If you require additional support from SPH IT. You may reach out to OCT by emailing sphcomputing@ca.rutgers.edu or call 732-235-3231.

Once we receive details about your technical issue, we will coordinate a time to reach out to you. In some cases, it is easier to provide support through a Remote Session.

**Method 1: Email**

OCT will send you an email with a clickable link that will allow you to quickly get connected. Please follow the onscreen instructions after clicking on the link.

1. **Email example.**

   Good afternoon,

   Please use this link to begin a Remote Session:
   https://bomgar.edim.rutgers.edu/?ae=731c20bb475b0a44f8e7d578f0e0b2f4a4

   Thank you
   
   Chai Lo
   
   User Support Specialist III, Office of Computing and Technology Support
   
   Rutgers School of Public Health
   
   689 Hoes Lane West, Office #106
   
   Piscataway, NJ 08854
   
   Piscataway Office: (732)235-3231
   
   rlu113@sphealth.rutgers.edu
   
   For SPH Tech Support Needs:
   
   sphcomputing@ca.rutgers.edu
   
   Follow the Rutgers School of Public Health on Facebook, Twitter, and Instagram.
2. You are about to start a support session with Chai Lo.
   1. Click Keep in the lower left corner of this window if you are prompted to Keep or Discard. If not, skip this step.
   2. Click on the file you downloaded in the lower left corner of this window. If you don't see a downloaded file, click here.
   3. Click Run if you are asked if you want to run this software.
   You may close this window at any time after your session has started.

3. A secure, encrypted connection has been established.
   Your support representative will be with you shortly. This session may be recorded for quality assurance.
   Your position in the queue is 1.

   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
4. We will request “full access” to your computer. In this case, this will allow us to view your screen and properly advise as needed.
Method 2: Secession Key

OCT will send you an email with a “Session key” that should allow you to join. Please follow the onscreen instructions after clicking on the link.

1. Email example.

Good afternoon,

Please go to this website:
https://bomgar.edm.rutgers.edu/

9743237 — session key

Thank you
Chai Lo
User Support Specialist III, Office of Computing and Technology Support
Rutgers School of Public Health
683 Hoes Lane West, Office #105
Piscataway, NJ 08854
Piscataway Office: (732)235-3231
c1218@sph.rutgers.edu
For SPH Tech Support Needs:
sphcomputing@ca.rutgers.edu
Follow the Rutgers School of Public Health on Facebook, Twitter, and Instagram

2. Repeat steps 2-4 from Method 1.