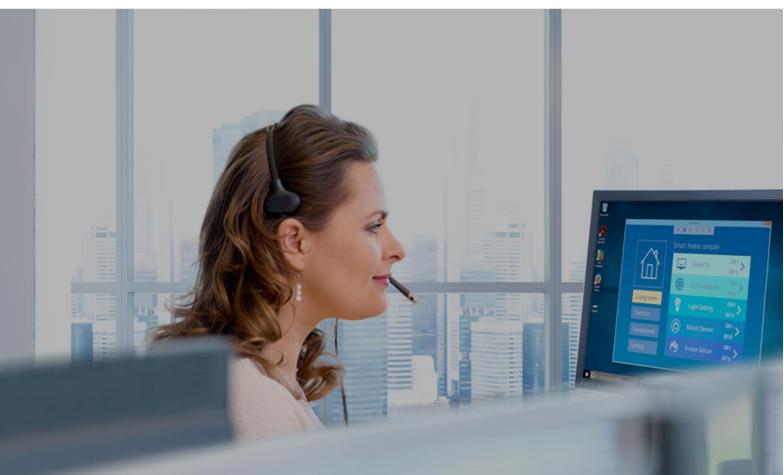
VNC CONNECT



Technician's guide to On-Demand Assist

January 2023

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1 Introduction

VNC Connect's On-Demand Assist allows you to remotely access an end user's computer in seconds on demand, see their screen, and take control of their keyboard and mouse. It's designed for when the person who needs help doesn't, or can't, have remote access software permanently *installed*.

This document is for the IT professionals ("technicians") responsible for providing just-in-time support to remote colleagues or customers ("end users").

2 Setting up On-Demand Assist

This document assumes that On-Demand Assist has been included in your VNC Connect subscription. If you are the team owner, you can check by signing into your RealVNC account online at <u>https://manage.realvnc.com</u> and examining the **Billing** page. You should see a positive number of technicians:

Capacity					
You can increase capacity at any time as your remote access needs grow.					
Number of computers	Up to 10				
Number in use	8				
Number of technicians	1				
Number in use	0				

You must make at least one person in your remote access team a technician in order to use On-Demand Assist.

2.1 Making a person a technician

To enable or revoke technician status for yourself (as team owner), navigate to the **People** page and select the **Technician** checkbox adjacent to your name:

Users						
You can invite people into your team.						
To enable instant support for a user, make that person a technician. Currently, 1 out of 1 technicians are assigned.						
Email Role 🕐 Technician						
8	jsmith@acme.com	Owner		•••		
8	ajones@acme.com	User •		•••		
8	tmiller@acme.com	User •				

If you do not want to make yourself a technician, you can nominate another existing member of your team instead, or invite other people into your team and make them technicians (up to the maximum number allowed by your subscription).

2.2 Inviting other people into your team

To invite a person into your team:

- 1. In your RealVNC account online, navigate to the **People** page.
- Click the Invite people button. Enter the email address of the person you want to invite and (optionally) nominate a people group for them to join, and then click Invite. To invite multiple people, click Invite another person and enter an email address for each person:

Invite people	×
People you invite in to your team will be able to sign VNC Viewer and remotely access computers.	n in <mark>t</mark> o
ajones@acme.com	
🏰 Invite another person	
Groups	
+ Add these people to a group of people	
•	Invite

People you invite are automatically sent an email to join your team. If they don't already have a RealVNC account, they'll be prompted to set one up as part of this process. Team membership remains pending until they accept the invitation by clicking the link in the email.

3. Once the invitation is accepted, the person becomes a member of your team. You can then make them a technician, as described in the section above.

Note, if you have enabled VNC Connect's Azure AD SSO, Team members are <u>added in Azure AD</u> instead.

2.2.1 Understanding roles, and distributing responsibility

When a person becomes a member of your team, they are automatically assigned the User role:

Email	Role 🥐	Technician
ajones@acme.com	User •	• •
	Manager Admin	

Optionally, you can choose to change their role to team Manager or Admin. If you do, this person will in turn then be able to invite further people into your team, and make those people technicians.

