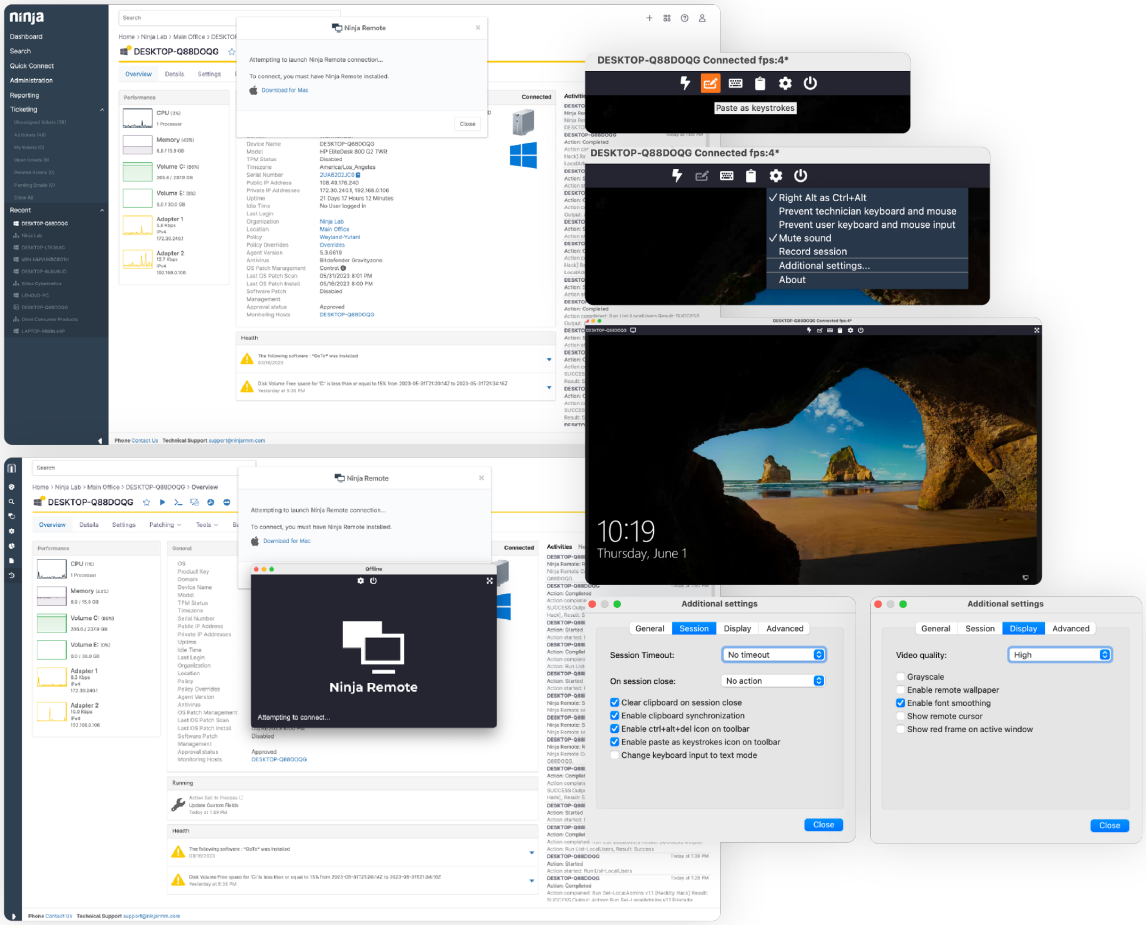
NinjaOne Remote

Connect, Troubleshoot, Done. The fastest, easiest remote access tool you'll ever use.

Seconds count when a user needs IT support or a device needs a closer look, so Ninja Remote is built for speed. Designed from the ground up by NinjaOne with the aim to build the ultimate remote tool, NinjaOne Remote is optimized for intuitive integration, incredible speed, and solid reliability.

With one click from the NinjaOne RMM device dashboard, any Windows or Mac workstation is visible in moments. To make sure device issues are diagnosed and solved quickly, a toolbox of capabilities is arranged intuitively at the technician's fingertips. Live chat and other end-user-friendly features make clear communication simple so issues can be resolved the first time. And strong security features from next gen data encryption to the ability to unsynch clipboards and paste as keystrokes keeps end user data secure.



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Key NinjaOne Remote Features

General Features

- One-click connect from NinjaOne RMM device console
- Support for Mac and Windows devices
- Unlimited concurrent sessions per technician
- Extremely light agent that works alongside NinjaOne agent
- Supports up to three technicians in a session for collaborative troubleshooting
- Available for NinjaOne mobile application

In-Session Tools

- Technician Viewer puts all tools and options in view
- Multi-monitor selection capability shows all monitors in their current configuration on the user side -- technician can choose which monitors display on their screen array
- Granular video resolution and color bitrate tuning to adjust to bandwidth conditions
- Change keyboard input to text mode - changes the keystroke inputs into unicode characters -- especially helpful when connecting with a device that has a keyboard in a different language
- Hybrid TCP+UDP link – When checked, the Ninja Remote will attempt to push traffic over UDP which is lighter and faster. When disable all traffic is sent over TCP
- Monitor in focus is outlined with a red border to easily identify working screen
- Drag/drop or cut/paste split screen file exchange
- Reboot in normal or safe mode
- Partial or full-screen view toggle
- Font smoothing

Technician - User Tools

- Live end user chat
- Technician can choose to hear endpoint device audio
- Differentiation of end user and technician's cursors
- Disable user or technician keyboard and mouse
- Wallpaper defaults to black to conserve CPU cycles
- Technician Banner on user screen indicates that technician is connected to machine

Security

- x25519+XSalsa20+Poly1305 authentication and encryption for all data in transit and at rest
- Access to endpoints gated by granular NinjaOne RBAC controls
- Clipboard synchronization setting enables or disables the tech and remote machine clipboards depending on security preferences
- All session actions are logged and tracked
- "Paste as keystrokes" allows a technician to paste text as keystrokes instead of using the clipboard
- Option to lock remote device upon session conclusion
- Adjustable session idle timeouts
- Clipboard erase on session end