

Bomgar (BeyondTrust Remote Support) iOS/Android Mobile Setup

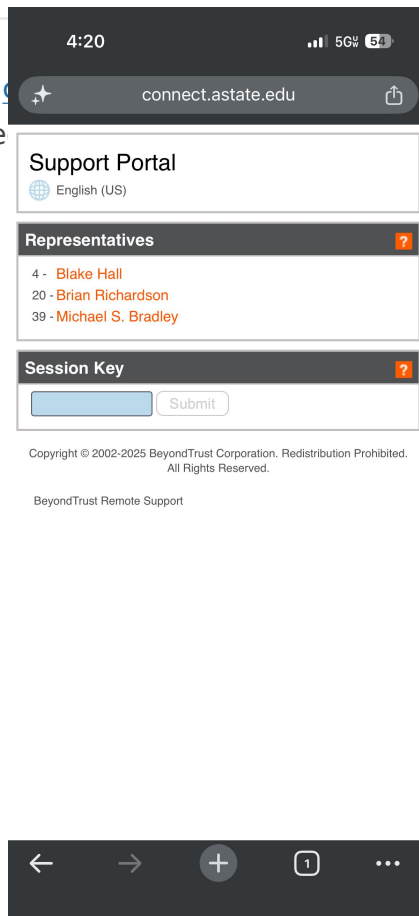
This method will work for both mobile phones and tablets (either iOS or Android)

Some devices may not support the BeyondTrust app

iOS devices are limited to "View Only", while Android devices can be "View Only" and "Full Control"

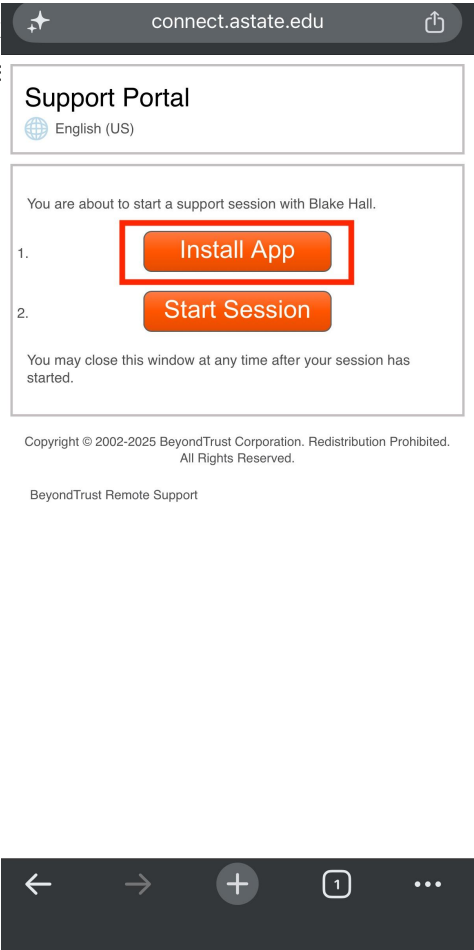
You may have to change your devices permissions for the BeyondTrust app in your device's system settings

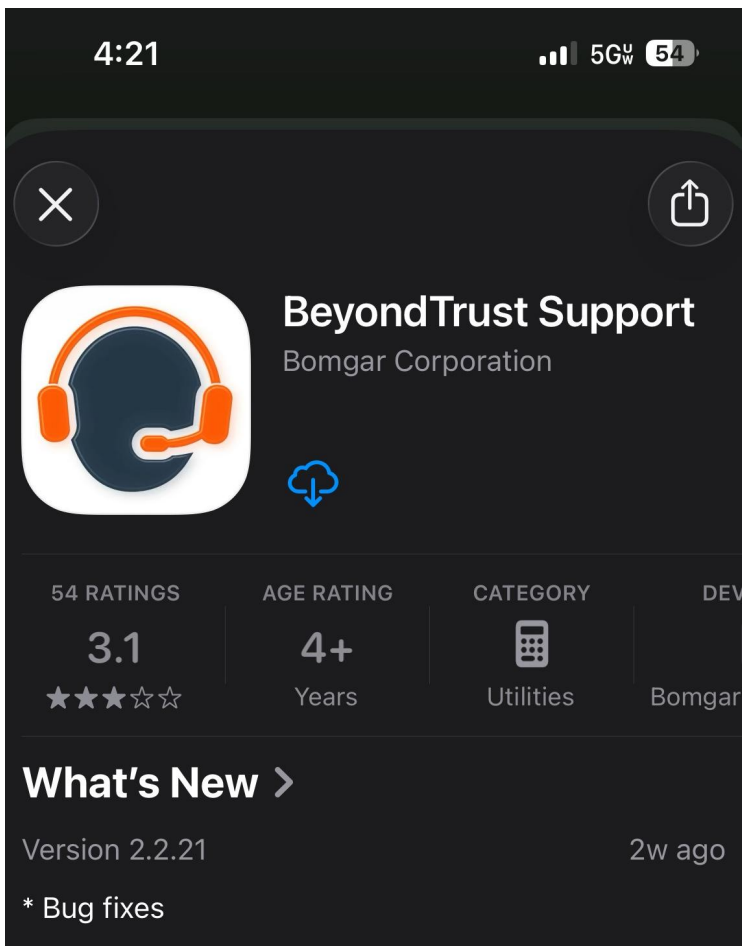
1. Open any web browser and go to connect.astate.edu and open the **Support Portal** and select the agent's name you are needing assistance from.



The screenshot shows a mobile browser interface for the BeyondTrust Support Portal. At the top, the status bar shows the time 4:20, 5G signal, and 54% battery. The browser address bar displays 'connect.astate.edu'. The page content includes a 'Support Portal' header with a language selector set to 'English (US)'. Below this is a 'Representatives' section with a list of three agents: '4 - Blake Hall', '20 - Brian Richardson', and '39 - Michael S. Bradley'. The next section is 'Session Key', which contains a text input field and a 'Submit' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2002-2025 BeyondTrust Corporation. Redistribution Prohibited. All Rights Reserved.' and the text 'BeyondTrust Remote Support'. The mobile navigation bar at the very bottom shows standard iOS/Android icons: back, forward, home, tab, and more options.

2. The new page will show the free **BeyondTrust Support** application from your device's app store.



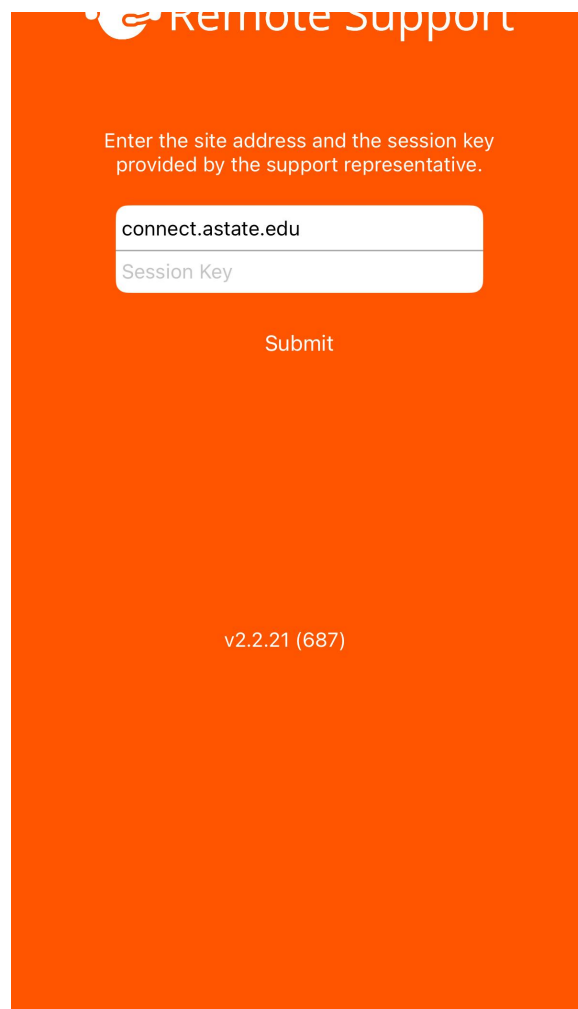
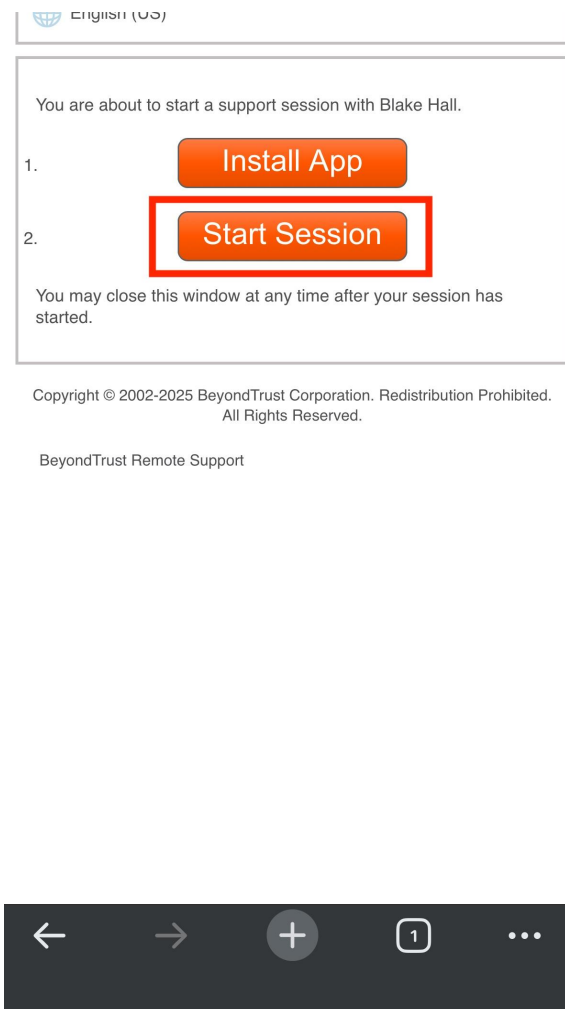