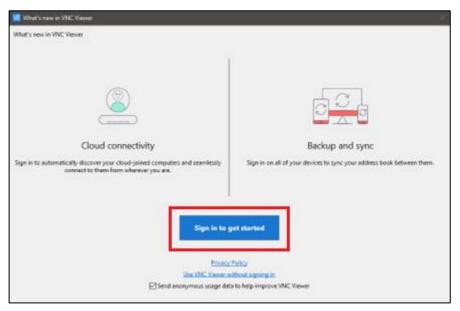
A User cannot invite people into the team, and nor can they grant or revoke technician status.

Note, if you have enabled VNC Connect's Azure AD SSO, Team roles are assigned in Azure AD instead.

3 Starting a session

3.1 Signing in to VNC Viewer

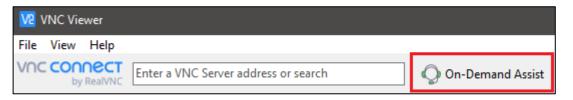
When starting VNC Viewer for the first time, you may encounter a 'first-run dialog'. If you do, click the **Sign in to get started** button.



Otherwise, click Sign in and enter your RealVNC account credentials.

VNC Viewer -					
File View Help	_				
by RealVNC Enter a VNC Server address or search		<u>S</u> ign in	-		

The **On-Demand Assist** button appears, meaning you can now start an On-Demand Assist session:



3.2 Generating and entering a session code

To connect to an end user's computer, you must both take certain steps:

1. Open VNC Viewer and click the **On-Demand Assist** button. Make a note of your download URL and 9digit session code:



2. Ask the end user to visit the download URL and download the disposable app. The end user sees:

	REALVAC				
	Get expert help and support, in an instant Allow an IT support technician to connect to your device to better help and assist you.				
	Desktop Mobile				
	E Download for Windows				
	Also available for Mac				
1	Download the Instant Support app				
	The Instant Support app lets you share your screen with the IT technician so they can better help and assist you. During a support session, you still have control of your keyboard and mouse. When you close the app, the session is ended immediately.				
2	Run the Instant Support app				
	You should find the Instant Support app in your Downloads folder. To open the app, just double-click the file.				
3	Enter your unique session code				
	The IT technician will give you a 9-digit code to enter to securely start the session.				
	This code is unique to this session meaning it can't be reused at all; either by the technician or anyone else.				

3. Have the end user download and run the app and enter the 9-digit session code. You can share this code over the phone, via IM/email, or however you usually communicate with colleagues and customers.

Note: A session code can only be used once

The end user sees:

V On-Demand Assist by RealVNC X
REALVAC
Please enter the 9 digit session code your technician gives to you.
() •(() () () () () () () () () () () () ()
Cancel Connect
About Powered by RealVNC

4. After entering the session code, the end user is presented with a privacy warning. Once they accept, their screen will be shared and automatically appear on your computer.

The end user sees:

On-Demand Assist by RealVNC	×
REALVAC	
0-(5)-0	
Privacy warning	
The technician will be able to see your screen and control your computer!	
I've closed any windows showing sensitive information	
I trust the technician about to connect	
I'm happy to share my keyboard and mouse with the technician	
I'm aware the technician may gain administrative access to my computer	
Cancel	
About Powered by RealVNC	Ĵ.

4 Controlling an end user's computer

4.1 Interacting with the VNC Viewer session window

The end user's desktop appears in a session window on your screen. As soon as it does, you can control it:



If you have more than one session underway at once, each will appear in their own session window:



You can drag a session window around your desktop in the usual way, as well as minimize or maximize it.

4.2 Using your mouse and keyboard

To control the end user's computer, simply move your cursor onto the session window.

As soon as your cursor moves over their desktop, you are in control; your cursor movements become their cursor movements, and your mouse clicks and keyboard inputs become theirs.

