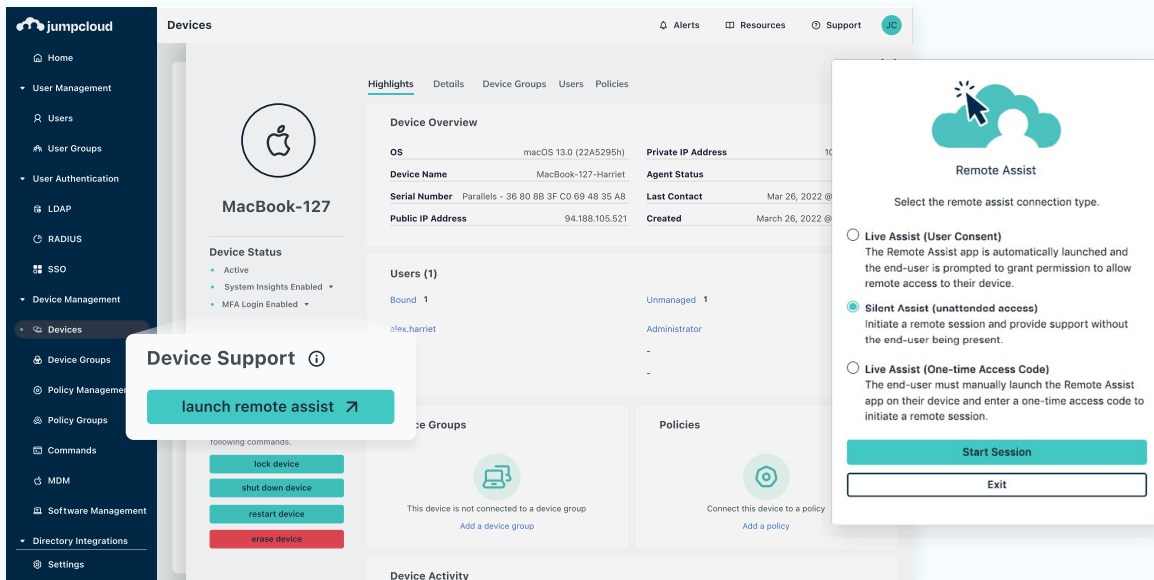


JumpCloud Remote Assist

JumpCloud Remote Assist empowers IT admins to easily connect to their end users' Windows and macOS devices from anywhere, and in real-time, with or without their presence, to resolve their technical problems.



Remote Assist is located in the Device Support section in the JumpCloud Admin Console.

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 or unattended remote assistance so they can quickly return down device to the tasks they were performing.

Faster Resolution for Help Desk Tickets

Close help desk tickets quickly and maintain efficient time to resolution for your users whether they are in the office or working remotely. As needed, a ticket can be resolved even without the presence of an end user.

Streamline and Simplify Operations and Management

Unified Control and Management

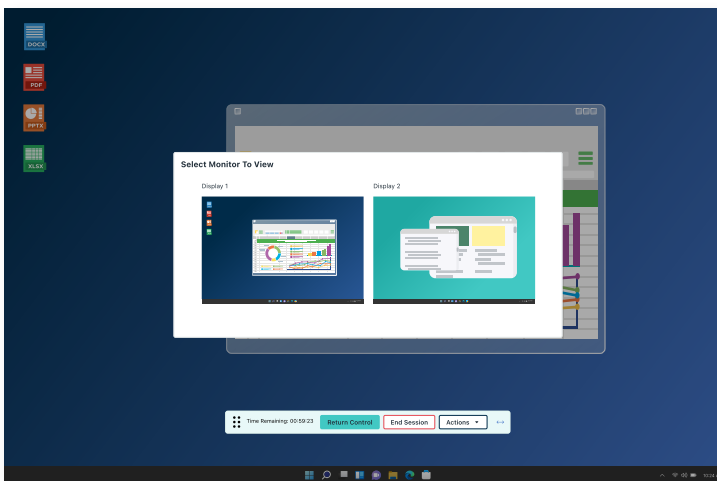
Leverage a single console to gain easy access to company resources, customize, deploy and manage new policies to better suit evolving workflows, and enhance IT assistance by troubleshooting in real time to resolve immediate issues.

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 Support:** Deploy remote assistance to Windows, macOS and Linux user devices direct from your browser (support for Chrome, Edge, Firefox and Safari).
- **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 secure private sessions via unique session keys, end-to-end encryption, and direct peer-to-peer communications.
- **Multiple monitor support:** View, control, and switch between any number of monitors connected to your remote Mac or Windows devices.
- **Audit logging:** Centralize the logging of all remote support sessions.
- **Clipboard synchronization:** Copy and paste text and images between remote and local devices.
- **Consent-based attended access:** Allow end users to join sessions by accepting consent prompts before IT can access or control their devices.
- **Unattended access support:** IT can access and control a remote device without the user's presence at the initial logon screen or even when the system is locked.
- **Windows UAC support:** Ensure IT can view and interact with the UAC prompt to elevate privileges without sharing any admin credentials with end users.
- **User notification:** To ensure transparency, end users are shown an on-screen notification whenever their devices are part of a remote session.



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

Remote Assist is a FREE addition to the JumpCloud Directory Platform for organizations to use, at any scale, for any number of devices, without any limits on time.

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. [Learn more and find the right service level](#) for your business.

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.



Try JumpCloud Free