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

2. A BD Support Technician will send a request to your workstation.

Initiating an Assurity Linc Session with BD

2. A BD Support Technician will send a request to your workstation.

- 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.