

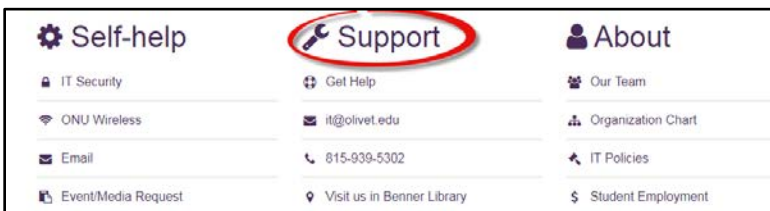
## How to use BOMGAR

BOMGAR is a useful tool if troubleshooting, or help finding resources, is needed. A service representative from IT, Benner Library, or other campus group will help with the screen sharing function. The IT Help Desk is available at (815) 939-5302 for assistance with BOMGAR.

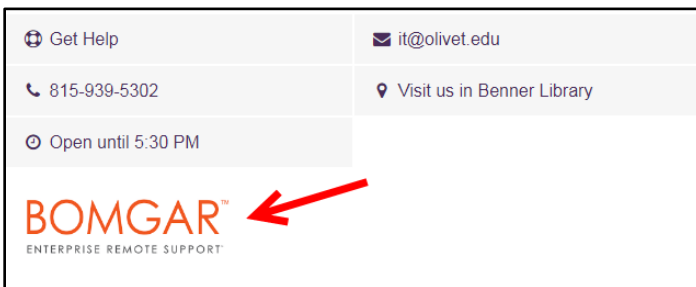
**Step 1:** Go to the Benner library homepage, [library.olivet.edu](http://library.olivet.edu), and click on “Campus Links”. Under this tab click on “Campus IT”.



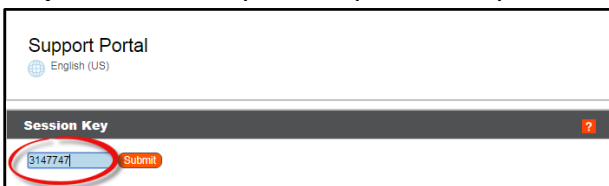
**Step 2:** Select “Support” on the Campus IT page.



**Step 3:** Click the BOMGAR logo on the left side.

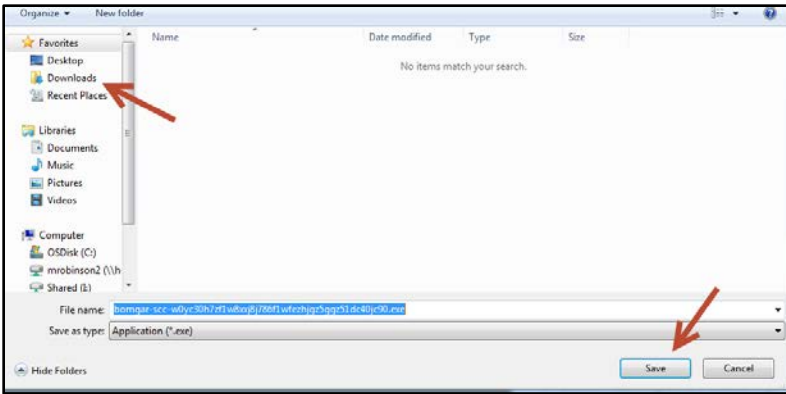


**Step:** A Session Key will be provided by the service representative. Enter that into the BOMGAR page.

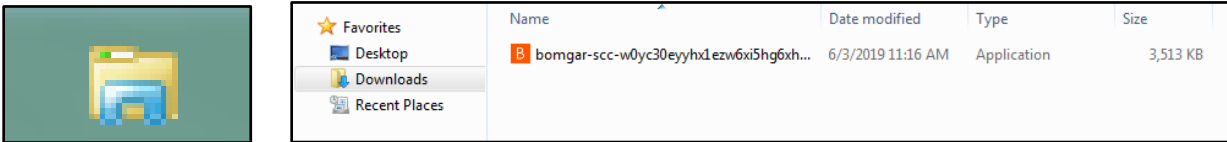


**Step 5:** Allow for a new session to start.

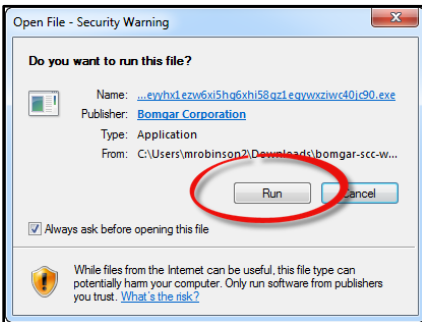
**Step 6:** A prompt will appear to save BOMGAR on the computer. Save it to the “Downloads” folder.



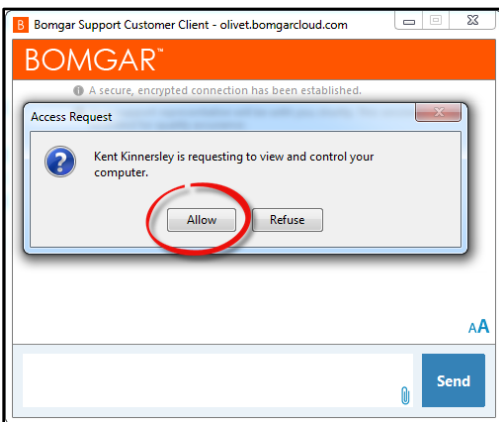
**Step 7:** Open the File Explorer application and download the BOMGAR software that was saved in the previous step.



**Step 8:** Run the software.



**Step 9:** A service representative will request access to view the screen. Select “allow”.



**Step 10:** Communication can be done by sending messages and by the service representatives’ movements on the screen.

**Step 11:** Once the problem has been resolved, select “Stop Sharing” to end the session. There will be another prompt to select “End” and then the software will be removed from the computer.

