

SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

DELL DESKTOP AUTHORITY REMOTE MANAGEMENT (DARM) BY SASD TECH

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.

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 your computer is remote controlled:

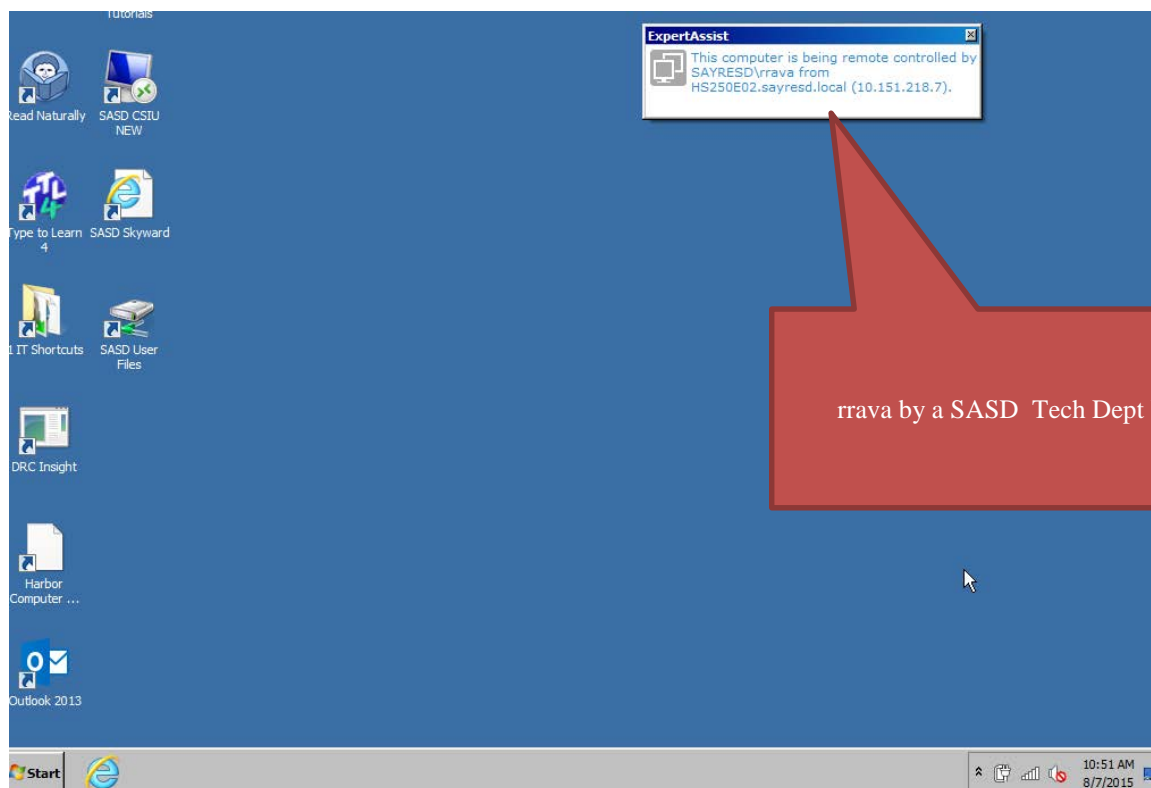
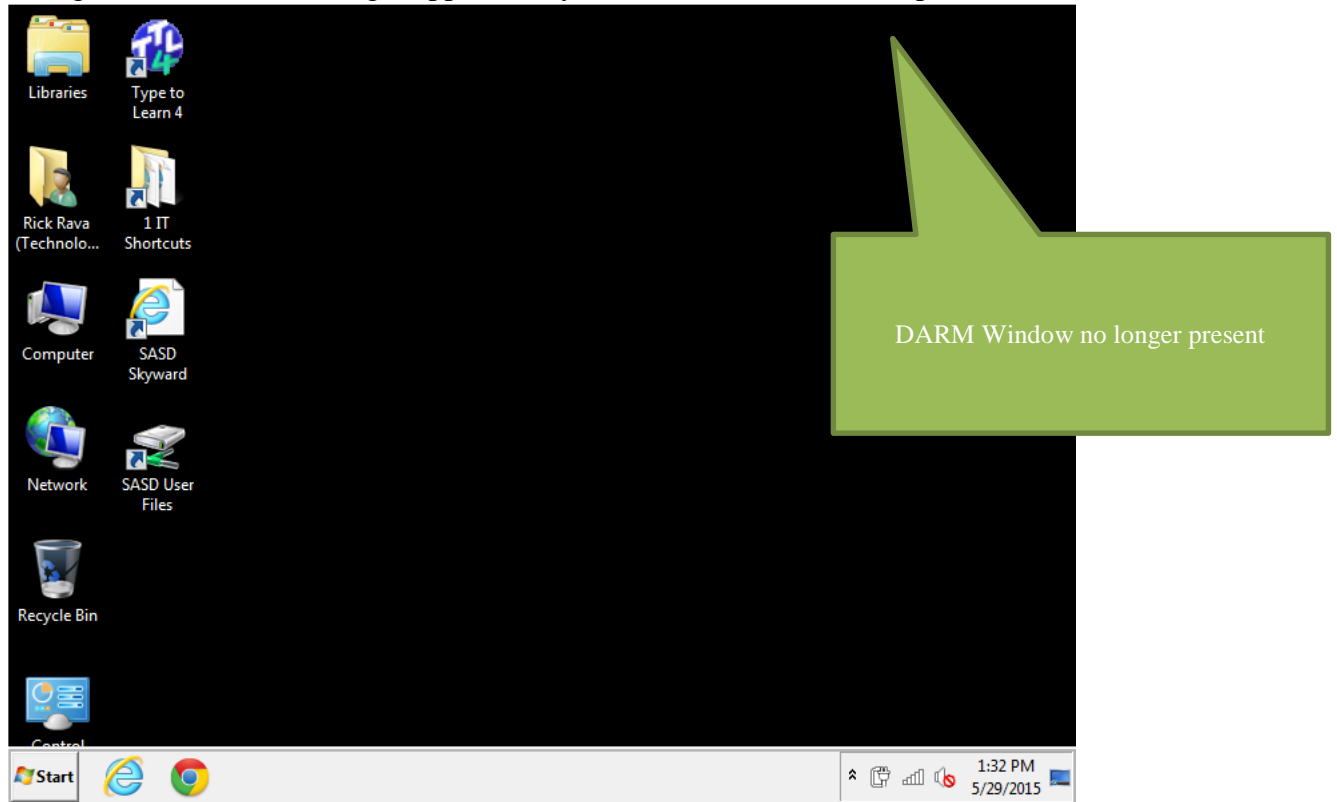


