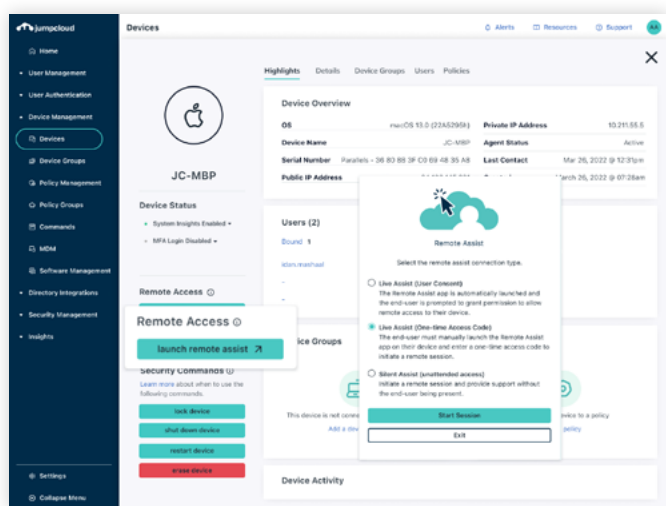
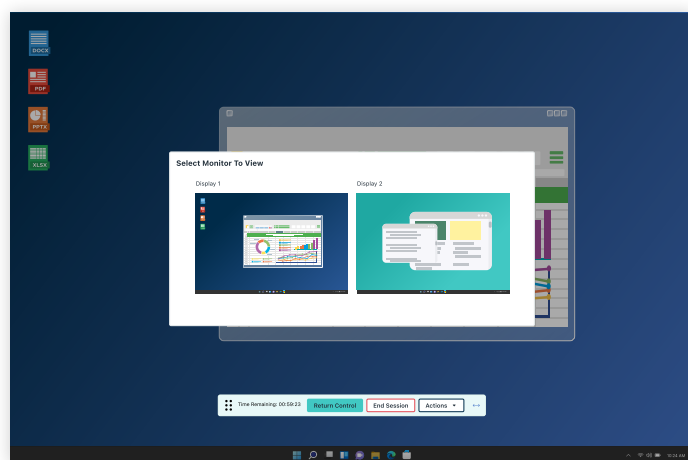


JumpCloud Remote Access

JumpCloud Remote Access empowers IT admins to easily connect to their end-users' Windows, Mac, and Linux devices from anywhere, and in real-time, with or without their presence, to troubleshoot technical problems with efficient remote tools. Remote Access combines **Remote Assist** and **Background Tools** capabilities in one place to enable IT admins to seamlessly manage and troubleshoot remote devices.



Remote Access is located in the Devices section in the JumpCloud Admin Console.



Easily launch remote desktop sessions from an admin machine to any user device (Windows, Mac, or Linux) for remote support.

Accelerate IT Efficiency in Remote-First Environments

Increased Productivity and Reduced User Friction

Take control of end user devices to resolve their technical problems quickly through attended or unattended remote assistance so they can quickly return to the tasks they were performing.

Faster Resolution for Help Desk Tickets

Resolve end-user technical issues effectively using remote command-line and file transfer capabilities. Expedite the closure of help desk tickets and ensure efficient time-to-resolution, whether users are working in the office or remotely.

Streamline and Simplify Operations and Management

Unified Control and Management

Leverage a single console to gain easy access to company resources, customize, deploy and manage new policies to better suit evolving workflows, and enhance IT assistance by troubleshooting in real time to resolve immediate issues.

Simple, Secure Connections

Remove operational complexities related to remote control, blind over-the-phone navigation, and cumbersome screen sharing tools in favor of a secure peer-to-peer channel without the need for additional software.

Key Features

- **Multi-OS Compatibility:** Provide remote support to user devices running Windows, macOS, and Linux, directly from your web browser. This functionality is supported on Chrome, Edge, Firefox, and Safari.
- **Web-based Admin Interface:** Efficiently assist end-users directly from your web browser, eliminating the need for installing additional tools.
- **Robust Security and Privacy:** Ensure privacy and security with direct, encrypted peer-to-peer communication and end user notifications.
- **Multi-Monitor Management:** View, control, and switch between multiple monitors connected to your remote devices effortlessly.
- **Audit Logging:** Comprehensive logging of all remote support sessions for centralized monitoring and auditing.
- **Consent-Cased Attended Access:** Grant end users the ability to join sessions by accepting consent prompts, ensuring transparency and control before IT accesses their devices.
- **Clipboard Synchronization:** Copy and paste text and images seamlessly between remote and local devices.
- **Unattended Remote Control:** Enable IT to access and control remote devices even when users are not present.
- **UAC & Login Screen Access:** Access and manage systems, including locked screens and logon screens post-reboot, with UAC support for secure privilege elevation without sharing admin credentials.
- **End-User Notifications:** Maintain transparency by providing on-screen notifications to end users when their devices are in a remote session.
- **Interactive Command Line:** Run interactive commands on the remote systems without user interruption.
- **File Manager:** Securely access, organize, and transfer files to and from remote systems during remote assist sessions or in the background without user interruption.

Interested to Learn More?

Contact your JumpCloud Account Executive or Account Manager.

Need Help Getting Started?

JumpCloud's Professional Services team is here to support you along the way. Whether you need implementation assistance or hands-on engineering support, there's a service package for you. [Connect with a JumpCloud representative to learn more.](#)

JumpCloud® helps IT teams **Make Work Happen®** by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has a global user base of more than 200,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.



Get Started