


Category	IT Infrastructure and Services	Policy Number	SUP-ITS-602	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	2.2	
Responsible Office	CAFO	Policy Owner	ITD Director	
Date Approved	22 April 2025	Effective Date	22 April 2025	
Date Last Reviewed	15 November 2024	Due Date for Next Review	22 April 2028	

PROCEDURES

Remote Desktop Support

1. Process

- 1.1 The client (ZU faculty/staff member) logs a service call with the Information Technology Department (“ITD”) Service Desk at <http://sanad.zu.ac.ae> or by sending an email to IT.ServiceDesk@zu.ac.ae
- 1.2 An ITD support analyst contacts the client to obtain consent to make a remote connection and to get the details of the device that needs servicing, such as the IP address or hostname.
- 1.3 The ITD support analyst will never ask the client for their ZU password.
- 1.4 Once the details have been obtained, the support analyst initiates the remote connection.
- 1.5 The remote support application waits for the client to accept the connection.
- 1.6 Once the client has given his/her consent, the support analyst can take control of the device and start working on it. The client can monitor the entire process through the display screen.
- 1.7 The identity of the support analyst connecting through the remote support application is available for the client during the support process.
- 1.8 When the issue has been resolved, the support analyst informs the client and terminates the connection.

2. Revision History

Date	Revision	Ver.
22 April 2025	Approved by the CAFO	2.2
15 November 2024	Reviewed with no substantive changes required.	
19 February 2023	Administrative change: <ul style="list-style-type: none"> Updated the information header and policy numbers to be in line with the new format. 	

	<ul style="list-style-type: none"> Updated the policy number from SUP-ITS-13 to SUP-ITS-602. 	
4 October 2020	Non-substantive change approved by CAFO.	2.1
6 January 2020	Updated the policy number to SUP-ITS-13 from SUP-ITS-09.	
17 July 2019	Approved by the Vice-President (VPD#108 of 2019).	2.0
15 May 2017	New procedures approved by the Vice-President (VPD#60 of 2017).	1.0