Figure 1 - Sample DARM Screen

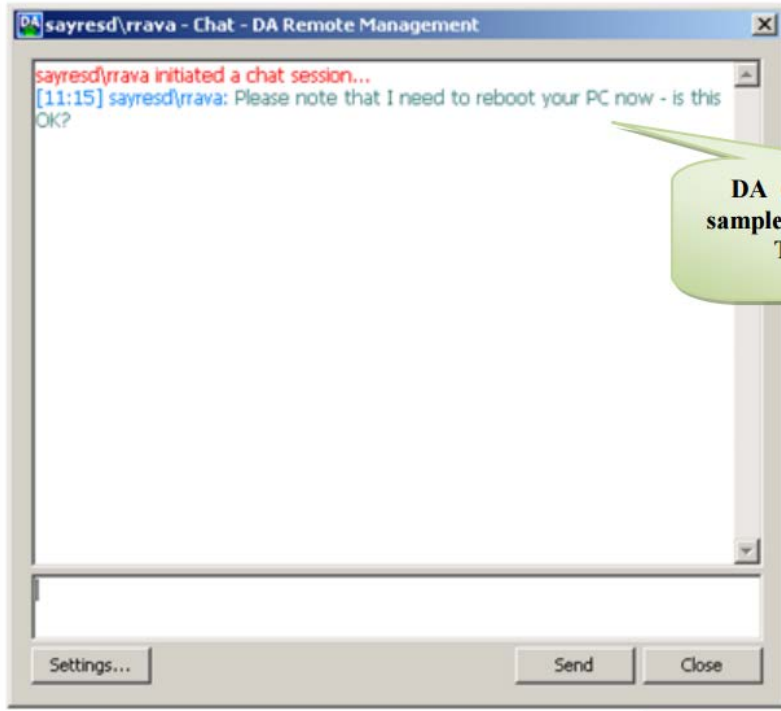
How to Tell When DARM is Complete

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):



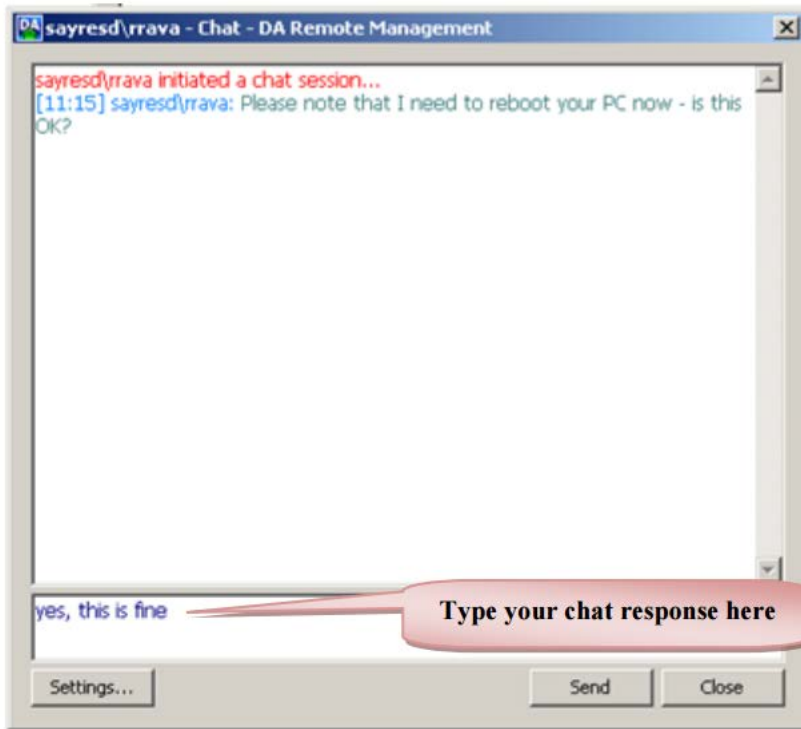
OPTIONAL: Chatting with DARM

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