3. After installing the app on your mobile device, you can proceed with either of these methods:

- **OPTION 1:** Go back to the Support Portal page and select "**Start Session**" (select **Allow** when prompted) or
- **OPTION 2:** Open the app itself and type **connect.astate.edu** in the **Site Address** field and the A-State agent can provide you with the Session Key

Option 1:

Option 2:



3. Either method will connect your device to the **BeyondTrust chat portal**, where the agent can remote in and see this screen:

- Select the circle icon at the top of the screen and then select **Start Broadcast**
 - *Please note, the agent will not be able to see anything other than the chat screen until you start the broadcast, if the circle icon is **RED**, the agent will be able to fully view your screen on your device*

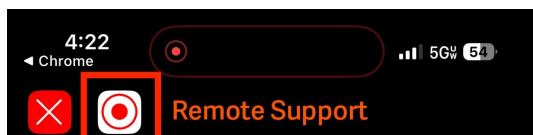
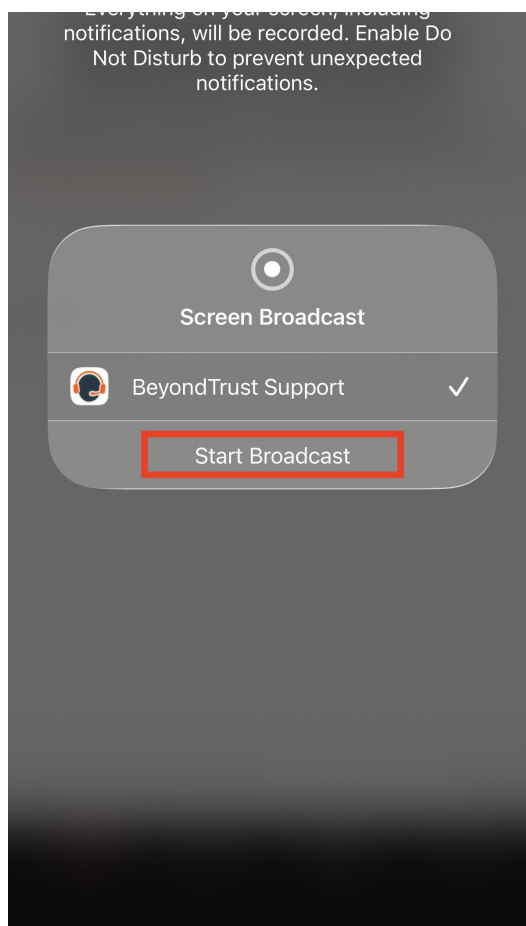
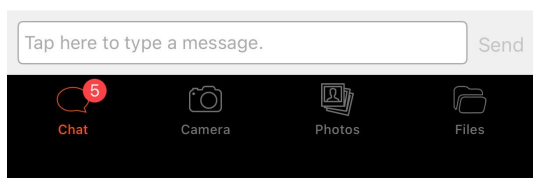
Not Sharing
Sharing

