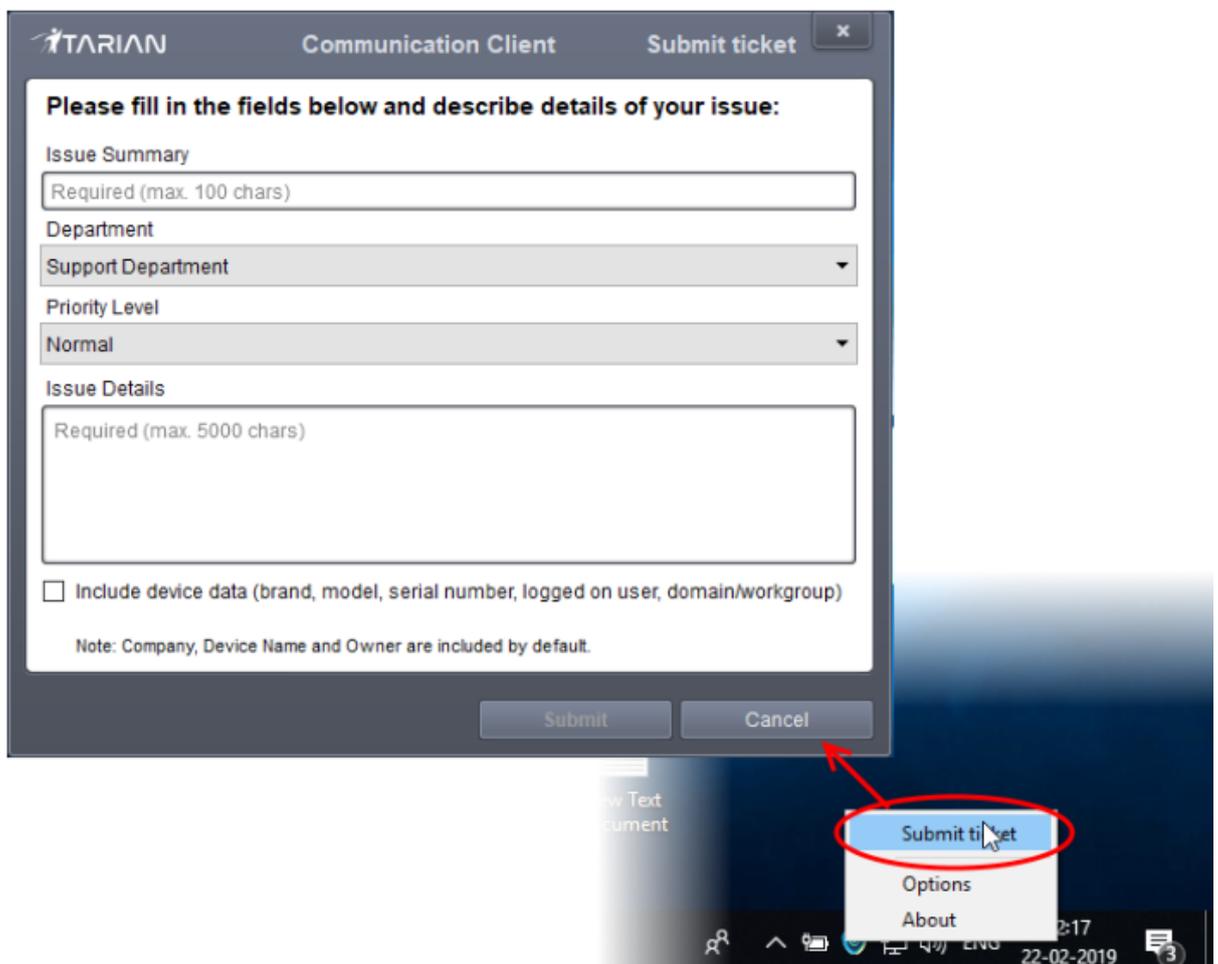# How to take control of an endpoint from a Service Desk ticket

- The remote control (RC) application lets you take over Windows and Mac devices to solve issues, install third party software, and run system maintenance.

- You can open the remote control tool directly from a Service Desk ticket. This lets you quickly connect to the machine in question to investigate the issue. This feature is only available for tickets which were auto-generated by Endpoint Manager (EM).

