



# BeyondTrust

## **Remote Support Support Chrome OS Devices**

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## Support Chrome OS with BeyondTrust Remote Support

Chromebooks and Chromeboxes are computers which run the Linux-based Chrome operating system. These devices are designed to stay connected to the internet and to use cloud technology with most of their applications and data. Due to their ease of use, straight-forward functionality, and convenience, many companies and universities are beginning to issue Chromebooks and Chromeboxes to their employees and students. This makes having the ability to support these devices incredibly important.

Through click-to-chat technology, BeyondTrust Remote Support enables customers to start web-based, click-to-chat support sessions with representatives from their Chrome OS device<sup>1</sup>. Representatives can help resolve issues by chatting with customers and viewing the customer screens, streamlining support for Chrome OS device users.

### Prerequisites

- Chrome devices must be running Chrome OS 56 and above.
- Click-to-chat must be enabled for your support portal. To learn more about click-to-chat, please see [Chat Support](http://www.beyondtrust.com/remote-support/features/chat-support) at [www.beyondtrust.com/remote-support/features/chat-support](http://www.beyondtrust.com/remote-support/features/chat-support) and [Public Portals](http://www.beyondtrust.com/docs/remote-support/getting-started/admin/public-site) at [www.beyondtrust.com/docs/remote-support/getting-started/admin/public-site](http://www.beyondtrust.com/docs/remote-support/getting-started/admin/public-site).
- The **BeyondTrust Remote Support** Chrome extension must be installed and enabled in the browser of the Chrome device. For more information on how to install and enable the **BeyondTrust Remote Support** Chrome extension, please see [Chromebook, How do I download and install the Chromebook Web Extension from the Chrome Web Store?](https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770) at <https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770>.



**Note:** *BeyondTrust Chrome OS support is specifically for Chrome OS devices managed by G Suite.*

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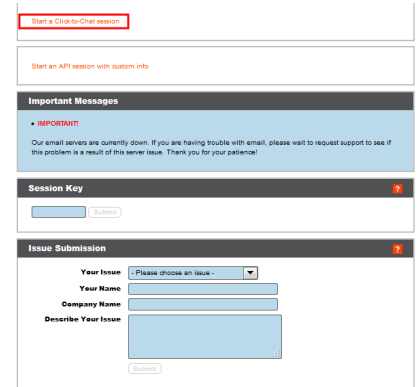
<sup>1</sup>Chrome OS device refers to any device running the Chrome operating systems, such as a Chromebook or Chromebox.

# Initiate a Remote Support Session from a Chrome OS Device

**Note:** Before requesting support on a Chrome device, the **BeyondTrust Remote Support Chrome** extension must be installed. For more information, please see [Chromebook, How do I download and install the Chromebook Web Extension from the Chrome Web Store?](https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770) at <https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1770>.

To initiate a support session from a Chrome device, users must go to their company support portal and start a session.

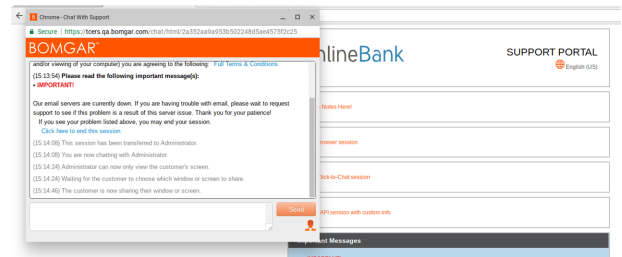
**Note:** Representative Name, Session Key, and Issue Submission are the only supported session initiation methods for Chrome OS users.



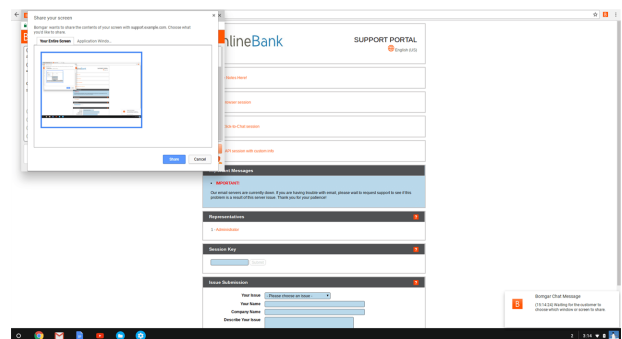
The screenshot shows a web form with the following sections:

- Start a Click-to-Chat session:** A button labeled "Start a Click-to-Chat session".
- Start an API session with custom info:** A button labeled "Start an API session with custom info".
- Important Messages:** A section with an "IMPORTANT!" message: "Our email servers are currently down. If you are having trouble with email, please wait to request support to see if this problem is a result of this server issue. Thank you for your patience!"
- Session Key:** A text input field with a "Submit" button.
- Issue Submission:** A section with a dropdown menu for "Your Issue", text input fields for "Your Name" and "Company Name", and a larger text area for "Describe Your Issue". A "Submit" button is at the bottom.

Once clicked, a chat prompt appears, allowing the user to chat with their representative.



During the session, the representative may prompt the user to share their screen. When prompted, the user receives a notification stating, **BeyondTrust wants to share the contents of your screen with support.example.com**. The user can choose to share their entire screen or just the application's window. The user must choose an option and click **Share**.



The representative is then able to see the user's screen.



**Note:** To initiate a support session from a Chrome device, click-to-chat must be enabled for the support portal.



**Note:** Chrome OS support with BeyondTrust Remote Support is "view only." During screen sharing, representatives cannot take control of the device or perform any actions on the device.

