

A large, dark grey hexagon with a thick white border is centered on the page. Inside the hexagon, the text 'On-demand' is written in a white, sans-serif font. A dashed white line follows the top and right edges of the hexagon, extending into the background.

On-demand

Technical doc

With 247connect, you can create on-demand sessions to connect to devices without needing a permanently installed Agent. Ideal for ad-hoc support or one-time access, an On-demand Agent enables you to start a remote control session quickly, carry out the necessary actions and automatically remove the Agent when the session ends.

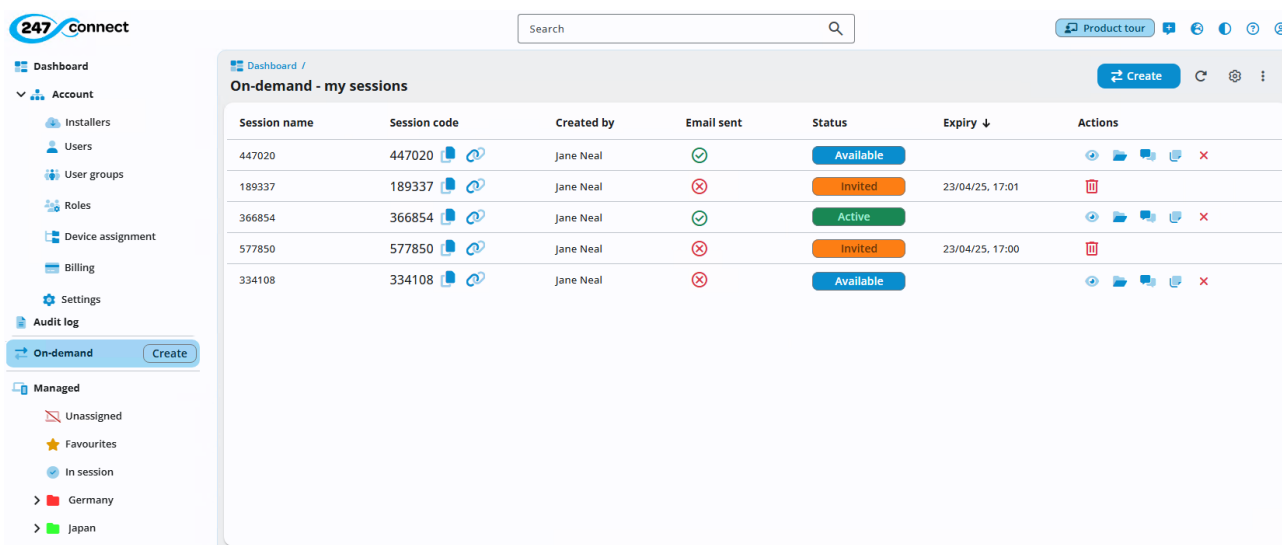
Notes:

- An On-demand user can only be logged into one Web Portal session at a time.
- You can download a generic On-demand Agent from our [website](#). Users can share the direct download link with end users. This version does not display a session code, so the user must create an On-demand session and provide the end user with a code to enter.

View your on-demand sessions

You can see a list of your current on-demand sessions.

1. In the 247connect Web Portal, go to **On-demand** in the side menu.
2. A table appears, showing your active on-demand sessions.



Session name	Session code	Created by	Email sent	Status	Expiry ↓	Actions
447020	447020	Jane Neal	✓	Available		[Icons]
189337	189337	Jane Neal	✗	Invited	23/04/25, 17:01	[Icons]
366854	366854	Jane Neal	✓	Active		[Icons]
577850	577850	Jane Neal	✗	Invited	23/04/25, 17:00	[Icons]
334108	334108	Jane Neal	✗	Available		[Icons]

3. You can see the session name and code (click the icons to copy the code or link), the user who created the session, if an email has been sent, the current status and expiry date. If a session is available or active, you can perform remote control actions by clicking an icon in the Actions column.

Session statuses

Invited: The session has been created and the end user invited to install the On-demand Agent.

Note: By default, an on-demand invitation expires after two hours. You can change the duration in the account settings, up to a maximum of 24 hours.

Available: The end user has installed the On-demand Agent and you can perform remote control actions.

Active: The session is in progress and the user is connected to the end user's device.

Click the refresh icon  to update the on-demand sessions.

Delete an on-demand session

You can remove unwanted sessions.

