

JumpCloud Remote Assist

JumpCloud Remote Assist empowers IT admins to easily connect to their end users' Windows and macOS devices from anywhere, and in real-time, to resolve their technical problems.

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 live remote assistance so they can quickly return to the tasks they were performing.

Faster Resolution for Help-Desk Tickets

Close helpdesk tickets quickly and maintain efficient time-to-resolution for your users whether they are in the office or working remotely.

Streamline and Simplify Operations and Management

Unified Control & Management

Leverage a single console to enable easy access to company resources, customize, deploy and manage new policies to better suit evolving workflows, and uplevel 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

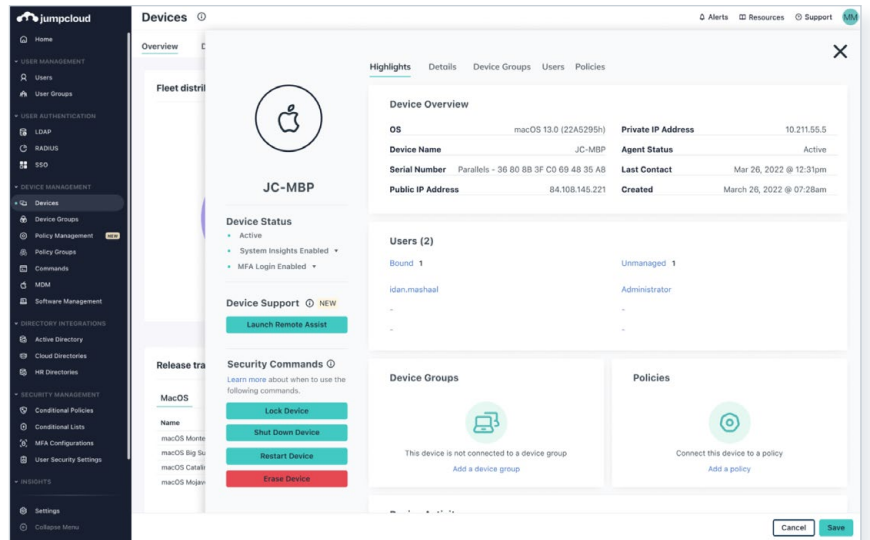
- **Multi-OS Support:**
Deploy remote assistance to Windows, macOS and soon Linux user devices direct from your browser (support for Chrome, Edge, Firefox and Safari).
- **Role-Based Access Control:**
Determine which technicians can access end user device(s) via the JumpCloud account role-based access controls.
- **Browser-based Admin Interface:**
Use the web browser directly, without relying on other systems or tools, to efficiently assist end users working from anywhere and at any time.
- **Secure Peer-to-Peer Connection:**
Fully secured, private sessions protected by unique session keys, end-to-end encryption, and direct peer-to-peer communications.



Remote Assist will be a FREE addition to the JumpCloud Directory Platform for organizations using JumpCloud to manage their Windows, macOS, or Linux devices.

Interested to learn more?

Contact your JumpCloud Account Executive or Account Manager.



Remote Assist will be launched under the Device Support section in the JumpCloud Admin Console.



The JumpCloud Directory Platform helps IT teams **Make (Remote) 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 180,000 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.

[Try JumpCloud Free →](#)

Blog

Daily insights on directory services, IAM, LDAP, identity security, SSO, system management, and the cloud.

[Learn More →](#)

Resources

JumpCloud’s hub for videos, documentation, case studies, partner enablement tools, and more.

[Learn More →](#)

In the Press

Read what people are saying about JumpCloud.

[Learn More →](#)