

Requesting Remote Assistance

<https://campus.barracuda.com/doc/39816462/>

Any user account that is granted the Access Right *Remote Assistance Create*, will have the ability to access their own **My Remote Assistance** page where they can create, modify and submit their own remote assistance requests. (For information on how to configure Access Rights, see [Access Rights](#).)

To create a remote assistance request, complete the following steps:

Step 1. Create a remote assistance request

1. Log into the [Administrative Interfaces](#).
2. Open the **RESOURCES > My Remote Assistance** page.
3. In the **Name** field, enter a brief summary for your request.
4. Add a detailed description of the problem and any additional notes concerning this request.
5. Enter your **email** address and **phone** number (optional).
6. Click **Add**.

The request is added to the **My Remote Assistance Requests** section.

Step 2. Launch the remote assistance request

As soon as the helpdesk administrator has contacted you and requests access to your system,

1. Click on your remote assistance request to launch the session.
2. Once the assistance session has started, you can communicate with the assistant. Click the **Chat** icon on the bottom of the screen to view and send messages.

When the session is closed, the request will be deleted from the list.

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