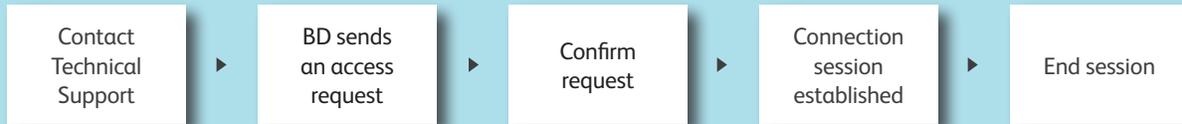


BD Assurity Linc™ Remote Systems Management Software Quick Reference Guide

This guide contains the workflow for establishing a connection with a BD representative using BD Assurity Linc™ remote systems management software. Once installed on a BD workstation and connected to a BD instrument, and with your approval, a secure connection is established and enables BD to monitor your instruments and, as a result, provide you with fast and efficient service and support.

Workflow Overview



Initiating an Assurity Linc Session with BD

- 1 Contact BD Technical Support at: <https://www.bdbiosciences.com/en-us/support>
- 2 A BD Support Technician will send a request to your workstation.

BD Remote Support Services (RSS) Access Request

A BD support technician is requesting access to this device

Requested By: Zachary

Duration of access: 1 Hour(s)

Reason for access: test

Remote Access Agreement

Approving a BD Remote Support Services desktop session allows a certified BD Support Technician to remotely access the BD device via screen sharing to provide assistance.

During the Support Window Duration identified above, BD Support Technician(s) will be able to view the desktop and access data stored on the local BD device. You will not need to reauthorize access in the event of a system reboot or loss of network connectivity during the approved Support Window Duration.

Read the Remote Access Agreement and click **Approve** if applicable.

Remote Access Confirmation

Are you sure that you want to allow a remote access session on this workstation?

The access time to the workstation requested by the Service Technician begins when you click the "Ok" button

Confirm the session by clicking **Ok**.

Connection session established with a BD representative

An orange box will appear in the upper-right portion of your desktop indicating that a connection is active between the BD representative and your BD workstation.

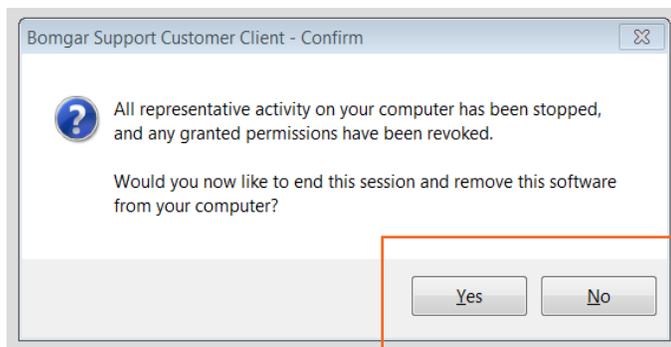
Note: If you have multiple monitors, it is possible for the BD representative to see whatever is displayed at the time. Please close any windows or items that you do not want to display during the session.



Ending the session



When you are ready to end the session, just click the X on the chat window.



Click Yes to verify. The orange connection icon will disappear from your desktop.

This material is for training purposes.
23-22255-00

BD Biosciences, 2350 Qume Drive, San Jose, CA, 95131, USA

bdbiosciences.com

BD, the BD Logo, and Assurity Linc are trademarks of Becton, Dickinson and Company or its affiliates. All other trademarks are the property of their respective owners. ©2020 BD. All rights reserved.

