

Screen Sharing with Your Service Representative

When you call into your Service team, sometimes it helps to have the service representative show you how to do something—right on your own computer. Sharing your screen is easy and secure, using a screen sharing application called Bomgar™.

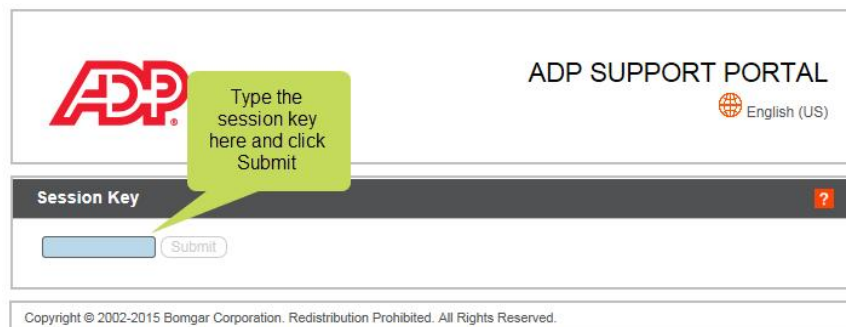
To start screen sharing, your service representative will ask you to click this link <https://OneSupport.adp.com> and will provide you with a one-time session key.

When you click the link, an application is temporarily downloaded to your computer. **As soon as the session ends, the application is removed.**

During the screen sharing session, the service representative can see everything on your screen so **take a moment to close or minimize anything confidential.** With your permission, the service representative can take control of the mouse to show you how to do something, but you will see everything he does and you can take back control at any time.

How Do I Share My Screen?

- 1 When you are both ready, the service representative will ask you to click this link <https://OneSupport.adp.com> and will give you a one-time session key.
- 2 Enter the session key and click **Submit**.



The screenshot shows the ADP Support Portal interface. At the top left is the ADP logo. To its right is a green callout box with the text: "Type the session key here and click Submit". The main header area contains the text "ADP SUPPORT PORTAL" and a globe icon with "English (US)" next to it. Below the header is a dark grey bar labeled "Session Key" with a red question mark icon on the right. Underneath this bar is a text input field and a "Submit" button. At the bottom of the page, there is a small copyright notice: "Copyright © 2002-2015 Bomgar Corporation. Redistribution Prohibited. All Rights Reserved."

Note: A session key isn't required if the service representative sends you an email with the link.

- 3 Click **Yes** to begin the support session.



The screenshot shows a confirmation dialog. At the top is a globe icon with "English (US)" next to it. Below that is the text: "Would you like to start a support session with Smith, Jane?". At the bottom are two orange buttons: "Yes" and "Cancel".

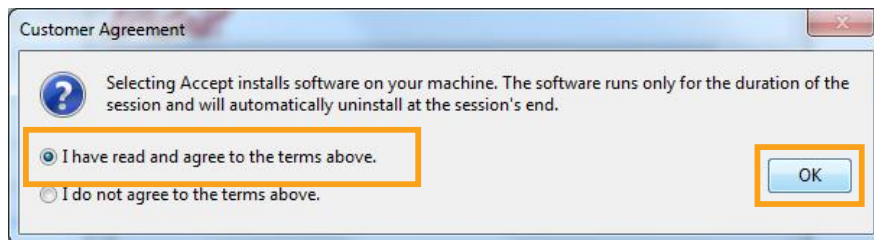
- 4 Next, download the install file. This step varies depending on the browser you are using. Click the link for your browser for details.

[Internet Explorer](#)

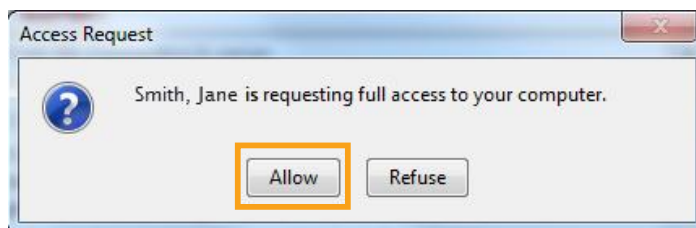
[Chrome™](#)

[Firefox®](#)

- 5 Take a moment to read the message. If you agree to the terms, select **I have read and agree to the terms above** and click **OK**.



- 6 When you are ready to share your screen, click **Allow** to let your service representative take control of your cursor.

