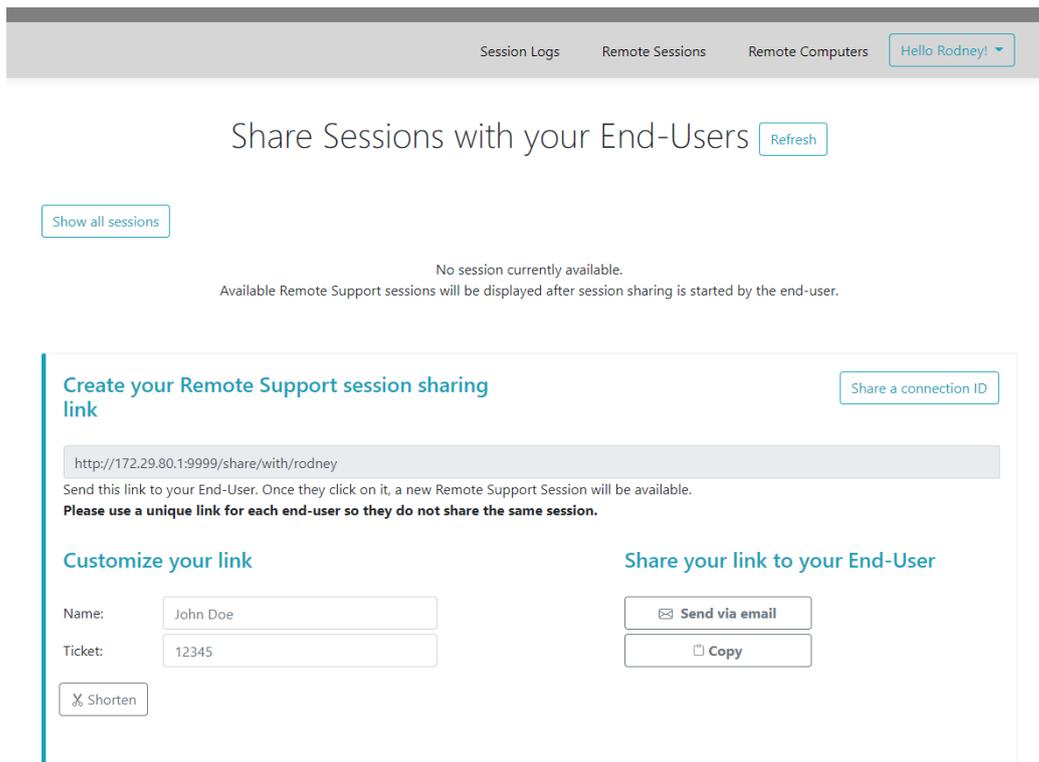


# Agent Web Console

## Overview

Once logged in, Agents are greeted by a list of available Remote Sessions with End-Users, as well as an easy way to create a custom link and invite End-Users to share their Remote Computer.

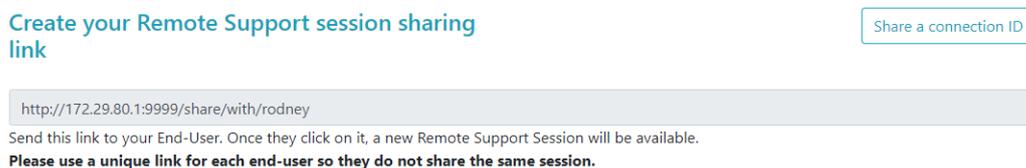


Agents can also customize their own account settings from the 'Hello, Agent Name' button then 'Settings' menu item on the top right corner of the page.

## Remote Sessions

### Send a link

Each Support Agent has a custom link that is sent to the end user.



## Customize the link

Information such as support ticket number and end-user name can be quickly embedded in the link.

Agent can also shorten the URL if needed using the 'Shorten' button.

## Customize your link

Name:	<input type="text" value="John Doe"/>
Ticket:	<input type="text" value="12345"/>
<input type="button" value="✂ Shorten"/>	

## Sending options

Agent can send the link via email or simply copy it using the buttons of the section below.

## Share your link to your End-User

<input type="button" value="✉ Send via email"/>
<input type="button" value="📄 Copy"/>

## The link system

Each link matches with a specific session.

This means each agent will need to customize his agent link to generate a new session as soon as the end-user sharing his session changes.

***If an agent share the same exact link to multiple end-users, they will all end in the same session and won't be able to share their screen at the same time.***

## Send a connection ID

Agent can also send a connection ID instead to the end user.

Connection ID is a 6 digits code to be entered by the end user after having manually started the Remote Support client.

**Share a connection ID** Share a link

378801 Refresh

Send this connection ID to your End-User. Once entered in the Remote Support Client on their side, a new Remote Support Session will be available.

To generate a connection ID, the agent will need to go to the 'Share a connection ID' section by clicking on the button with the same name.