(16:21:29) Your support representative will be with you shortly. This session may be recorded for quality assurance.

***(16:21:29)** By continuing to use this application (which includes but not limited to, granting access to and/or viewing of your computer) you are agreeing to the following: [Full Terms & Conditions](#)

(16:21:35) You are now chatting with Blake Hall.

(16:21:37) Blake Hall can now only view the customer's screen.



(16:21:29) A secure, encrypted connection has been established.

(16:21:29) Your support representative will be with you shortly. This session may be recorded for quality assurance.

***(16:21:29)** By continuing to use this application (which includes but not limited to, granting access to and/or viewing of your computer) you are agreeing to the following: [Full Terms & Conditions](#)

(16:21:35) You are now chatting with Blake Hall.

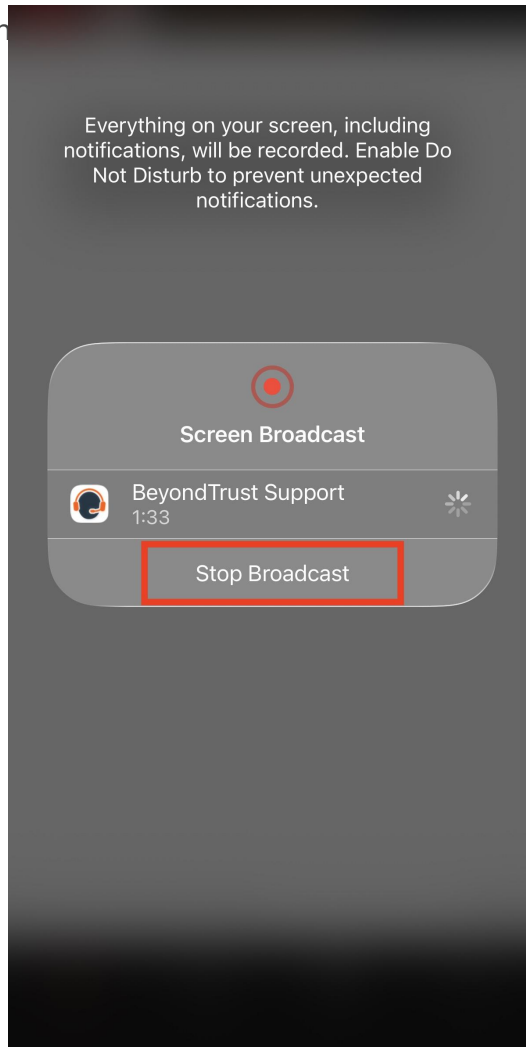
(16:21:37) Blake Hall can now only view the customer's screen.

(16:22:18) A secure, encrypted connection has been established.

(16:22:18) Blake Hall can now only view the customer's screen.



4. Once you are ready to end screen sharing, tap the **Stop Broadcast** button and select **Stop Broadcast**.



5. To completely end the session and remove access for the A-State agent, tap the "X" in the top left and select **Yes**, when it asks if you want to end the support session, you will receive a confirmation message when disconnected.

(16:23:52) Blake Hall can now only view the customer's screen.

Are you sure you want to end the support session?

Yes

No

Remote support

Enter the site address and the session key provided by the support representative.

**Thank you for using
BeyondTrust Remote
Support!**

**Your session has now ended.
Your computer can no longer
be accessed or controlled
using BeyondTrust Remote
Support.**

OK

v2.2.21 (687)

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Revision #9

Created 2026-05-18 21:46:54 UTC by Blake Hall

Updated 2026-05-19 15:15:38 UTC by Blake Hall