1. Select the session from the list.
2. Click the **Delete**  icon.
3. Click **Yes** to confirm.
4. The session is removed from the table.

Manage displayed columns

You can customise the table by selecting which columns to show and adjusting their order.

1. Click the settings  icon at the top of the display area.
2. In the Manage columns pane, you can:
 - **Remove a column:** Click the close  icon next to its name.

Note: Locked columns (indicated with a padlock  icon) can't be removed.

- **Reorder columns:** Drag and drop column names to rearrange them.
3. Click **Save**.

Notes:

- To reinstate a removed column, select it from the **Add new column** drop-down list.
- To restore the default column layout, click **Reset**.

Export the on-demand table

You can export the table to a PDF or .CSV file.

1. Click the three dots icon  at the top right of the display area.
2. Select **Export to PDF** or **Export to CSV**.
3. The file is saved in your Downloads folder.

On-demand sessions

With on-demand sessions, you can provide remote support without requiring pre-installed software on the end user's device. These sessions are quick to set up and are ideal for troubleshooting, software installation and other support tasks.

End users can join a session by clicking a link and entering a session code. Once connected, they can approve or reject remote access requests.

Notes:

- You can download a generic On-demand Agent from our [website](#). Users can share the direct download link with end users. This version does not display a session code, so the user must create an On-demand session and provide the end user with a code to enter.
- By default, an on-demand invitation expires after two hours. You can change the duration in the account settings, up to a maximum of 24 hours.
- You can customise the branding that appears at the Agent by adding your own logo. Go to **Account > Settings** to upload it.

Create an on-demand session

1. In the 247connect Web Portal, go to **On-demand** in the side menu and click **Create**.

The screenshot shows a web form titled "On-demand session". Below the title, it states "This on-demand session invitation will last for 2 hour(s)". The form contains the following fields and elements:

- A "Session name*" text input field containing the value "307431". To the right of the field is a character count "6/200".
- A "Note" text area. To its right is a character count "0/200".
- A text instruction: "To start an on-demand session, ask the end user to visit the following link."
- A link field displaying "https://247connect.link/307431" with a copy icon to its right.
- A text instruction: "If the end user already has an On-demand Agent, they can run it and enter the following code:"
- A large text field displaying the session code "307431" with a copy icon to its right.
- A text instruction: "You can also send an email with the link to the end user."
- An "Email" text input field.
- At the bottom, there are two buttons: a red "Cancel" button with a close icon and a blue "Create" button with a checkmark icon.

2. Enter a session name - this is pre-filled with the session code (you can change this).

3. (Optional) Enter a note to describe the session.
4. A session link and code are displayed. Ask the user to visit the link or enter their email address to email the link.

Or

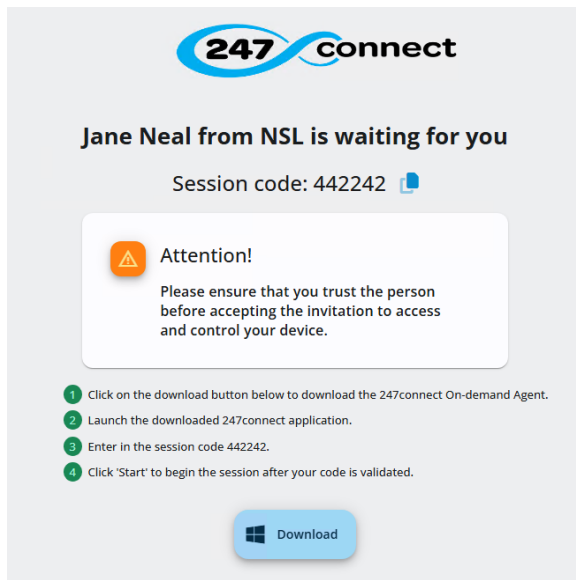
If the user already has the On-demand Agent installed, they can enter the session code.

Note: Click **Copy**  to copy the link or session code.

5. Click **Create**.

End user steps to join the on-demand session

1. Open the session link and click **Download** to get the 247connect On-demand Agent.



2. Launch the downloaded 247connect file.
3. Enter the session code provided by the 247connect user.

Notes:

- You have five attempts to enter the code correctly. After this, you must wait before trying again.
- 247connect automatically enters the session code when you run the Agent from the link and the web page is open in the active tab.

