Setting up a Virtual IT Support & Services Desk

Looking for a simple way to support your remote team members while providing them the dedication they need for support? Use the tools and resources below to access devices remotely and provide IT support to your employees. Read how to set up:

Set up a remote IT Services & Support Desk environment in just a few simple steps without requiring additional infrastructure overhead.

1 **Set up appointment slots for employees to schedule time across multiple time zones**
You can set up a block of appointments on your Google calendar that employees can reserve. Details can be found on our Help Center.

2 **Create communication channels for support**
Self-Service website: Create Wiki page, vendor or internal help center using Google Sites, or self-guided instructional pathways.

Email: Create a Group to create alias(es) to support your users in the appropriate geographic coverage / timezone.

Chat: Empower users to send a direct message or create a room where users can learn from you and others.

Video Conferencing: Empower personalized connection with Google Meet video.

3

Use Chrome Remote Desktop to remotely troubleshoot employees' Chromebooks

Manage and provide support by accessing employee devices remotely with Chrome Remote Desktop. Chrome Remote Desktop can be used from any Chrome browser.

IT can pre-install the Chrome Remote Desktop extension by following these instructions or you can have employees install the extension themselves.

Employees can follow these instructions to get support:

1. Navigate to remotedesktop.google.com/support
2. Under "Get Support," select "Generate Code"
3. Copy the code and send to the person you want to have access to your computer
4. After IT enters access code, a dialogue box will ask if you want to share. Click "Share"
5. To end a sharing session, click "Stop Sharing"

Tip: Admins can manage Chrome browser bookmark to include Chrome Remote Desktop.

Managed bookmarks are automatically placed into a folder on the bookmark bar of Chrome Browser. They can be configured with policy from the admin console