**Create your Remote Support session sharing link** Share a connection ID

https://remotesupport.tsplus.net/share/with/rodney

Send this link to your End-User. Once they click on it, a new Remote Support Session will be available.

## Available Connections

When the End User has clicked on the link and is ready for connection, their information will appear in the support Agent's interface.

Simply click 'Connect' to begin the Remote Support session.

Share Sessions with your End-Users Refresh

Show all sessions

Date	Name	Ticket	Action
2021/10/12 15:17	John	4562 <a href="#">↗</a>	<span>Connect</span>

## Join a session owned by an other support agent

By default, the agent only see the sessions currently being shared, which have been created using his agent URL.

As a result, in order to see and join other sessions, the agent will need to click on the 'Show all sessions' button.

Show all sessions

## Remote Computers

Each agent has access to the list of available unattended computers.

Three actions are available on computers: connect, open a command prompt and remove.

Unattended computers can be organized using groups and quickly find using the search bar.

## Unattended Remote Support

Connect
Open Command Prompt

Search:

Add new group
Rename
Remove

- ▶ IT
- ✦ Marketing
  - Office\_1
  - Office\_2
  - Office\_3
  - Office\_4
  - Office\_5

**Add this computer to the Unattended Access list**

This computer needs to be accessible anytime once started?  
If it is not already registered in the list, click on this button to add your computer to Unattended Access.

[Add this computer](#)

*Note: you are currently navigating on the web portal using your localhost address and no domain is currently set.  
As a result the relay server private IP will be used to configure this machine unattended settings.*

**Add an End-user computer to the Unattended Access list**

Send the following URL to the End-user. Once they click on it and agree to the changes, their computer will be added to the Unattended access list.  
*Note: The link expires after 48 hours.*

http://172.29.80.1:9999/u/86403a8c
✉ Send via email
📄 Copy

## Access the unattended machine

When a machine is available, this icon will be used.



When a machine is unavailable, this icon will be used.



### Send command line

The agent will also be able to send CLI commands through the web command prompt linked to the machine by clicking on the 'Open a Command Prompt' button.

*Note: Depending on the browser you are using, you may be limited to a certain number of command prompts open at the same time. If you need to go over this limitation, you will need to open a different browser.*

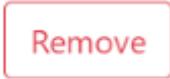
### Known limitations:

- *Chrome version 92: 5*
- *Firefox version 91: 5*
- *Edge (chromium) version 92: 5*

A rectangular button with a light blue border and the text "Open Command Prompt" in a matching blue color.

### Remove a computer

The agent can delete a computer from the unattended computer list, and make it unavailable as well, by clicking on the 'Remove' button. Note: To see the machine again, the agent will need to enable unattended access again using the setup process in the web-console or end-user link.

A rectangular button with a light red border and the text "Remove" in a matching red color.

## Organise the unattended computers

Support agent can create groups to organize configured unattended computers.

Computer and groups can be simply moved from one group to another using drag and drop.

### Add a new group

To add a new group, click on 'Add new group', then give the created group a name and press 'Enter'.

A rectangular button with a light blue border and the text "Add new group" in a matching blue color.

### Rename an existing group

To rename an existing, select the group by clicking on it, then click on 'Rename'.

A rectangular button with a light grey border and the text "Rename" in a matching grey color.

### Delete an existing group

To delete an existing, select the group by clicking on it, then click on 'Remove'.

A rectangular button with a light red border and the text "Remove" in a matching red color.

## Search groups or computers

To search for groups or computers, a search bar is available.

Matching results will dynamically appear as you type.

A rectangular search bar with rounded corners and a light gray border. The text "Search:" is centered inside the bar in a light gray font.

## Add Unattended Computers

The agent can add a computer to the unattended computer list in multiple ways.

### Add this computer

The agent can add the computer he is currently using to the unattended computer list and make it available by clicking on the 'Add this computer' button. The agent will be prompted to run the Remote Support setup.

A rectangular button with rounded corners, a light blue border, and the text "Add this computer" in a medium blue font, centered on the button.

### Add an End-User Computer

A URL specific to each agent is available to make Unattended Access configuration easy and user-friendly using a simple web page.

The agent will be able to copy the link using the Copy button next to the URL displayed.

Note: this URL expires after 48 hours. After that another URL should be displayed and used by the agent.

#### Add an End-user computer to the Unattended Access list

Send the following URL to the End-user. Once they click on it and agree to the changes, their computer will be added to the Unattended access list.