- There are two ways in which EM can add tickets to Service Desk:

  - **Automatic** – Add a monitor to an EM profile which generates a ticket if certain conditions are met. For example, generate a ticket if RAM usage on the endpoint exceeds 90%.

  - **Manual** - Endpoint users can create a ticket by right-clicking the EM system tray icon:

 - This article explains how to take control of a remote device from a service desk ticket.

    Process in brief:

  - Login to Comodo One/ Dragon

  - Click 'Applications' > 'Service Desk'

- Open the 'Staff' panel (see the last link on the left)

- Click 'Tickets' then a ticket type ('Open', 'My Tickets', 'Unassigned', 'Overdue', etc)

- Open the ticket you want to work on

- Click the 'Remote Control' button

    - Reminder – The 'Remote Control' button is available only for tickets auto-generated by Endpoint Manager.

    - Install the remote control application if required

- Log in to the application with your Comodo One/ Dragon username and password

- Connect to the target device

Process in detail:

- Login to Comodo One/ Dragon

- Click 'Applications' > 'Service Desk'

- Open the 'Staff' panel (see the last link on the left)

- Click 'Tickets' then a ticket type ('Open', 'My Tickets', 'Unassigned', 'Overdue', etc)

- Open the ticket you want to work on

- Click the 'Remote Control' button

- You can install the application at this stage if you haven't done so already:
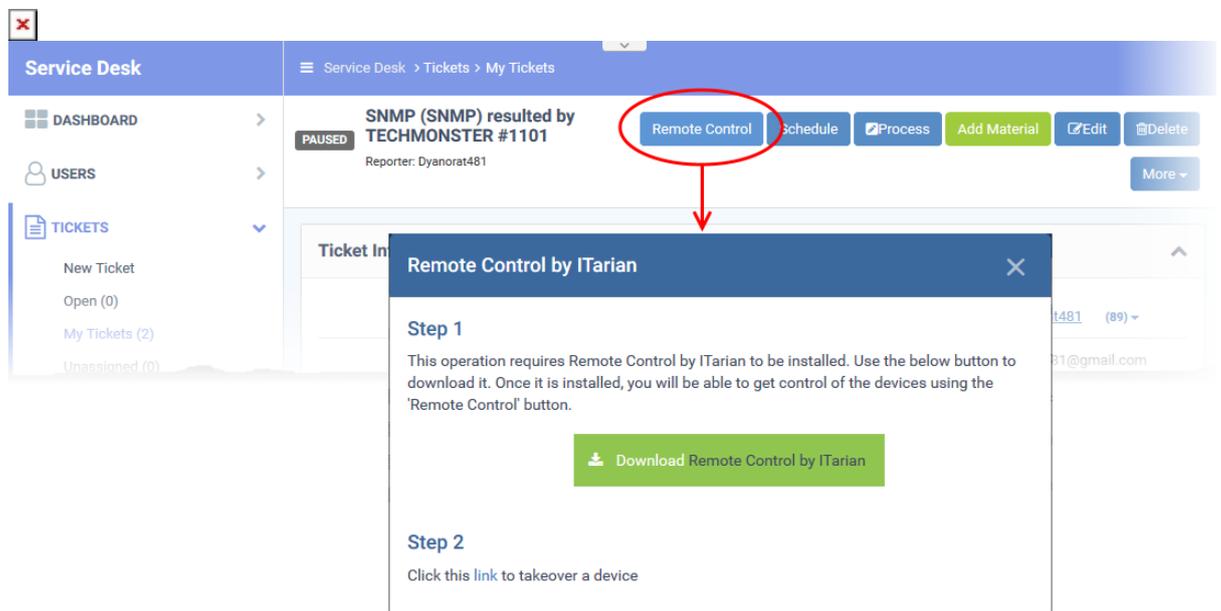
- Click 'Download Remote Control by ITarian'

- Save the setup file and install it on your computer

- From this point forward, the application will automatically open when you click the 'Remote Control' button.

- You can also open the application outside of Service Desk by clicking the tray icon on your desktop.

