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 page or the support page 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.

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.