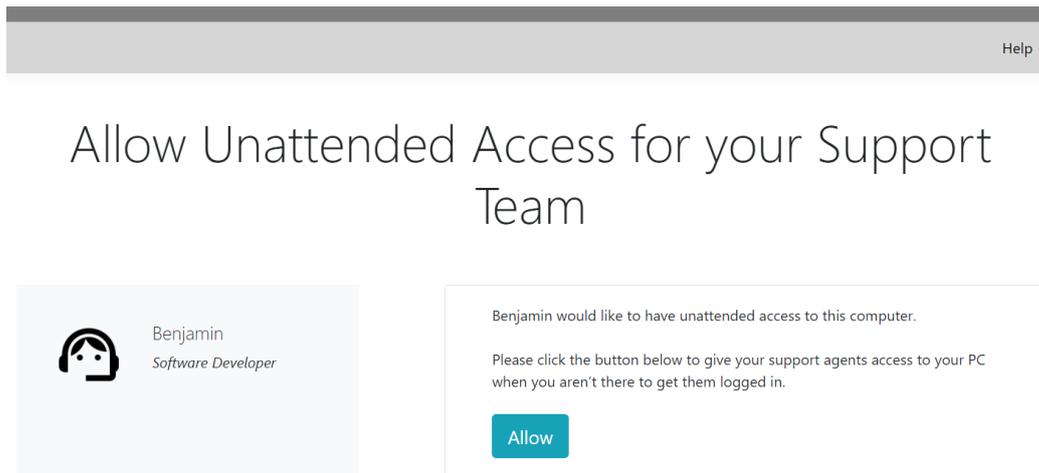
*Note: The link expires after 48 hours.*

<http://172.21.0.1:9999/u/2401396d>

 Copy

Once the URL has been clicked and the page displayed, the customer will be able to enable unattended access by clicking on the 'Allow' button.

Note: enabling unattended access requires admin privileges. A privilege elevation prompt will display if the current user does not have these.



### Add a computer using command line

If you need to enable unattended access on multiple computers, this can be done using the command line interface.

The Remote Support Client Setup file, 'RemoteSupport.exe' can be found [here](#).

The arguments to use are the following (arguments must be separated by a space):

- */createcomputer*
- */username [supportagentusername]*  
For example: */username "rodney"*
- */password [supportagentpassword]*  
For example: */password "myoverlynotcomplicatedbutverylongpasswordsothatnoonefindit"*
- */relayurl*  
For example: */relayurl "remotesupport.mycompany.com"*
- */relayport*  
For example: */relayport "443"*

A complete example: to register the current machine as unattended to the server `remotesupport.mycompany.com` you may use:



### Remove a computer

The agent can delete a computer from the unattended computer list, and make it unavailable as well, by clicking on the "Remove" button.

*Note: To see the machine again, the agent will need to enable unattended access again using the setup process in the web-console or end-user link.*



### Change the visibility of a computer

The visibility of a computer can be changed from the agent only to everyone using the button 'Change visibility to everyone'. By default, when the computer is added, the visibility of a computer is restricted to its owner. The owner of the computer refers to the agent who shared his custom URL, which has been used to add the computer to the unattended computer list.

*Note: only the owner of the computer can change its visibility.*



## Session Logs

Once Remote Support Sessions end, they are automatically recorded in the 'Session Logs' section.

Session Logs
Remote Sessions
Remote Computers
Hello Rodney! ▾

**Keep track of your session logs**

Dates are in Coordinated Universal Time (UTC).

*Double-click on the customer name, ticket or comment field to edit their content*

Show  entries Export to csv Search:

Started at	Ended at	Duration (in seconds)	Computer Name	Customer Name	Ticket	Agents	Comment
10/12/2021 1:41:03 PM	10/12/2021 1:46:23 PM	320		John	4562	Rodney Brown	

Showing 1 to 1 of 1 entries Previous  Next

The table can be exported to csv using the button 'Export to csv'.

Export to csv

## Agent Account Settings

Agents can customize their own account settings by clicking on the 'Hello, Agent Name' button on the top right corner of the page and then clicking on the 'Settings' menu item.

## Profile

Agents can edit their name, email and title from a simple account management page.

The screenshot shows the 'Manage your account' page. At the top right, there is a 'Remote Computers' link and a user menu for 'Hello David!' with options for 'Settings' and 'Log out'. The main heading is 'Manage your account' with a sub-heading 'Change your account settings'. On the left, there are two tabs: 'Profile' (selected) and 'Password'. The 'Profile' section contains several input fields: 'Email' (davidtelford@gmail.com), 'First Name' (David), 'Last Name' (Telford), 'Title' (Support Engineer), and 'Slug' (david). There is also a 'Select Picture' section with a 'Choisir un fichier' button and the text 'Aucun fichier choisi'. A 'Save' button is located at the bottom of the form. To the right of the form is a large icon of a person wearing a headset.

## Password

Agents can change their password from a standard password management page.

Remote Computers

Hello David! ▾

## Manage your account

### Change your account settings

Profile

Password

#### Change password

Current password

New password

Confirm new password

Update password