

# Remote connectivity user guide

Bomgar is a software application that allows MICROS Support to access your servers remotely.

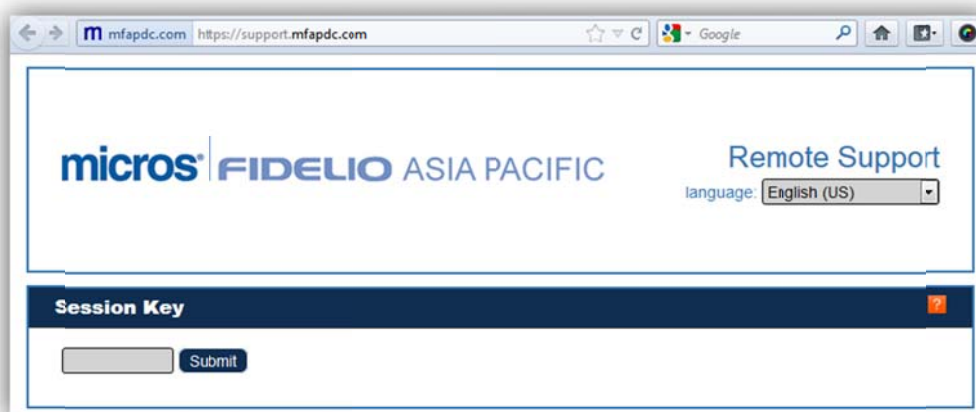
In order to meet Payment Card Industry (PCI) requirements that protect the privacy and security of your data, a remote connection may only be established using 'Dual-Factor Authentication'. That means a connection can only be established if both MICROS and yourself agree to meet in a support session.

## How to establish a session

The MICROS Support Representative will call you and provide you with a 'Session Key' which will allow you to join the session via <http://support.mfapdc.com>

Once you have been provided with the session key:

1. Visit <http://support.mfapdc.com> (the page shown in the below will appear). Enter the session key and click 'submit'.



2. Once support has accepted the session, you will be prompted with the following confirmation. Click 'yes'.



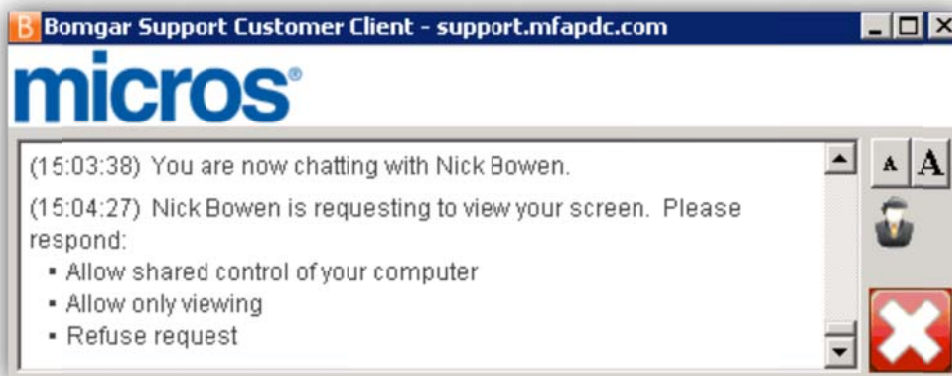
3. You will be redirected to our corporate website, where you can safely download the required software. When prompted (see screenshot below) click 'run'.



4. When prompted by the Internet Explorer Security Warning (below), click 'run'.



5. Once Bomgar has been installed, you will see the following screen. The MICROS Support Representative will ask you for permission to take control over your PC. Click "Allow shared control of your computer".



6. During the session you can chat with the MICROS Support Representative:

