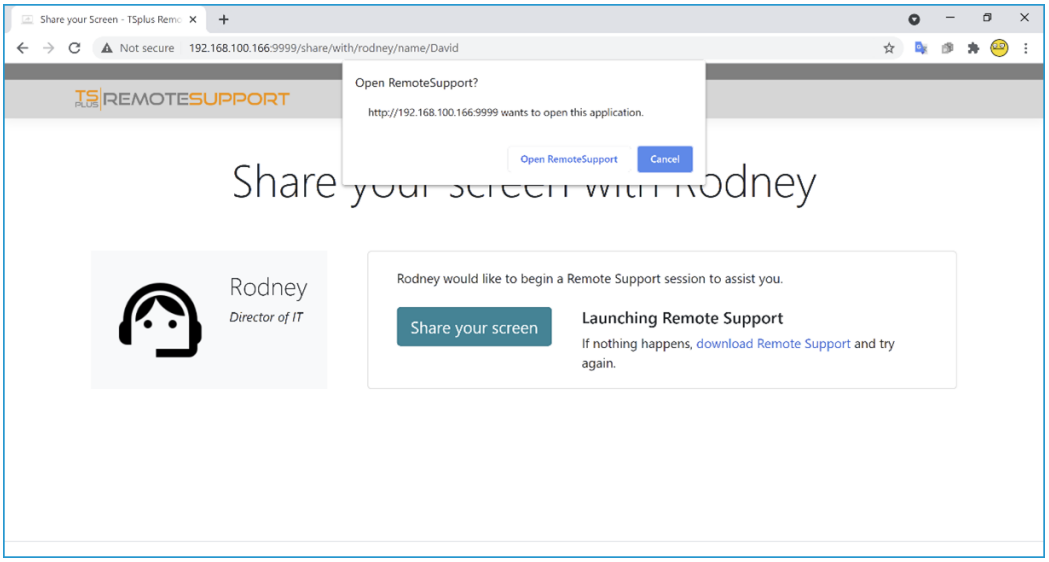
End-User Interface

Overview

An End-User will receive a custom link from a Support Agent.

Receive a link

After clicking on the link, the End-User will be prompted to install the TSplus Remote Support Client.

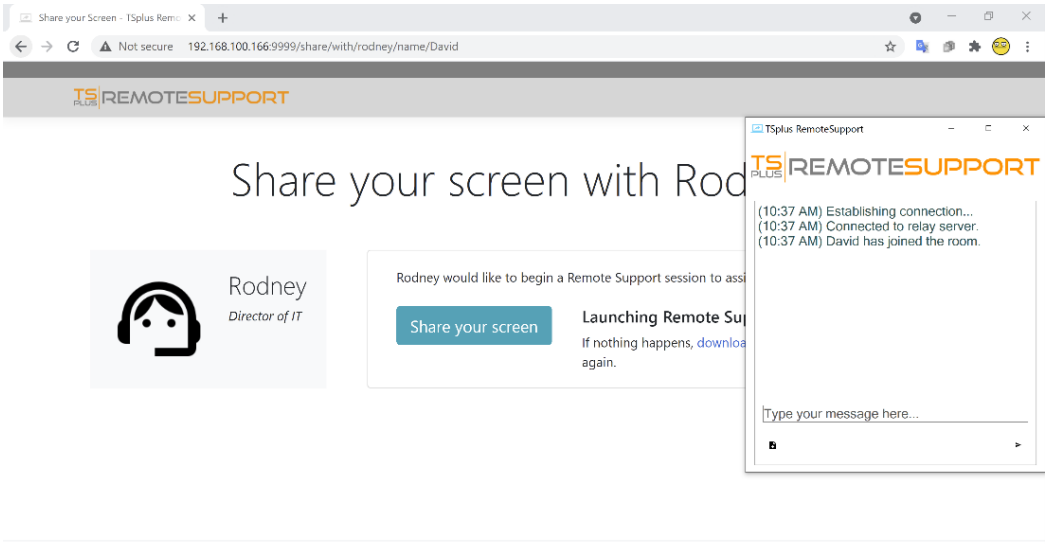


End-User connection screen

Once the End-User has installed the TSplus Remote Support Client and agreed to allow the connection, they will see the Support Agent chat box appear on their screen.

The chat box enables text communication and file sharing between the Agent and End-User.

Please note that closing the chat box will end the Remote Support Session.


Share your Screen - TSplus Remo
Not secure 192.168.100.166:9999/share/with/rodney/name/David
REMOTESUPPORT
Share your screen with Rod
Rodney
Director of IT
Rodney would like to begin a Remote Support session to assi
Share your screen
Launching Remote Su
If nothing happens, downloa
again.
TSplus RemoteSupport
REMOTESUPPORT
(10:37 AM) Establishing connection...
(10:37 AM) Connected to relay server.
(10:37 AM) David has joined the room.
Type your message here...