

# SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

## REMOTE ACCESS HELP WITH DESKTOP AUTHORITY

### Purpose

The SASD Technology Department uses Desktop Authority Remote Management to help users with their computers.

Desktop Authority Remote Management (DARM) has the following advantages:

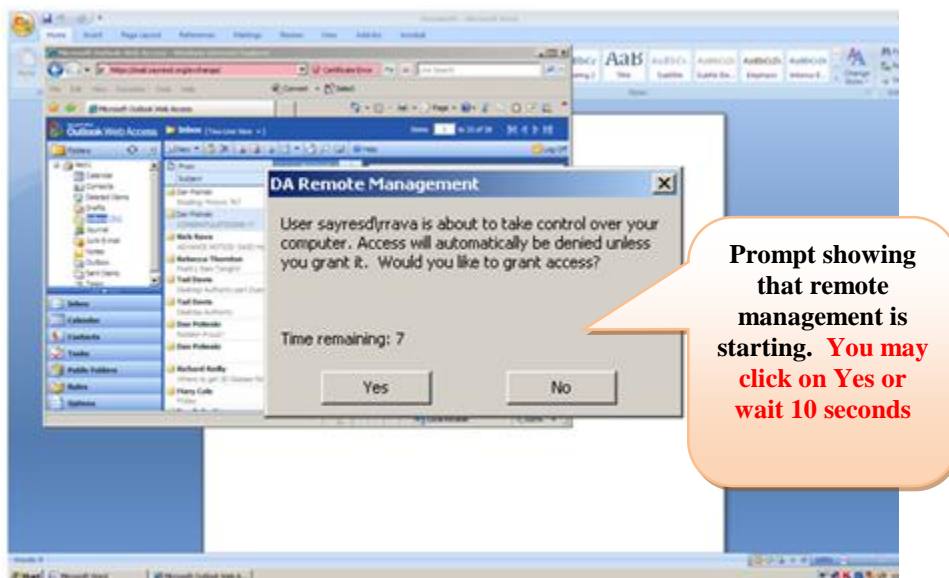
1. Only the SASD Technology Department may use DARM (it is secured so that only members of the technology department can access DARM).
2. When receiving help through DARM, staff and teachers will see who is providing the support.
3. DARM provides a chat feature to help staff and teachers that do not have a phone nearby.

Please Note: The program, Vision, is only used by teachers to manage / help students in their classrooms or labs. It is not used by the Technology Department to help teachers and staff.

### How Does DARM Work?

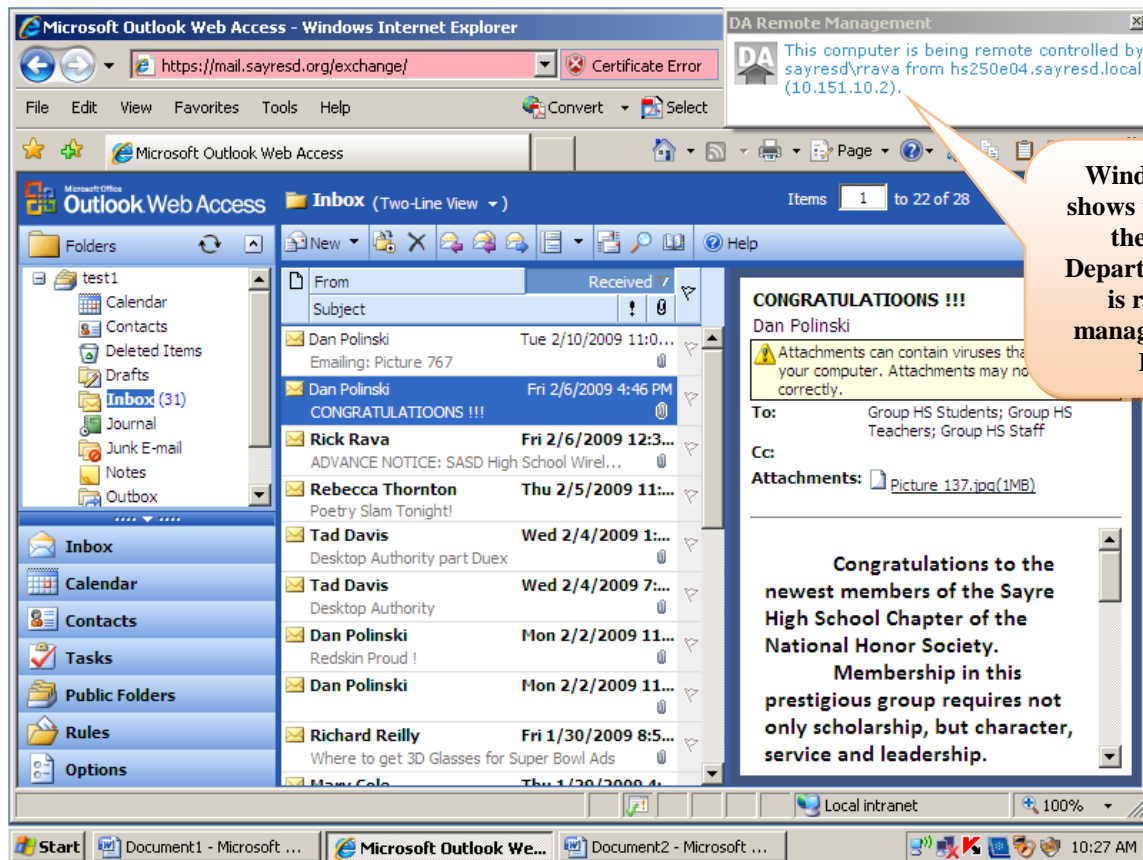
First, a SASD technology user would need to contact the Technology Department.

