How do I request remote session for technical support?

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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.

Please note, Mac users may need to enable Screen Recording and Accessibility access for the ConnectWise application in Security & Privacy settings in System Preferences for the app to function fully.

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