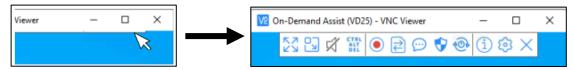
During the session, the end user is still able to view and interact with their desktop. An always-visible **End Session** button is displayed on their screen:

Ve On-Demand Assist by RealVNC ×					
REALVAC					
Session in progress End Session					
Chat/Activity log					
Type message to technician					

Note: If you are connected to a Windows computer, you must *elevate* before performing advanced operations such as locking the screen, switching user account, or rebooting the remote computer. See <u>Requesting elevated privileges on an end user's computer</u> for more information.

4.3 Using the VNC Viewer toolbar

At the top of the session window, you'll notice a thin grey line. Move your cursor onto this line to reveal the VNC Viewer toolbar:



Name	lcon	Description	Notes
Full screen	23	Toggles between full screen and windowed mode.	
Scale to 100% / Scale automatically	C.	Selects whether your view of the end user's desktop automatically scales to the size of your session window.	This button allows you to choose between two of the most common scaling options. For more, click the Preferences toolbar button and select the Options tab.
Mute audio	↓	Toggles muting of audio from the remote computer	Audio is not currently available in On-Demand Assist sessions.
Send Ctrl+Alt+Del	CTRL ALT DEL	Sends a Ctrl+Alt+Del to the end user's computer.	Sending a Ctrl+Alt+Del through your keyboard will only affect your <i>own</i> computer, even if you are controlling the end user's desktop.
Start/stop recording the session		Records the session to a video file stored locally on the VNC Viewer computer	Session recording is not currently available in On-Demand Assist sessions.

The VNC Viewer toolbar allows you to perform the following tasks.

Technician's guide to On-Demand Assist

Transfer files	Z	Allows you to transfer files between the end user's computer and your own.	See <u>Transferring files to and from an end user's</u> <u>computer</u> .
Chat	\bigcirc	Allows you to send a text- based chat message to the end user.	See <u>Sending a text-based chat message to an</u> <u>end user</u> .
Elevate permissions	<	Allows you to gain elevated privileges on the end user's Windows computer.	Only visible when connected to a Windows computer. See <u>Requesting elevated privileges on an end</u> <u>user's computer</u> .
Reboot remote computer	¢)	Reboots the end user's Windows computer, and automatically resumes the session when the computer restarts.	Only visible when connected to a Windows computer. See <u>Rebooting an end user's Windows</u> <u>computer</u> .
Session information	i	Displays information about the session, such as the end user's IP address.	
Properties	ଞ	Allows you to change session settings (e.g. change picture quality or choose from multiple scaling options).	
End session	×	Disconnects you from the end user's computer.	Once disconnected, the only way to reconnect is to follow the steps in <u>Generating and entering</u> <u>a session code</u> in full.

4.4 Requesting elevated privileges on an end user's computer

On Windows, your session must be granted elevated privileges before you can reboot the end user's computer, or interact with UAC prompts, the login/lock screen, and privileged applications such as administrative command prompts.

Note: This step is not possible (or necessary) when connected to a Mac.

To gain elevated privileges:

1. Press the Elevate permissions button on the VNC Viewer toolbar:

	
--	---------------------

2. Choose an option from the following dialog:

V2 Elevate session perm	issions X
You must elevate session operations on the remot	n permissions in order to perform administrative te computer.
Prompt end user to p	rovide administrative credentials
O Elevate using these ad	dministrative credentials:
Username	
Password	
	Elevate Cancel

If you do not have a set of administrative credentials for the end user's computer:

- 1. Select Prompt end user to provide administrative credentials.
- 2. Instruct the end user to enter their own administrative credentials, and then confirm the UAC prompt.

Note: You are not able to view/interact with the end user's computer while the UAC prompt is active, so the end user *must* be present.

If you do have a set of administrative credentials for the end user's computer:

- 1. Select Elevate using these administrative credentials.
- 2. Enter your administrative credentials.
- 3. If necessary, wait for the end user to confirm the UAC prompt.

Note: You are not able to view/interact with the end user's computer while the UAC prompt is active, so the end user *must* be present.