Next, the technology department would then begin the remote access process – you will see the following screen appear when being remote controlled:



A prompt will appear on your screen stating that sayresd\rava requests to take over your PC. You may click on YES or wait 10 seconds and the access will be granted (as already noted in the screenshot above).

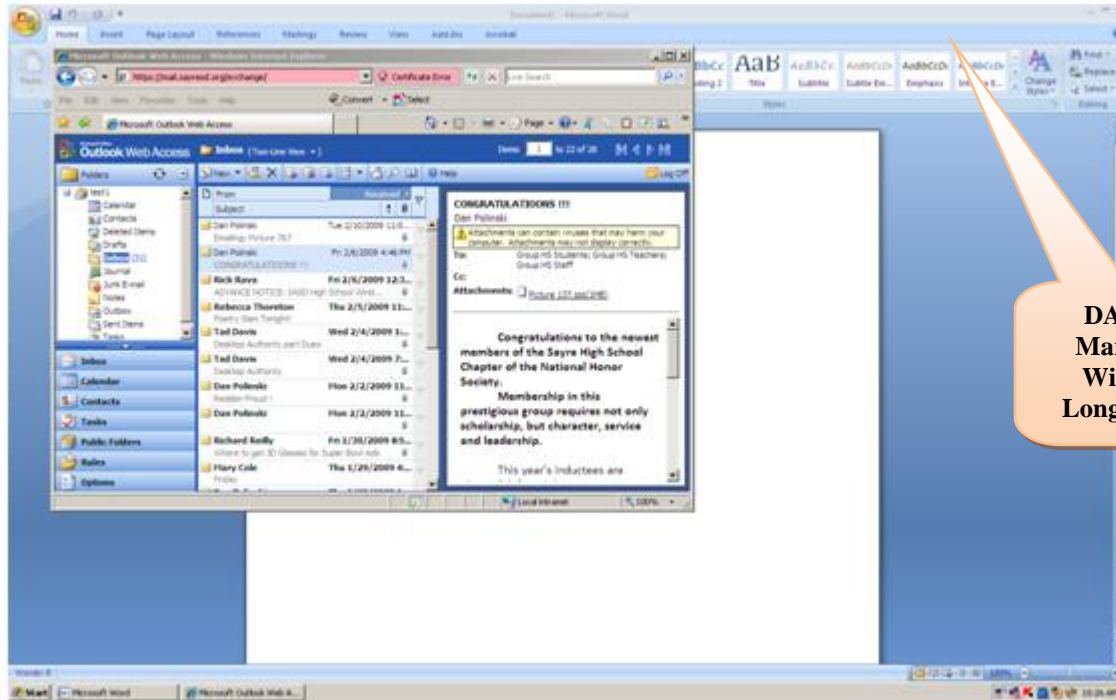
The following sample screen appears:



Please note: If you do not see the above screen for remote management and some other user is trying to remote your PC – please report this to the Tech Office immediately by emailing: Group Technology

