

From the Office of Clinical Informatics Mobile Bomgar Instructions For Patient Help Desk June 9, 2020

This flyer will instruct members of the patient help desk team in assisting patients with adding mobile Bomgar support to a mobile device. These are the images the patient will see on their device.

Instructions For Adding Bomgar To A Mobile Device

The Patient will receive an email from the helpdesk team using the Bomgar emailer.

- > Click on the email received from the help desk employee.
 - Would you like to start a support session?
 - Click **Yes**.
- > The Patient will be asked to Install App or Start Session.
 - Click Install App.



A support.northernlighthealth.org C English (US) Would you like to start a support session with Jackson, Christopher?

ALL LTE

10:24 ◄ Mail

<u>NOTE</u>: Please do not select "Start Session". An error message will populate. If this happens, start from the beginning.

> The Device will automatically take them to the BeyondTrust Support App in the app store.

- Click **Get**.
- Once the download is complete click **Open**.
- **<u>STEP 1</u>**: In the site address enter **help.northernlighthealth.org**
 - Help desk staff will click **Generate Session Key** and direct the patient to enter that number in the session key field.
- **<u>STEP 2</u>**: Patient to review *Terms of Use and Service*.
 - Click Accept.
- **<u>STEP 3</u>**: Choose **Allow** to give full access to the device.





From the Office of Clinical Informatics Mobile Bomgar Instructions June 9, 2020 Page 2 of 2

How To Start the Session Through The Patient Device

- > Patients may scroll through instructions.
 - Click **Close**.



NOTE: Clicking "Close" will ensure that the next screen will populate to allow for remote support.

- Click the black and white Bulls eye at the top of the device next to the red "X".
- > Click "Start Broadcast" to start the remote help session.





For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.