- Next, log-in to the remote control application with your username and password:
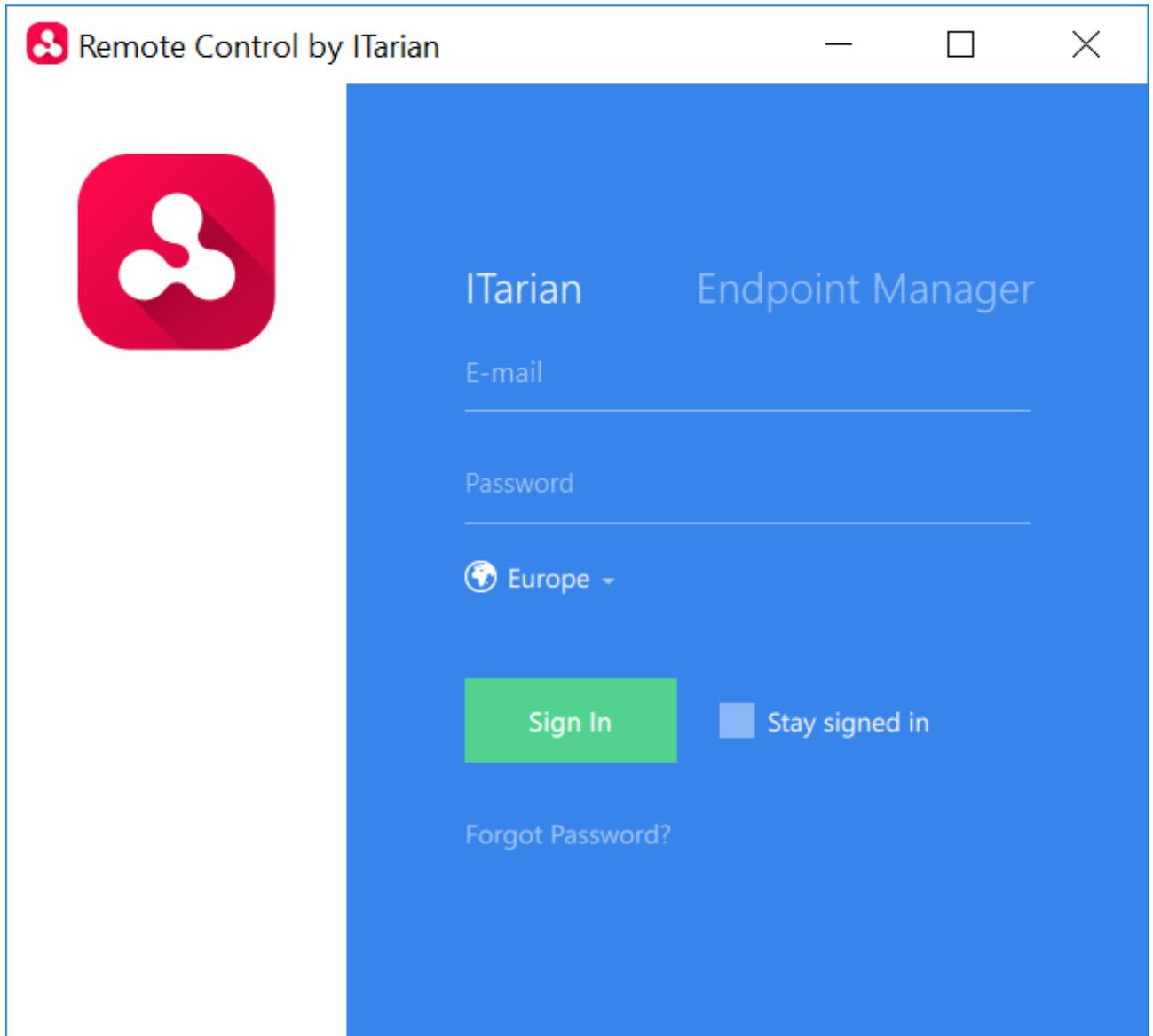
- Click the 'ITarian' tab and enter your Comodo One/ Dragon account username and password
- Select your region and click 'Sign-in'