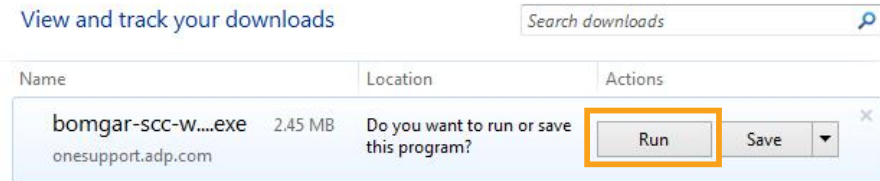


- 7 This window is displayed throughout the session. Click the red X at any time to end the session.



Downloading a file in Internet Explorer

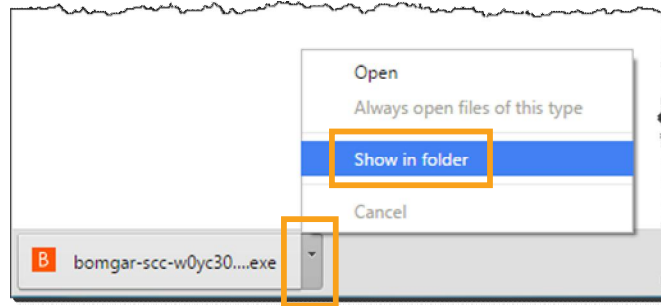
In the Download window, click **Run** to download the temporary screen sharing application. It takes about 30 seconds to install.



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Downloading a file in Chrome

The file is displayed at the bottom of the browser. Click the down arrow next to the file and select **Show in folder**.

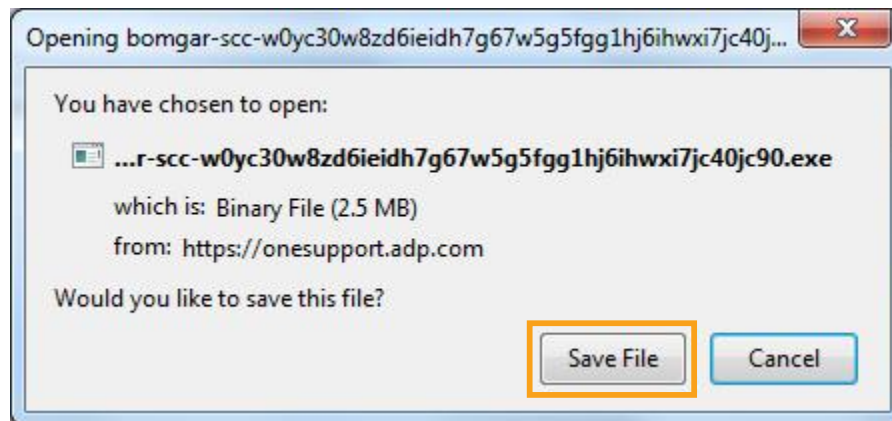


Double click the file to download the temporary screen sharing application. It takes about 30 seconds to install.

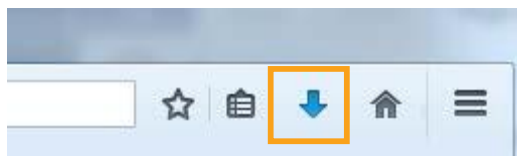
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Downloading a file in Firefox

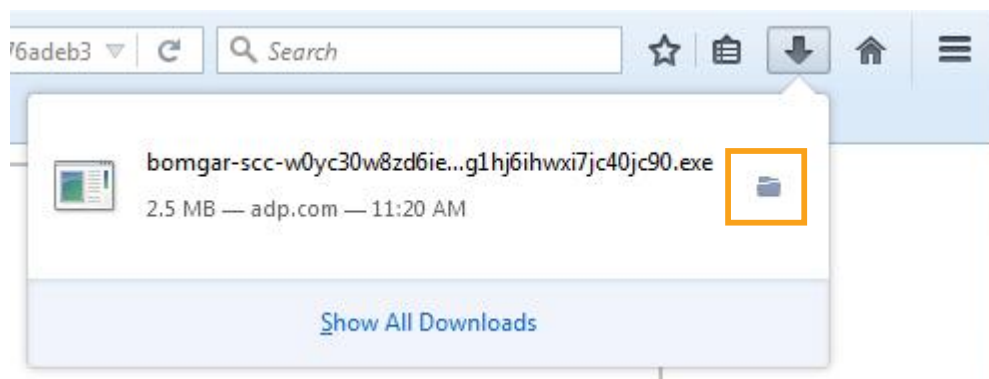
- 1 Click **Save File**.



- 2 Click the **Download** arrow in the browser toolbar.



- 3 You'll see the file listed in the download window. Click the folder icon next to the file to open the folder where it's saved.



- 4 Double click the file to open it.

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