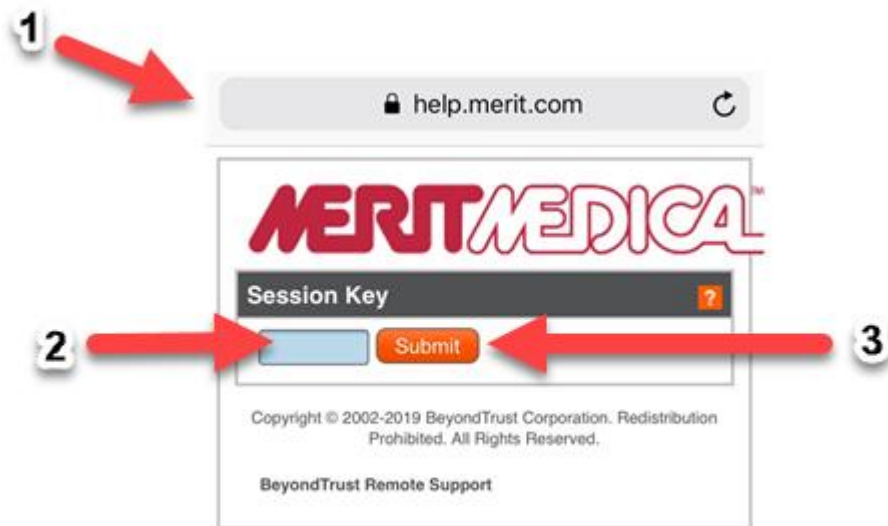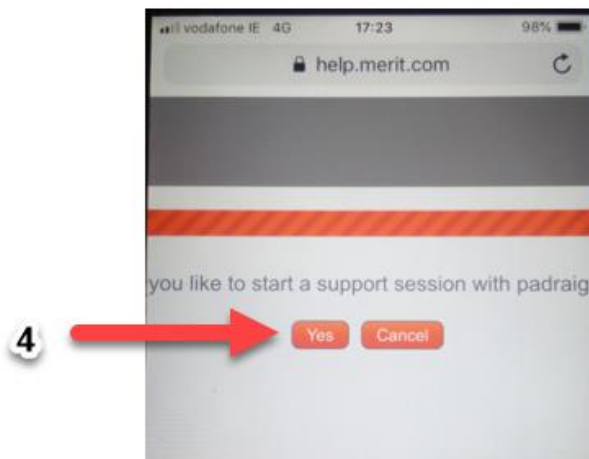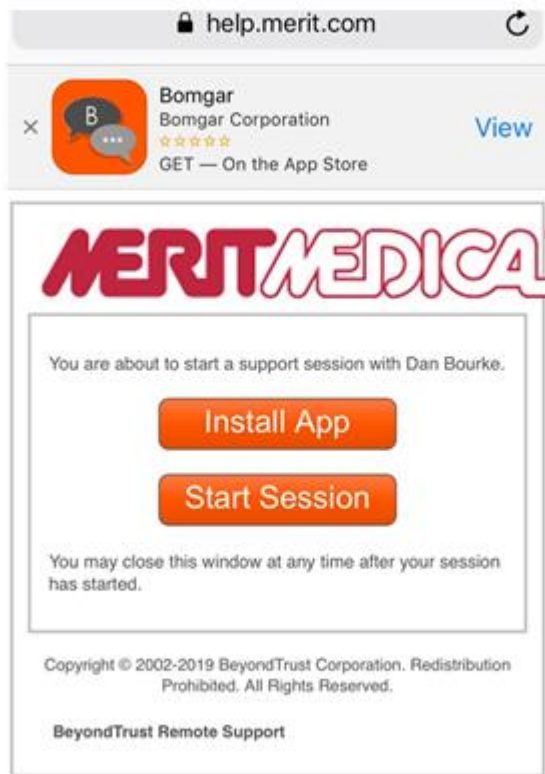# Bomgar Mobile App

1. On your phone open a web browser and type help.merit.com
2. Enter the session key given by helpdesk
3. Press submit.

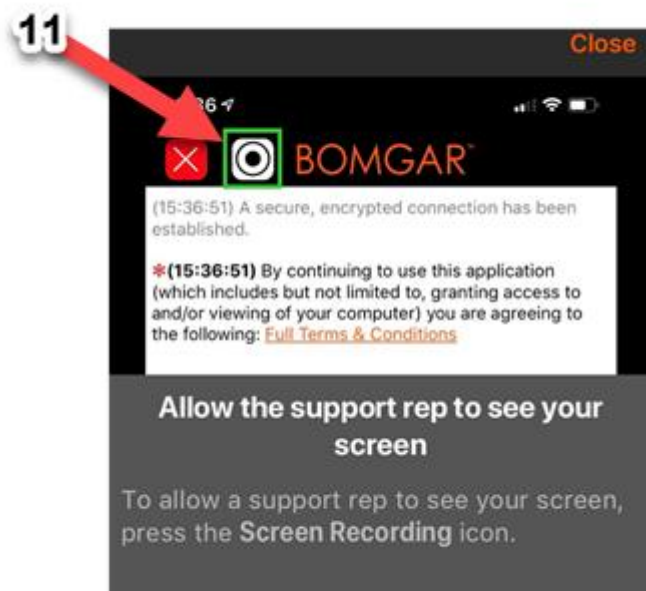4. Click Yes to allow the remote session
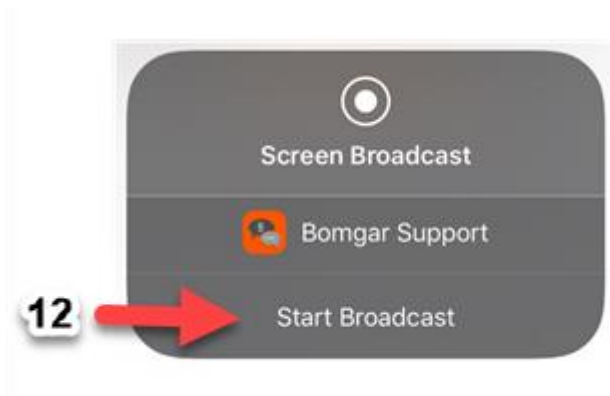
5. Click Install App

6. Click Get

7. Open Bomgar app
8. Enter site address merit.bomgarcloud.com
9. Enter session key
10. Press submit

BOMGAR™

Enter the site address and the session key provided by the support representative.

8 → merit.bomgarcloud.com

Session Key ← **9**

Submit

↑

10

11. Press camera icon

11

Close

36

X ◎ BOMGAR™

(15:36:51) A secure, encrypted connection has been established.

*(15:36:51) By continuing to use this application (which includes but not limited to, granting access to and/or viewing of your computer) you are agreeing to the following: Full Terms & Conditions

Allow the support rep to see your screen

To allow a support rep to see your screen, press the **Screen Recording** icon.

12. Click start broadcast

13. Then select screen broadcast