  - If two-factor authentication is enabled then you have to enter a code from the app on your mobile device
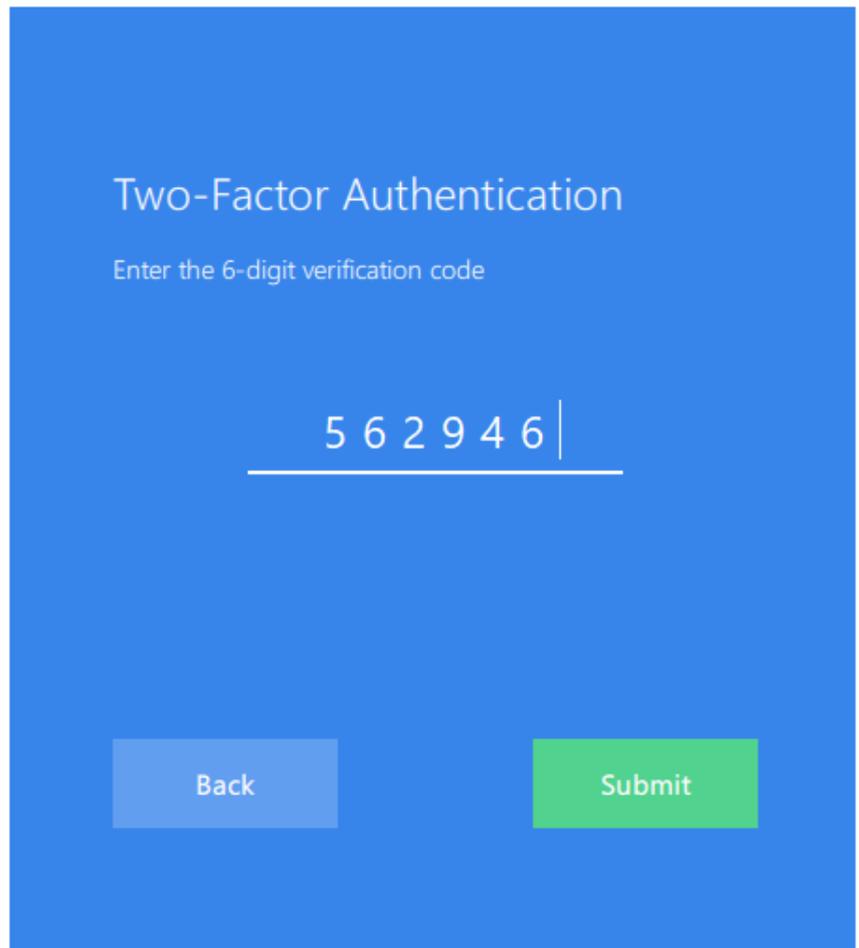
- See [this page](#) If you haven't set up two-factor, but would like to.

