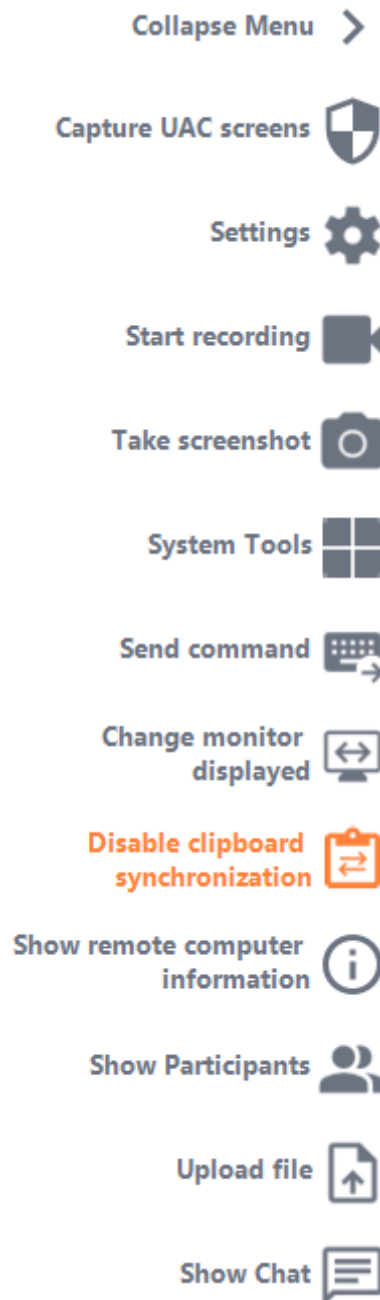# Interact with the Remote Session

While connected to a remote session using the "Remote Control" access mode, information and administration tools are available on the right side of the shared screen.

A quick breakdown of the tools available to support agents:

Collapse Menu

Capture UAC screens

Settings

Start recording

Take screenshot

System Tools

Send command

Change monitor displayed

Disable clipboard synchronization

Show remote computer information

Show Participants

Upload file

Show Chat

Capture UAC Screens

Request a remote client restart as an Administrator to capture future UAC screens.

You will be asked first to provide Administrator credentials.

Important: the user sharing his session will then need to allow the application to be restarted as an Administrator through an UAC prompt.

please note that you won't be able to allow the application yourself. Only the user sharing his session can authorize it through the UAC prompt in this situation.

More information on UAC screens is available on [this page](#).

Settings

Give the Support Agent the ability to change settings such as the current Remote Support client language.

Start Recording

Capture and save video of the Remote Support session.

Take Screenshot

Capture and save screenshots within the Remote Support session.

System Tools

This section contains quick links to the remote computer's Task Manager, Services Manager, Control Panel, System Configuration, Registry Editor, Command Prompt and Windows PowerShell.

Send Command

Enables the Support Agent to send the ctrl+alt+del keyboard command or start Task Manager on the Remote Computer. Blocking End-User inputs is also possible from this menu **if the End-User has started his Remote Support client as an administrator.**

Multi-monitor access

Quickly scroll through available displays if the Remote Computer uses a multi-monitor configuration.

Enable/Disable Clipboard Synchronization

Controls the Remote Agent's ability enable or disable clipboard functionality between the Agent and End-User PCs.

Remote Computer Information

Displays OS, Hardware and User Account data from the Remote PC, as configured in Advanced Administrator Settings

Participants

Show the participant list of the current session.

Upload File

Enables the Support Agent to move files from his support environment to the Remote PC for troubleshooting or repairs.

Show Chat

Brings the Chat Box back to the main chat window.