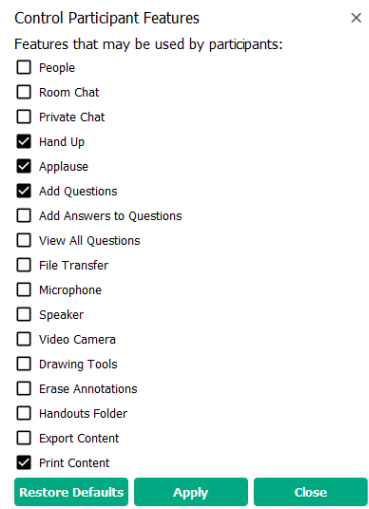


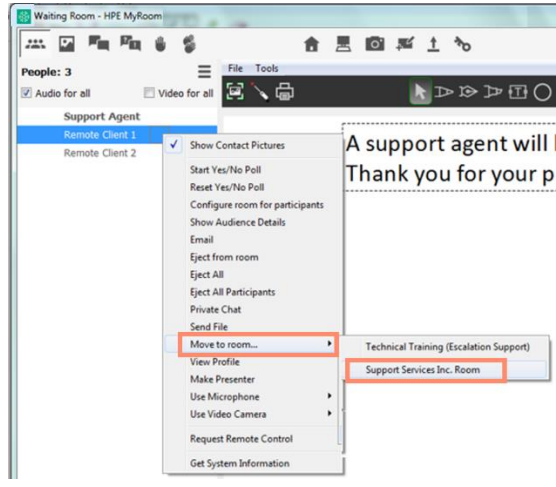
Multiple rooms

<p>Multiple rooms</p>	<p>At least two rooms, depending on your account, help keep you organized, such as:</p> <ul style="list-style-type: none"> • One room per client • One room per division of a client's organization • Different rooms for different areas of focus • Use and repurpose in any way that works for you
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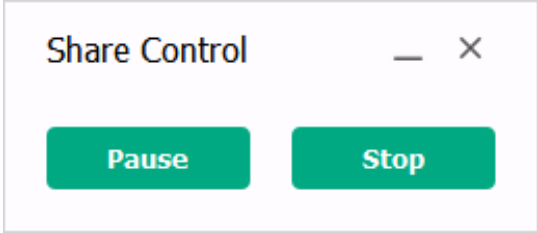
Waiting room

<p>Prepare waiting room</p>	<ul style="list-style-type: none"> • Configure waiting room to maintain privacy by disabling certain participant features • Create persistent key for waiting room • Distribute persistent participant key to those awaiting your support 
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<p>Private chat</p>	<p>Private chat customers who are waiting to:</p> <ul style="list-style-type: none"> • advise them of wait times • let them know when you are moving them to support room • etc.
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<p>Move to room</p> <p>Right-click customer's name in waiting room</p> <ul style="list-style-type: none"> • Select Move to room... • Select support room <p>Customer will be moved</p> <ul style="list-style-type: none"> • Out of waiting room • Into support room <p>You will remain in both rooms</p>	
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Get remote system information	
Support agent action	<ul style="list-style-type: none"> • Right-click on remote client's name in People panel • Select Get System Information
Remote client actions	<ul style="list-style-type: none"> • Click Yes to allow collection of system information • Click Send to initiate the transfer
Support agent action	<ul style="list-style-type: none"> • Click Accept • choose a folder for the automatically generated text file • Recognize the file by the date and time in the file name • Depending on your business requirements, you can then upload the customer system information to your ticketing system

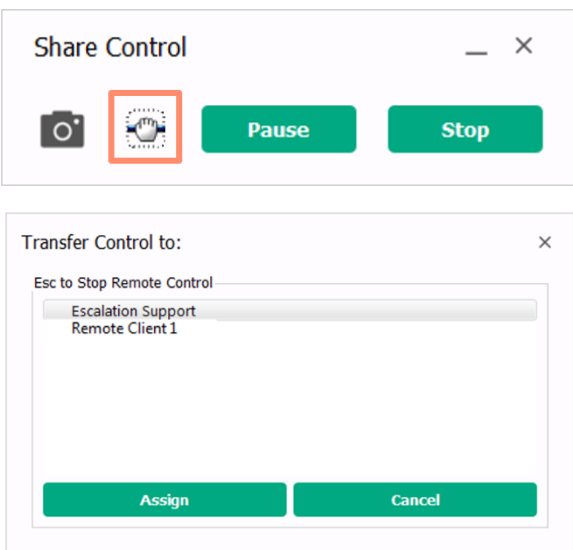
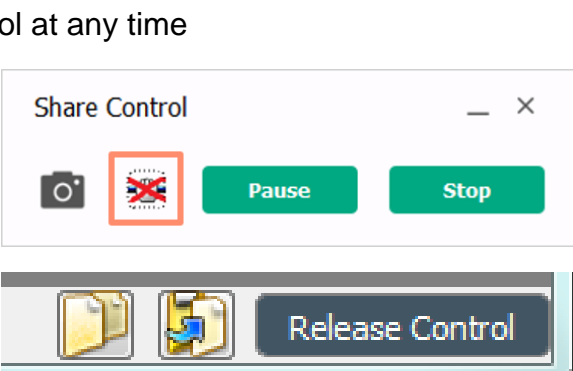
Request remote control	
Initiate remote control	<p>Support Agent:</p> <ul style="list-style-type: none"> • Right-click on remote client's name in People panel • Select Request Remote Control <p>Remote Client:</p> <ul style="list-style-type: none"> • Click Yes to allow Support Agent control of local desktop
End remote control	<p>Either party can end the remote control at any time</p> <p>Support Agent:</p> <ul style="list-style-type: none"> • Click Release Control  <p>Remote Client:</p> <ul style="list-style-type: none"> • Click Stop 

