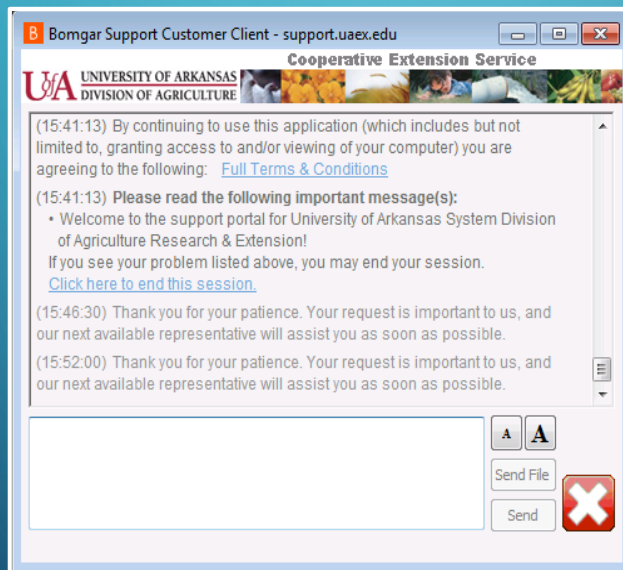
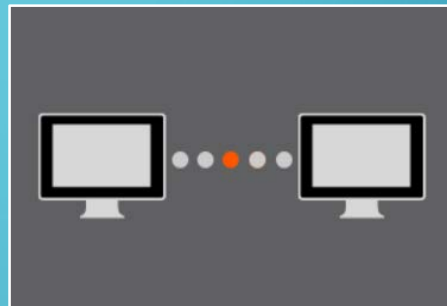
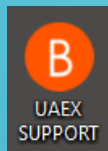


Calling or emailing the call center is a great way to obtain support. However, there are quicker options to initiate the support if you have access to your computer and the internet.



First option is to use the Bomgar Button shortcut on your desktop.

When you click on the shortcut, the middle box will appear. After connecting, the box disappears and you will see the Bomgar Support Customer Client window.



You are now in the general queue for the next available Call Center representative.

Visiting the [employee links](https://uaex.edu/links) page or the [support page](https://support.uaex.edu) is your second option for initiating support from the call center.

<https://uaex.edu/links>  
<https://support.uaex.edu>

The available support Personnel screen displays the number of active Bomgar sessions in-work by each representative.

The screenshot displays the 'Cooperative Extension Service' support page. At the top, there is a navigation bar with links for 'Event Calendar', 'Publications', 'County Offices', 'Personnel Directory', 'About Extension', 'Media Resources', and 'Contact Us'. The main header includes the 'U of A' logo and the text 'DIVISION OF AGRICULTURE RESEARCH & EXTENSION University of Arkansas System'. A search bar is located on the right side of the header. Below the header, there are navigation tabs for 'Farm & Ranch', 'Yard', 'Health & Living', and '4-H & Youth'. The main content area is titled 'Available Support Personnel' and lists three representatives: 'Buff McCree (2)', 'Norman Duquette (2)', and 'Andy Plunkett (1)'. Below the list, there is a form with the label 'Enter a session key you received from a support rep' and a 'Session Key:' input field with a 'Submit' button. A sidebar on the left contains a 'Support Units' menu with various categories like 'Affirmative Action', 'Communications', 'Development Office', etc. At the bottom of the page, there is a list of links for 'Dialer Password Information', 'Active Directory (AD) Password Information', 'Windows Password Information', 'Office 365 (Email) Password Information', and 'Summary of Accounts & Passwords'.

You can choose a specific rep by clicking on their name and your request for support will be placed in the queue for that individual. While the response may not be immediate, they will respond to you as soon as they can manage another session.

On this same screen, you also have the option to enter a Key given to you by a Call Center representative.