By default, the end user's UAC prompt will look like this (though it may be configured to appear differently, or not at all):

User Account Control					
Do you want to allow this app to make changes to your device?					
On-Demand-Assist	-2.0.0-Windows-32bit.exe				
Verified publisher: RealVNC Ltd File origin: Hard drive on this computer					
Show more details					
Yes	No				

4.5 Transferring files to and from an end user's computer

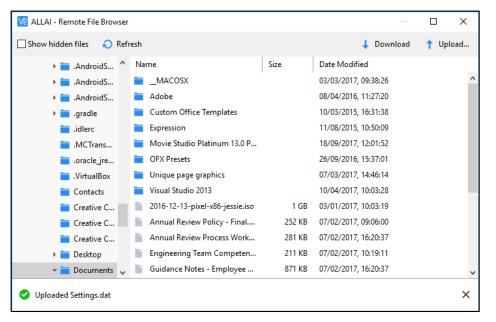
VNC Connect allows you to upload files from your computer to the end user's and download the end user's files to your own computer.

1. Click the Transfer files button on the VNC Viewer toolbar:



2. The **Remote file browser** dialog opens on your computer. The end user is unable to see this dialog, but they are warned via their chat/activity log that you are transferring files.

You can navigate the end user's computer using the folder tree on the left, then right click or use the toolbar to download a file to, or upload a file from, your computer:



4.6 Sending a text-based chat message to an end user

Text-based chat messages can be used to overcome a language barrier or leave an instruction for an end user who has left their desk during a session.

Note: Text-based chat messages remain on the end user's screen after the session has ended, meaning any instructions you leave can be read when they return.

To leave a text-based chat message, click the **Chat** button on the VNC Viewer toolbar:



Your messages are displayed in the end user's chat/activity log:

-	V On-Demand Assist by	RealVNC >
Chat/Activity log 19:26 Technician Everything should now be sorted! Let me know if there are any further	REALV	nc
19:26 Technician Everything should now be sorted! Let me know if there are any further	Session in progress	End Session
Everything should now be sorted! Let me know if there are any further	Chat/Activity log	
Let me know if there are any further	19:26 Technician	
	Everything should now	be sorted!
		e any further
	lype message to technic	Idil

4.7 Rebooting an end user's Windows computer

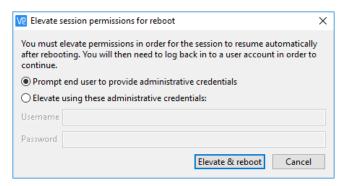
You may need to reboot the remote computer to solve the problem. Please note, if you are connected to a Windows computer, you must elevate before trying to reboot so the session can seamlessly resume afterwards. If you do not elevate, you will be disconnected and have to start over with a new session code.

Note: It's not possible to reboot an end user's Mac computer and seamlessly resume the session in this release. Please reboot as you would normally and generate a new session code when the end user's computer powers back on. We hope to introduce automatic resume for Mac soon.

To reboot a remote Windows computer and seamlessly resume the session, use the VNC Viewer toolbar's **Reboot remote computer** button, rather than the remote computer's desktop reboot facility:



If you do not have elevated permissions (see <u>Requesting elevated privileges on an end user's computer</u>), pressing this button will prompt you to elevate the session. This ensures your session will seamlessly resume at the earliest possible opportunity:



Note: The end user may be prompted to confirm your permissions can be elevated, before their system reboots.

5 Ending a session

Once you've made the necessary changes to the end user's computer, you can use the VNC Viewer toolbar to end the session. To do so, click the **End session** button:



Note: Chat messages remain on the end user's computer after you disconnect, allowing you to leave instructions if they have left their desk:

V2 On-Demand Assist by RealVNC					
REALVIC					
Session has now ended. Close					
▼ Chat/Activity log	_				
19:26 Technician					
Everything should now be sorted!					
Let me know if there are any further issues.					

If you wish to reconnect, you must follow the steps in Generating and entering a session code in full.