Copy clipboard


Minimize the chance of typos or other errors when providing product keys, command strings, etc. or when collecting error messages and other information

<p>From support agent to remote client's desktop</p>	<p>Click Copy contents of local clipboard to remote clipboard</p>	
<p>From remote client to support agent's desktop</p>	<p>Click Copy contents of remote clipboard to local clipboard</p>	

Grant control of your desktop

<p>Grant control</p>	<p>Support Agent:</p> <ul style="list-style-type: none"> • Share your desktop • Click Transfer control to... <ul style="list-style-type: none"> • Select a user • Click Assign 	
<p>End remote control</p>	<p>Either party can end the remote control at any time</p> <p>Support Agent:</p> <ul style="list-style-type: none"> • Click Take Back Control <p>Escalation Support:</p> <ul style="list-style-type: none"> • Click Release Control 	

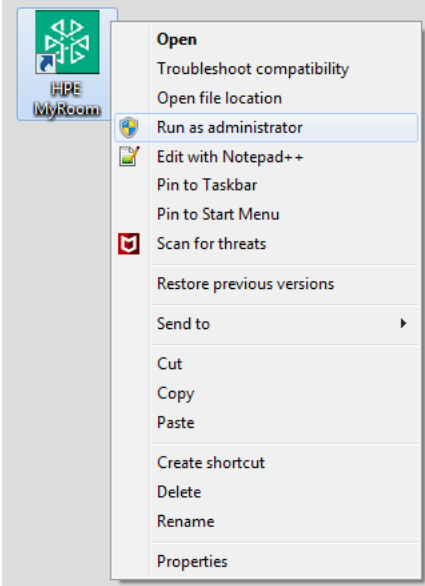
Control remote desktop with remote desktop protocol (RDP)

<p>Request remote control of a desktop that uses RDP</p>	<p>Microsoft RDP provides remote display and input capabilities over network connections for Windows-based applications running on a server. RDP is designed to support different types of network topologies and multiple LAN protocols.</p>
<p>All keyboard keys work except</p>	<ul style="list-style-type: none"> • Home • End • Control-Home • Control-End 

Elevated privileges dialog box for users under UAC

<p>If your client's organization does not grant administrative privileges to their end users, HPE MyRoom UAC allows you to prepare for service calls that require those privileges</p>	
<p>Prior to service calls</p>	<p>Install HPE MyRoom UAC on all end user machines Turn on UAC</p>
<p>During service calls</p>	<p>Request remote control of end user machine Enter necessary credentials when UAC window opens</p>

Remote control with Windows 8

<p>Run remote control on Windows 8 machine with UAC turned on</p>	<ul style="list-style-type: none"> • Either follow steps in Elevated Privileges section above • Or have end user run MyRoom standard client as administrator: <ul style="list-style-type: none"> • Right-click MyRoom desktop icon • Choose Run as administrator • Click Yes when UAC dialog appears 	
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Purchase HPE MyRoom Assist

Go to www.myroom.hpe.com

Select the Products tab

MyRoom

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Products

You must meet the [System Requirements](#) in order to successfully use HPE MyRoom. You can also view the [features and functionality](#).

Click **Buy now** next to HPE MyRoom Assist

HPE MyRoom Assist

MyRoom Assist is for support engineers.

12 months
USD\$504⁰⁰

Buy now

In addition to all the HPE MyRoom Premium features and functions, the Support Engineer will be able to request remote control of someone else's desktop or share their own desktops or grant remote control of their desktop to others in the room, and gather System Information. The support engineer is able to respond to requests for elevated privileges when supporting users under Windows User Account Control (UAC)*. This is available for Windows, Mac, and Linux operating systems.

*NOTE: The end user will need to install HPE MyRoom with UAC in order for the support engineer to respond to elevated privileges. Please contact the service desk to for assistance with downloading and installing HPE MyRoom with UAC.

HPE MyRoom help & support

For information about other HPE MyRoom products and features

- Click the ? icon in lower right corner of any MyRoom window
- Select **Documentation** from the menu