4. Click **Start**.

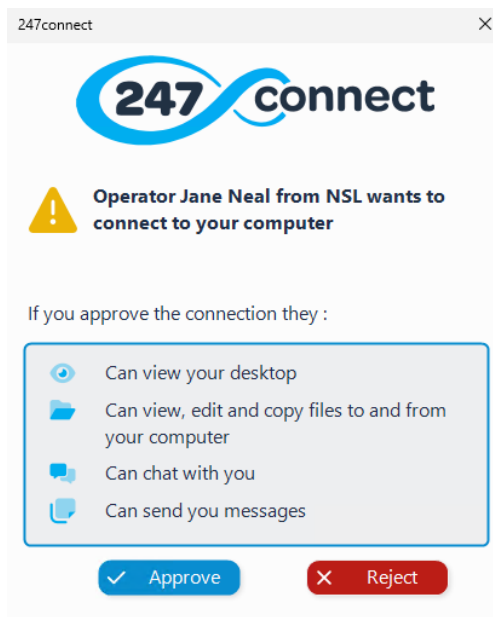
The 247connect On-demand Agent window shows that the session is ready and waiting for the user. The end user can end the session from here at any time.

Start the on-demand session

In the Web Portal, the session status changes to Available. Click an icon in the Actions column to interact with the end user's device.

Note: Selecting a session shows the system and hardware information for the end user's device.

1. When prompted, click **Open** to launch the 247connect Control. To skip this step in the future, select **Always allow portal.247connect.cloud to open links of this type in the associated app**.
2. The Control component loads.
3. The end user sees a message showing the user, the company and the actions you're requesting to perform. They can approve or reject the connection request.



4. Once connected, the 247connect On-demand Agent window shows the assigned user and the current remote control action(s).

End an on-demand session

From the Web Portal

1. After completing the remote actions, close the Control component.
2. In the Web Portal, click **End session** in the toolbar.
3. Confirm by clicking **Yes**.

The session ends and the On-demand Agent is removed from the end user's device.

From the On-demand Agent

The end user can end the session at any time.

1. In the On-demand Agent window, click **End Session**.
2. Confirm by clicking **End**.

This also removes the On-demand Agent from their device.

On-demand Agent window

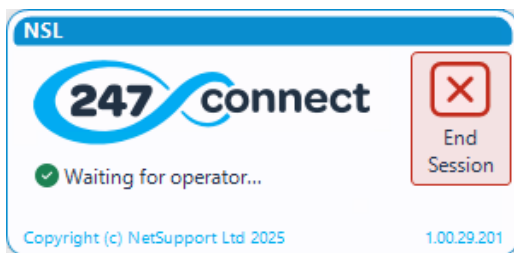
The 247connect On-demand Agent window shows real-time session details and user controls during an on-demand session.

Note: You can customise the branding that appears at the Agent by adding your own logo. Go to **Account > Settings** to upload it.

On-demand Agent in a ready state

Once the On-demand Agent is installed and launched, the Agent window opens and shows **Waiting for operator**.

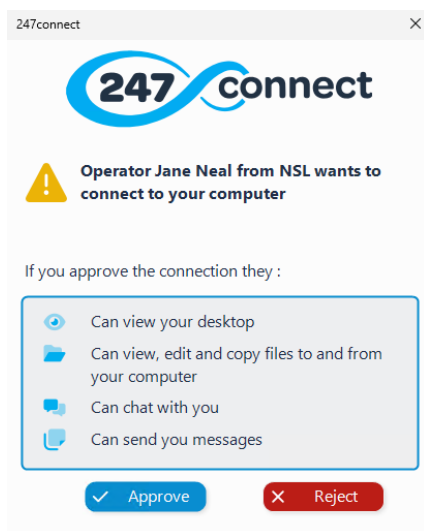
- A green tick confirms the On-demand Agent is ready and waiting for the user to connect.
- An **End Session** icon lets the end user close the session.



Note: If the user doesn't connect within two hours, the session automatically expires and the On-demand Agent closes.

Approve connection request

When the user launches the 247connect Control, the following screen appears at the On-demand Agent.



A list of available actions the user can perform when they connect is shown.

The user can't connect unless the end user approves the request.

On-demand Agent during an active session

Once the session is approved and active, the On-demand Agent window displays:

- The user's name running the session (this can be customised in Settings).
- A **Chat**  icon for communicating with the user.
- The current remote control action(s).
- A session timer showing how long the session has been active.
- The **End Session** icon, always available in the top right corner.