- After login, the application shows a list of devices enrolled to your account.

- Click the tree icon on the left to filter devices by company or device group:

- Move your mouse over the device you want to control then click the icon on the right:
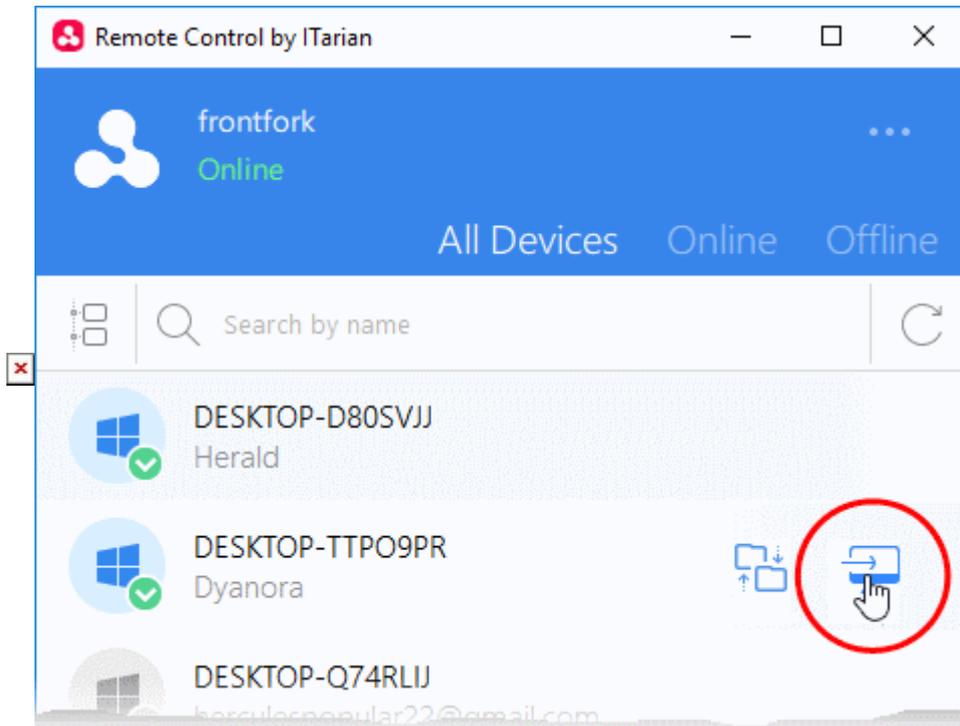
You can now access the desktop of the remote computer:
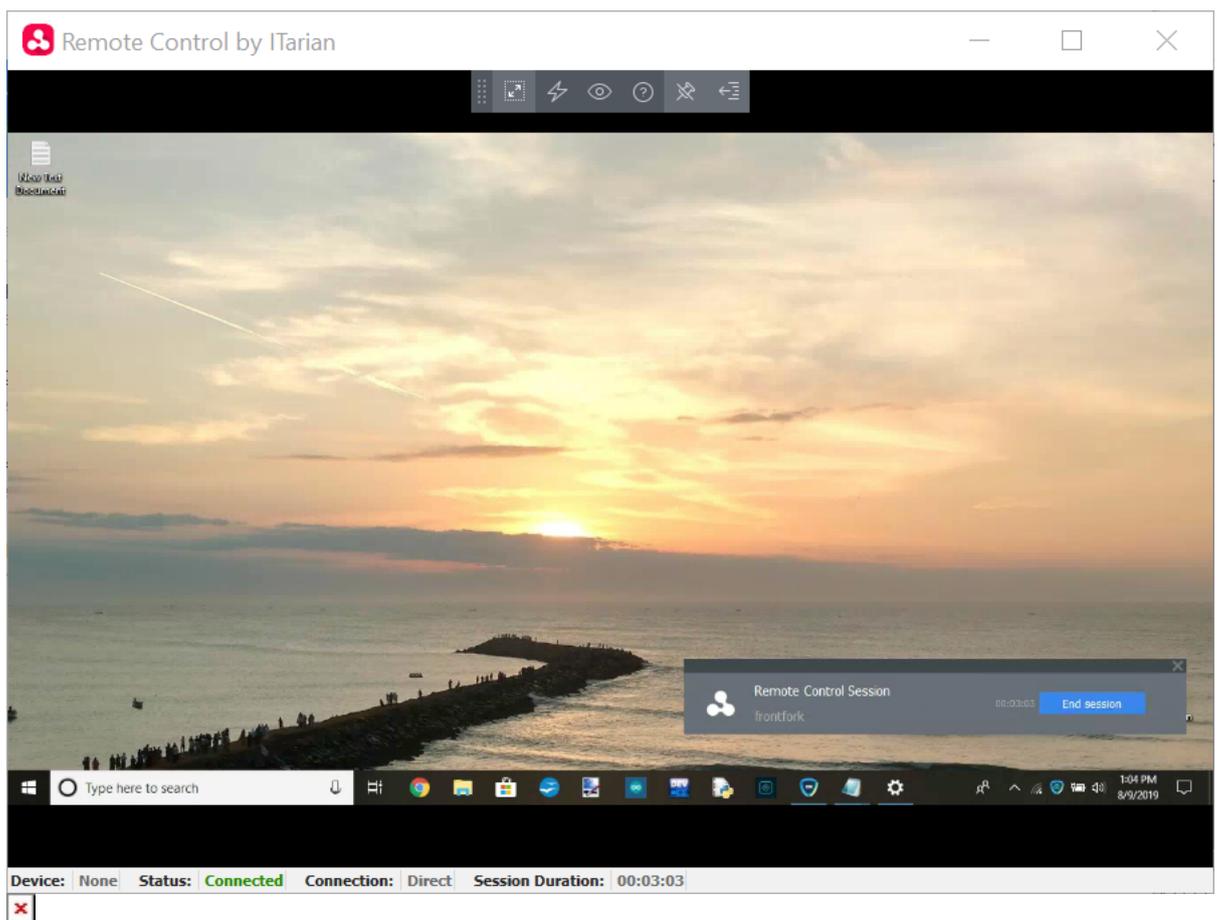
- The toolbar at the top allows you to perform various actions.

- See https://wiki.comodo.com/frontend/web/topic/how-to-take-remote-control-of-a-device for help to use the remote control tool.