System Center Configuration Manager Remote Control Viewer for Staff and Students

What is System Center Configuration Manager (SCCM)

SCCM is a Systems Management software product from Microsoft. This contains a component called Remote Control Viewer which allows a member of IT Services to securely view and control a desktop or laptop remotely from anywhere on the University campus network - it does this via the management client which is already installed on all Windows systems.

This allows us to provide remote assistance whilst someone is logged into their computer and thereby help identify and resolve a problem more quickly. We can also operate the computer as ourselves - just as though we were in front of it.

How Does it Work?

If staff in IT Services believe using Remote Control Viewer will help you will be asked, over the phone, if you are happy for staff to view and control your computer. If you don’t want us to do this, don’t worry, we will still try and help resolve your problem. If you are happy to proceed then stay on the telephone and we will then guide you through the connection process.

Please close or minimise any private or confidential information on screen that you don’t wish us to see.

Should you receive an unsolicited prompt to join a Remote Control Viewer session on screen please do not accept it. IT Services staff will always ring you in advance and stay with you on the telephone during any remote assistance sessions.
Making the Connection

A prompt will then appear on screen asking for your permission to join the support session. Click ‘approve’ to join the support session.

This toolbar will appear at the top of your screen.

In the system tray at the bottom right hand side of the screen a square icon will appear. If you hover the mouse of it it will show the name of the account that is connected to your computer. You can also see more information by clicking on the tool icon on the toolbar.
This page shows the properties of the session and gives you the option to disconnect it. You can also close it by clicking on the cross of the green toolbar.

**The Support Session**

The support technician will talk you through what they are doing at every stage and seek your permission before changing any setting. You will also be informed of how to disconnect from the session at any time should you wish to.

Please be aware that you need to be on the phone with the Service Desk at all times during the support session. We cannot guarantee that a remote assistance session will resolve a problem or resolve it within the time available.

**Disconnecting the Session**

To disconnect your session please click on the cross on the green toolbar.
FAQs

Can I disconnect?

Yes, you have complete control of the mouse and the session. To disconnect your session click on the cross on the toolbar.

What happens if I forget to disconnect?

We encourage you to ensure that your session is disconnected. In any case the support technician will close the session at the end of your call.

What happens if I can’t remain on the telephone?

Explain to the support technician that you cannot continue the session and arrange a date and time to re-open a fresh session.

What can support staff do remotely?

- Access your onsite PC from a dedicated and managed support server
- Control your keyboard and mouse (with your permission)
- Control a computer that no one is logged into (all screen activity will be visible to you)

At all times the status bar and status icon will display if someone is connected and a sound will play when the session begins and ends.

I’ve got a Mac can I still use the Service?

Unfortunately, Remote Control Viewer software only works on Windows computers. However, IT Services have alternative remote assistance tools available which will connect to Apple computers (Please be aware that we primarily support pcs but will try our best to assist Mac users.)

Is it Secure?

Sessions are encrypted end to end so they are secure. It is worth ensuring, however, that you are confident of who it is you are allowing to connect to your system. We do not record the sessions.

I’ve a problem with my computer at home can I use this service?

Configuration Manager Remote Control Viewer is only available on the campus network.
Is anything left on my pc after the support session?

Using remote control is no different than a support technician sitting in front of your PC - it does not install any additional software.

Is the session recorded?

No. Our policy is not to record support sessions.

I'm in an open access room can you connect to the pc?

Yes, but because we need to speak to you by phone during the session this could impact other people and therefore it might be better to visit the Service Desk in person.