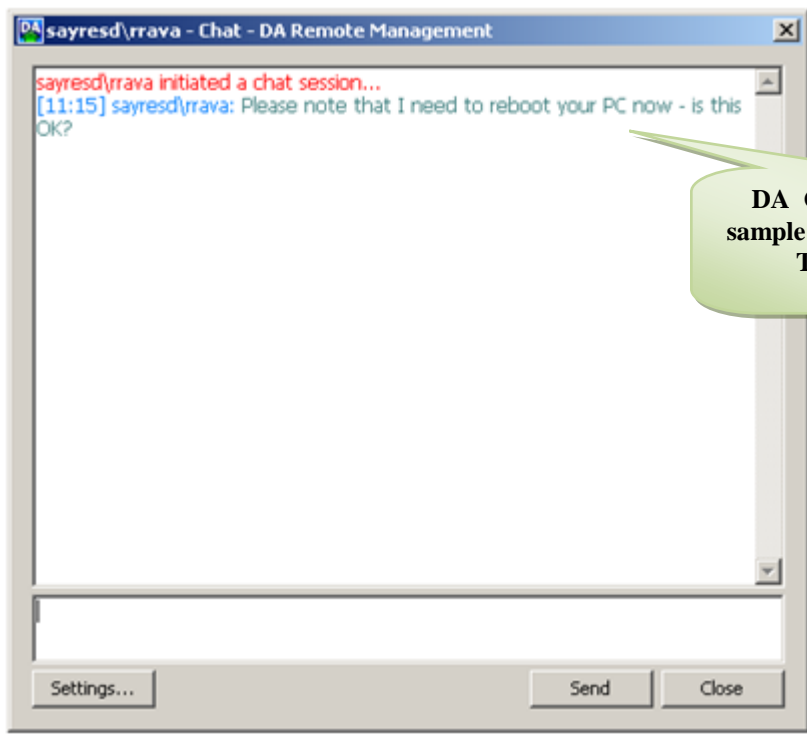
## How to Tell When Remote Management is Complete

You will know when the remote management session is complete when the DA Remote Management window no longer appears on your PC's screen (see example below):



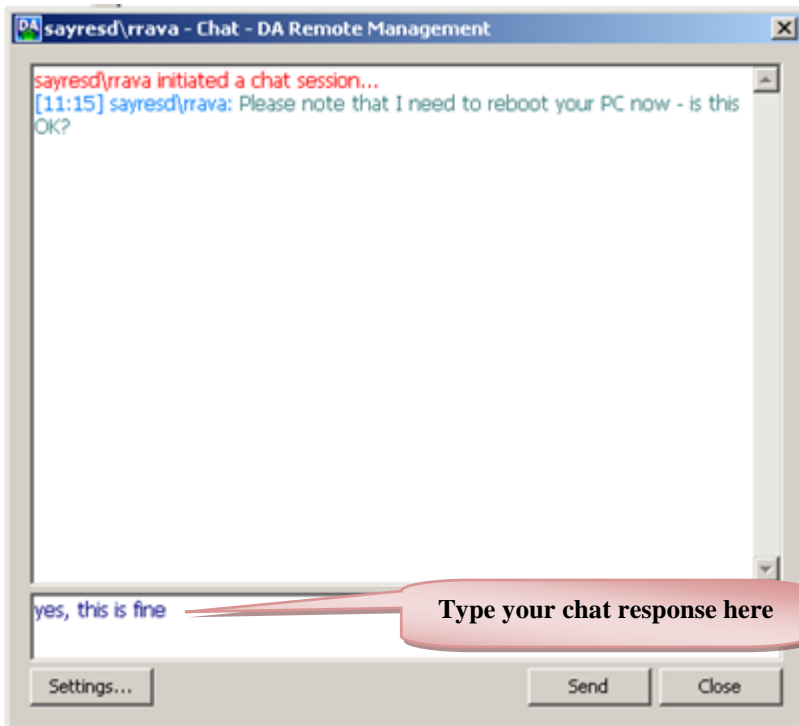
## OPTIONAL: Chatting with Desktop Authority

Sometimes a teacher or staff PC is not near a phone and you may see the following on your screen:



DA Chat Window with a sample chat message from the Tech Department

Just click on the bottom window and type your response



Just click on Send

