Enable ExtraHop Remote Access

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You can allow remote access to your ExtraHop system for select ExtraHop Account Team members and ExtraHop Support.

For more information about remote access, see the Remote Access FAQ ⧉.

Before you begin
The ExtraHop system must be connected to ExtraHop Cloud Services ⧉ before you can enable remote access.

1. Log in to the ExtraHop system through `https://<extrahop-hostname-or-IP-address>`.
2. Navigate to Remote Access settings.

    *   For RevealX 360 systems, click **System Settings** ⚙, click **All Administration**, and then click **User Access**.
    *   For a console and sensors, click **System Settings** ⚙, click **All Administration**, and then click **ExtraHop Cloud Services**.
    *   For ExtraHop recordstores and packetstores, click **ExtraHop Cloud Services**.
3. In the ExtraHop Remote Access section, select the **ExtraHop Account Team** checkbox.
4. Click **Add User**.
5. In the ExtraHop Email Address field, type the email address of the ExtraHop account team member that you want to have access to your ExtraHop system.
6. Select the privilege level that you want the user to have. Consult with your account team member for guidance on what privileges they require. Users on recordstores and packetstores are always granted setup privileges. For detailed privilege information, see User privileges ⧉.
7. Click **Save**.
8. Optional: Select the checkbox to enable ExtraHop Support.
9. Click **Save Changes**.
10. Repeat this procedure on every console, sensor, recordstore, and packetstore that you want to grant access to.