

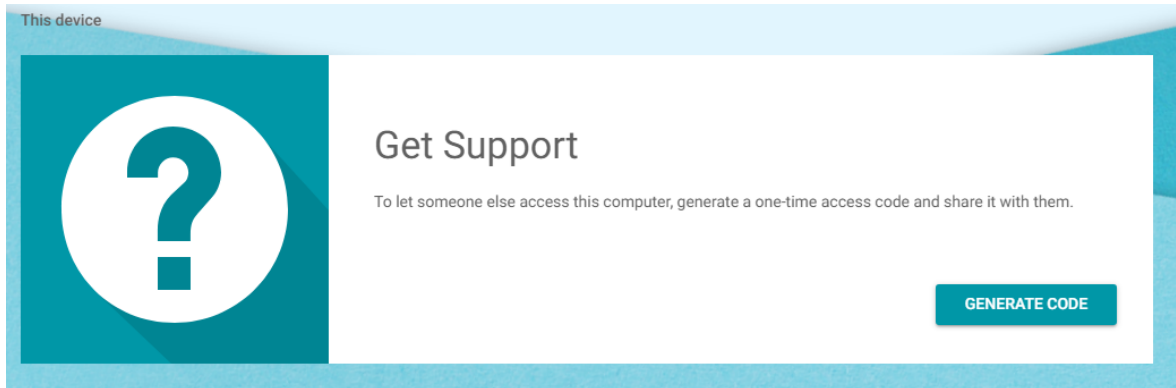
Chromebook: Remote Support

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If you need support for your Chromebook and contact the Service Desk they may ask you to initiate a remote session. The software is already installed on your Chromebook. Here's what to do:

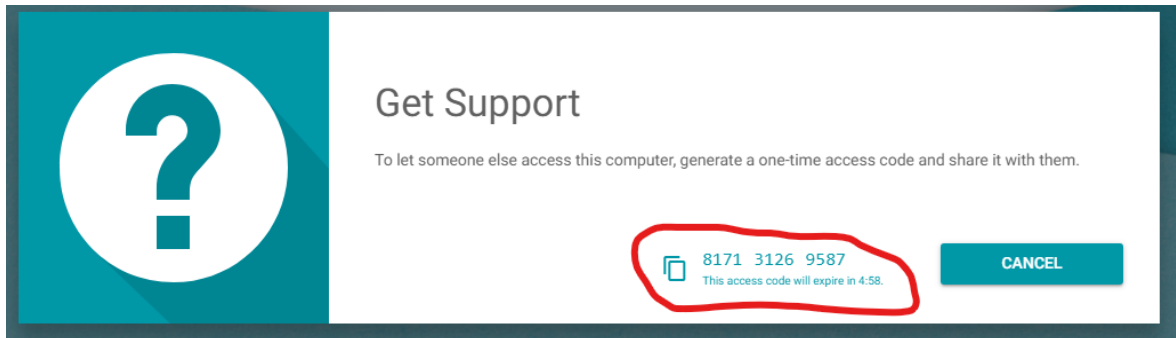
1

Navigate the browser to: <https://remotedesktop.google.com/support/>



2

Click the "Generate Code" button (see below)



3

When prompted by the Service Desk Technician, read them the 12 digit access code. They will use that to then connect to your machine. They have the ability to move the mouse, but they will ask you to click and type.