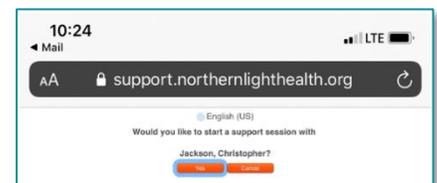


This flyer will instruct members of the patient help desk team in assisting patients with adding mobile Bomgar support to a mobile device. These are the images the patient will see on their device.

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**.

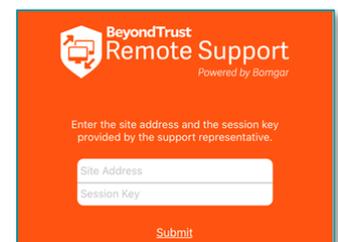


NOTE: Please do not select "Start Session". An error message will populate. If this happens, start from the beginning.

- **The Device will automatically take them to the BeyondTrust Support App in the app store.**
 - Click **Get**.
 - Once the download is complete click **Open**.

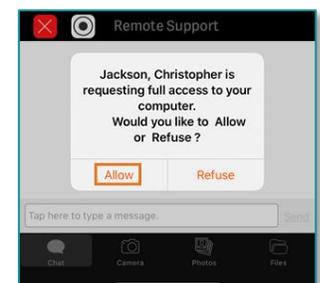


- STEP 1:** In the site address enter **help.northernlighthealth.org**
- Help desk staff will click **Generate Session Key** and direct the patient to enter that number in the session key field.



- STEP 2:** Patient to review **Terms of Use and Service**.
- Click **Accept**.

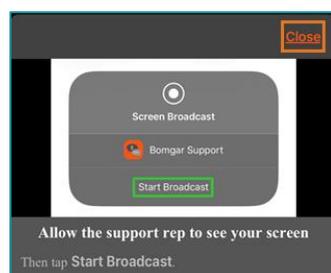
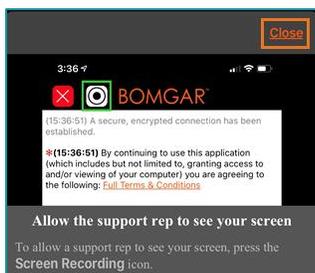
- STEP 3:** Choose **Allow** to give full access to the device.



How To Start the Session Through The Patient Device

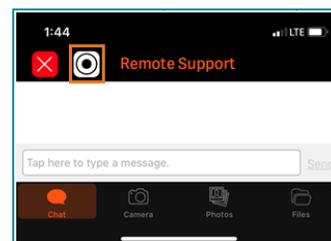
➤ **Patients may scroll through instructions.**

- 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.**

