How do I request remote session for technical support?

A DoIT staff must initiate a session.

A remote session allows an technology support staff to connect to your computer and correct any problems directly. Before following the steps below, the support staff must initiate the session and you must have an Internet connection. Each session will terminated immediately.

1. Go to http://remote.umbc.edu
2. Enter the invitation code provided by the technology support staff
3. Click Allow session when prompted
   A java application will launch and the technology support staff will be able to work on your computer directly