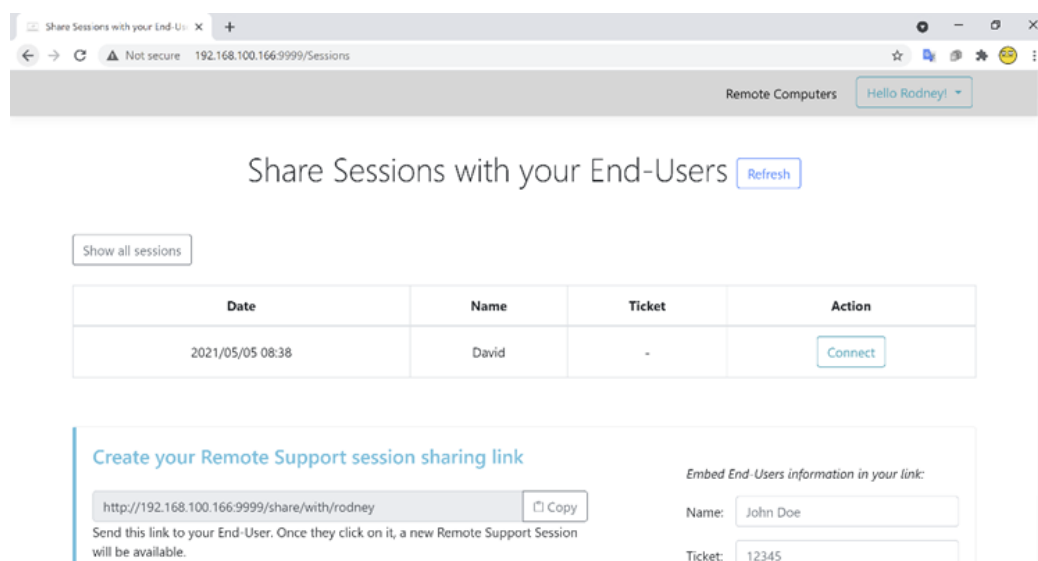


Agent Interface

Overview

Once the End-User has installed the TSplus Remote Support Client and agreed to allow the connection, the Support Agent can connect to this Remote Support Session from his [Agent Web Console](#)

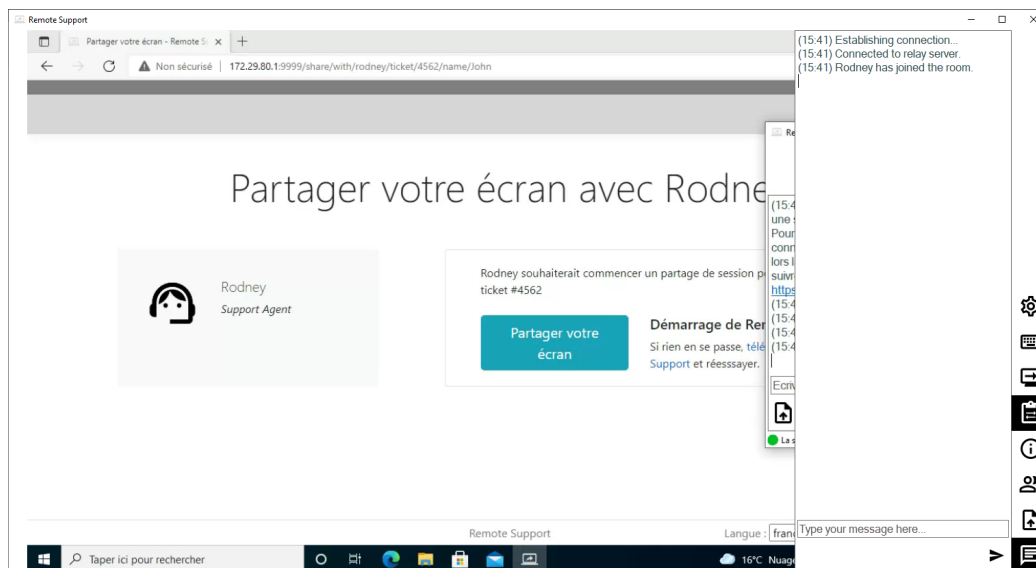


Agent Connection Screen

After clicking on the 'Connect' button, the TSplus Remote Support Client will run.

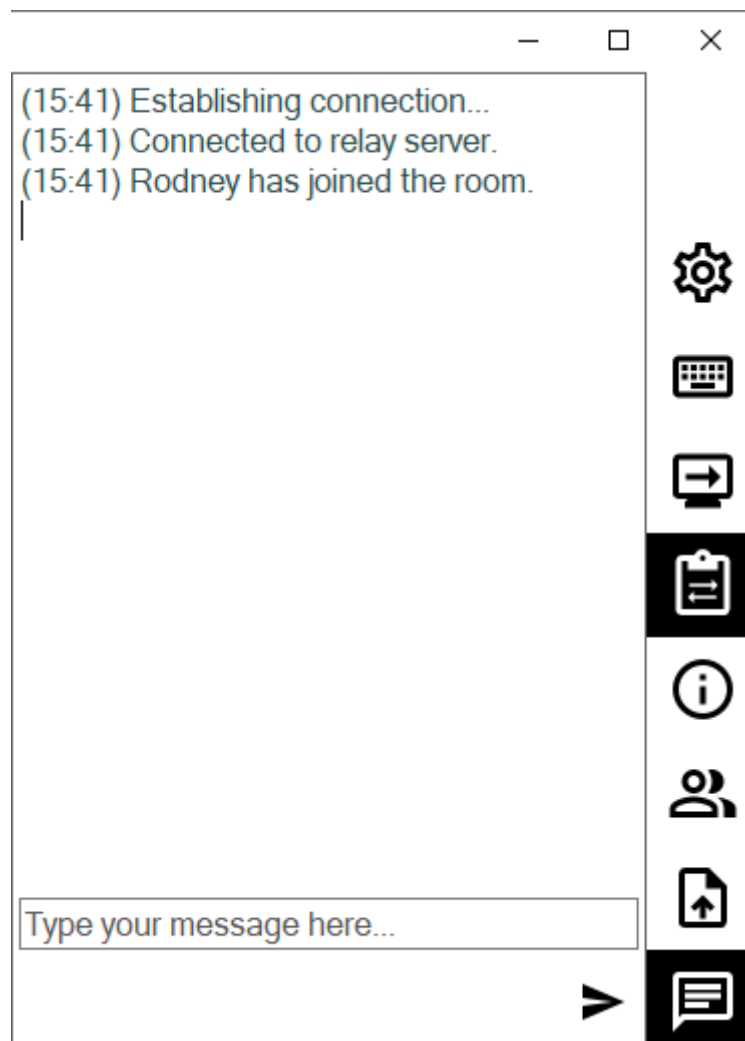
The Support Agent is now connected to the End-User's desktop session.

The Agent can take control and troubleshoot independently or collaboratively: multiple Agents can connect to the same Remote Computer.



Agent Chat Box

The Agent Chat Box is more than just a way to communicate with the End-User.



It contains vital information and functionality the Support Agent needs, listed below from top to bottom:

Settings

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



Send Command

Enables the Support Agent to send the ctrl+alt+del keyboard command or start Task Manager on the Remote Computer.



Change Monitor Displayed

Scrolls 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

Allows 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.