6 Branding the support experience for the end user

If your subscription includes branding, you can customize the branding of the disposable app that end users download for On-Demand Assist, and the web site that delivers it, so users experience a brand they recognize and trust.

To do this, sign in to your RealVNC account online and navigate to the **Branding** page. By default, **Use RealVNC branding** is selected; choose **Customize the branding** instead. You can specify:

- A download URL. This slug is appended to the default address of www.realvnc.help, so if for example you specify acme_industries then end users must navigate to www.realvnc.help/acme_industries in order to download the disposable app.
- A company name, logo and app icon that appear on the download web site and in the app UI.

For example:

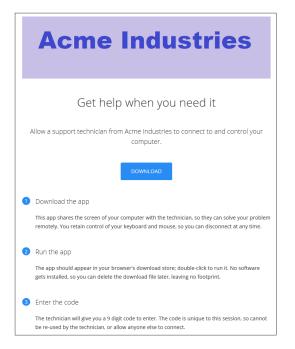
Branding				YOUR TEAM
You can customize to download, and the v experience a brand	veb site that deliv	Enterprise	Acme computers	
O Use RealVNC bra	anding			
Customize the b	randing			
Assets				
Download URL	realvnc.help/ ac	me_industries		
		tween 3 and 30 characters long, and may only contain phens and underscores.		
Company name	Acme Industries	5		
	lcm	ne Indus [.]	tri	es
App icon	lcn	ne Indus [.]	tri	
App icon	layed in standard	l operating system locations, for example in di		es

6.1 Previewing branding changes

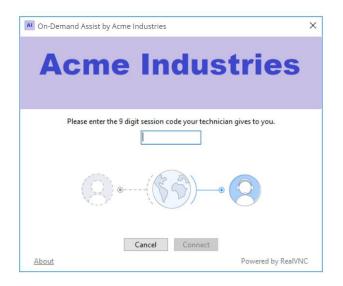
The **Preview download web site** and **Preview download app** buttons at the bottom of the page allow you to check how your branding will appear:

Preview	
Preview what your assets will look like.	
Preview download web site Preview disposable app	
Publication	
Please note your branding may take up to 24 hours to go live.	
Save & Publish	

6.1.1 Download web site



6.1.2 Session code entry screen



Technician's guide to On-Demand Assist

6.1.3 In-session chat dialog

AI On-Demand Assist by Acme Ind X				
Acme Indu	stries			
Session in progress End Session				
Chat/Activity log				
Type message to technician				

6.2 Publishing branding changes

When you are happy with the branding, click the **Save & Publish** button to confirm your changes. Note that the branding may take up to 24 hours to go live.

7 Troubleshooting and support

7.1 Accessing your session history

You can review your session history in your RealVNC account online. To do so, sign in and navigate to the **Sessions** page.

By default, all sessions completed in the last seven days are listed, most recent first. You can use the filters to see earlier sessions.

As well as viewing the session history online, you can download this information as a CSV file if your subscription includes comprehensive session logging,

TEAM Device access	Sessions							6	YOUR TEAM	
Computers	Here are all the On-Demend Assist sessions conducted in the last 7 days.							Butters Petrum	My Team	
E Sestions	To see pro filters.	evious session	s, or narrow	down the lis	t, use the					
or** APt Access Keys JR. People	Filters									
ESI SSing	Conducti between		2023-01-17	6	and	2023-01-23				
ACCOUNT		Start time		Duration	Technik	ciam	Events		Dev	vnload as CSV
E Security	6	2023-01-23 19	2418 UTC	0.04:22	ec-technic	anžáreanne.com		e		Θ
	6	2023-01-23 19	17.24 UTC	0.06/12	ac-technic	and@waturc.com		e		G

7.2 Accessing a detailed activity log

If your subscription includes comprehensive session logging, you are able to drill down into an individual session and view a detailed activity log.

