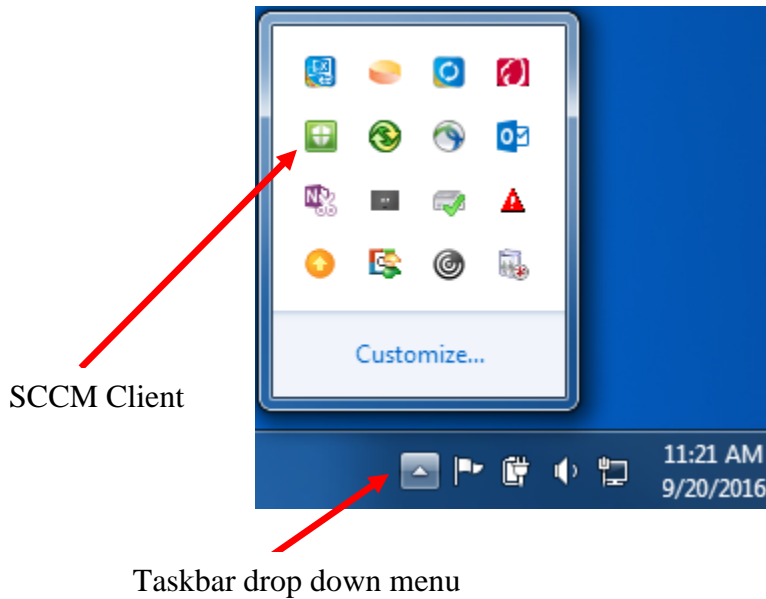


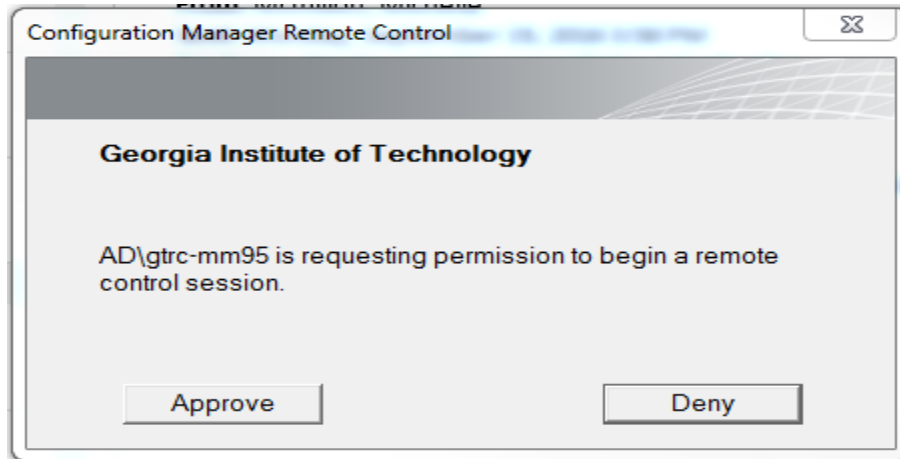
SCCM REMOTE SUPPORT SERVICES

The GTRC/OSP IT Department uses a campus tool called System Center Configuration Manager (SCCM) to help keep the computers virus free but it can also be used to provide a method to offer remote support. GTRC/OSP's IT Support Personnel can reach any GTRC/OSP computer that has the SCCM client installed. By default all computer systems built by the GTRC/OSP IT team already has the client installed. You can see the icon for SCCM by looking in your Taskbar drop down menu located on the bottom right side of computer screen.



If it is necessary to support you remotely, the IT department can connect to your computer to access the issue. You **MUST** be present to allow the IT Support person access to your system.

The IT Support person will speak with you via the phone before sending a request to log onto your computer. This way you know exactly whose requesting access. The IT Support person will log into the SCCM Administrator Console and locate your system. At that time, a request is sent to you. It will look like the image below. You must click on “Approve” to allow the IT person access to your computer.



At that point, the IT Support person will be logged onto your desktop and that person will see exactly what you see. At the top of your screen, you will see a green banner that tells you who is logged onto your computer through SCCM. After support is completed, the IT Support person will close the window from their computer to end the session. If Support is needed again, the process starts from the beginning, you **MUST** be present to allow access to your computer.

