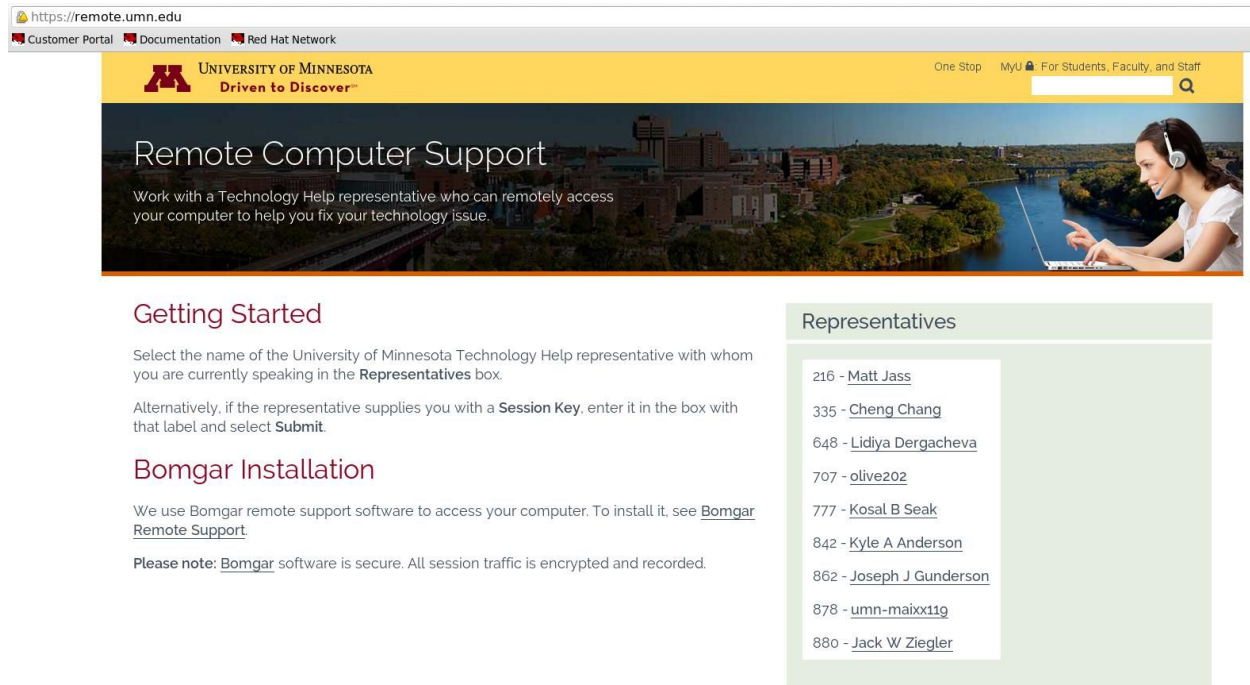


University of Minnesota  
Center for Magnetic Resonance Research  
Standard Operating Procedure

# C101-06 - Computer remote support with Bomgar

[Instructions on how to use bomgar.](#)



The screenshot shows the website <https://remote.umn.edu>. The page features the University of Minnesota logo and the slogan "Driven to Discover". The main heading is "Remote Computer Support" with a subtext: "Work with a Technology Help representative who can remotely access your computer to help you fix your technology issue." Below this, there are two sections: "Getting Started" and "Bomgar Installation". The "Getting Started" section explains how to select a representative from the "Representatives" box or use a "Session Key". The "Bomgar Installation" section provides instructions on installing the Bomgar software. On the right side, there is a "Representatives" list with the following entries:

| Representative ID | Representative Name |
|-------------------|---------------------|
| 216               | Matt Jass           |
| 335               | Cheng Chang         |
| 648               | Lidiya Dergacheva   |
| 707               | olive202            |
| 777               | Kosal B Seak        |
| 842               | Kyle A Anderson     |
| 862               | Joseph J Gunderson  |
| 878               | umn-maixt1g         |
| 880               | Jack W Ziegler      |

## We use Bomgar for remote support

We can remotely connect to your computer using Bomgar.

We will tell you when to use this.

Visit [remote.umn.edu](https://remote.umn.edu) in a browser.

Click on the representative in the list.

Install the client (agree to download and install the remote client).

You will be able to see us work and stop the session if needed.

**Purpose**  
**Scope**  
**Definitions**  
**Responsibility**  
**Procedure**  
**References**  
**Forms / Templates**  
**Appendices / Tables**  
**Revision History**

|                       |                           |
|-----------------------|---------------------------|
| SOP Number / Version: | C101-06 / 1.0             |
| Approval Date:        | 11/18/2016                |
| Implementation Date:  | 11/18/2016                |
| Author/Owner:         | Brian Hanna / John Strupp |

| Version Number | Approval Date | Change from Previous Version |
|----------------|---------------|------------------------------|
| 1.0            | 11/18/2016    |                              |

| Approval Signatures                | Date |
|------------------------------------|------|
| Author/Owner:                      |      |
| Regulatory Compliance Coordinator: |      |
| Center Director:                   |      |