To do this, click the timestamp link for the session, or the three dots at the end of the session row:

Filter	rs					
Condu	cted by	Any Technicia	n	•		
Betwee	10	2017-10-27	an	d 2017-11-03		
	Start time	Duration	Technician		Events	Download as CSV
	2017-11-03 10:41:25 UTC	0:27:59	ec+technician2@	irealvnc.com		-
6	2017-11-02 16:06:32 UTC	0:13:43	ec+technician2@	irealvnc.com		-
	2017-11-02	1.22.00	وروا والمراجع والمراجع	and an ender		

The following events are recorded (if they occurred):

- Files transfer operations, including file names, and whether those operations succeeded
- Elevation requests, and whether operations succeeded
- Reboot requests, and whether operations succeeded
- Chat transcripts.

For example:

	Time 🕶	Event 🕎	Details	Download as CSV
<u>;</u> }	2017-11-03 11:29:25	Session code generated		
7	2017-11-03 11:29:38	Session code entered		
\triangleright	2017-11-03 11:29:42	Session started		
Ż	2017-11-03 11:30:07	Files transferred	File transfer of Settings.dat completed su	ccessfully.
?)	2017-11-03 11:30:22	Elevation requested		
Ð	2017-11-03 11:30:35	Elevation result	User accepted elevation.	
0	2017-11-03 11:30:35	Session resumed		
$\widehat{\times}$	2017-11-03 11:30:51	Session ended		

You can download this information by clicking the Download as CSV link.

7.3 Understanding error messages

An On-Demand Assist session relies on three prior conditions being met:

- 1. You and the end user are both connected to the Internet at all times.
- 2. Neither of you have a proxy server/firewall that is blocking outgoing connections to RealVNC's services (*Network Access Requirements*).
- 3. RealVNC's services are operational (visit <u>https://status.vnc.com</u>).

If the above statements are correct and you still experience issues, see the tables below.

Error messages *you* may experience:

Error message	Description	Fix
There was a problem establishing this connection.	VNC Viewer is unable to communicate with RealVNC's services.	Ensure your Ethernet cable is plugged in. Otherwise, contact your system administrator.
Session stopped by the end user.	The end user has pressed their End Session button.	If you need to reconnect, you must follow the instructions in <u>Generating and entering a</u> <u>session code</u> in full.
Timed out waiting for a response from the computer	VNC Viewer is unable to communicate with the end user's computer.	Inform the end user their network may be down. Ask them to ensure their Ethernet cable is

		plugged in, or otherwise contact their system administrator.
Timed out waiting for peer to join.	Your 9-digit session code has expired.	Close the dialog and click the On- Demand Assist button once more to generate a new code.
Proxy:AuthenticationRequired Proxy:AuthenticationFailed	You are not authenticated to your proxy server correctly.	Authenticate to your proxy server. If you do not know the credentials, contact your system administrator.
Proxy: <any-other-error></any-other-error>	You are unable to communicate with RealVNC's services due to your proxy server settings.	Contact your system administrator.
NoMatchingCipherSuites	Your VNC Viewer settings are not compatible with your VNC Connect subscription.	Inform your system administrator that VNC Viewer has AlwaysMaximum encryption set, but your subscription does not support it.

Error messages the end user may experience:

Error message	Description	Fix
The session code does not match the software download	The end user has entered your 9-digit session code correctly, but the disposable app has been downloaded from an incorrect download URL.	Instruct the end user to obtain the app from the download URL in your On-Demand Assist dialog.
This version is too old. Please download the software again.	The end user is trying to use an old version of the disposable app.	Instruct the end user to visit your download URL, and download the latest version of the app.
Incorrect session code entered	The end user has entered your session code incorrectly.	Ensure the end user knows your 9 digit session code, and has entered it correctly.
Proxy:AuthenticationRequired Proxy:AuthenticationFailed	The end user is not authenticated to their proxy server correctly.	Instruct the end user to authenticate to their proxy server. If they do not know the credentials, have them inform their system administrator.
Proxy: <any-other-error></any-other-error>	The end user is unable to communicate with RealVNC's services due to their proxy server settings.	Instruct the end user to contact their system administrator.

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