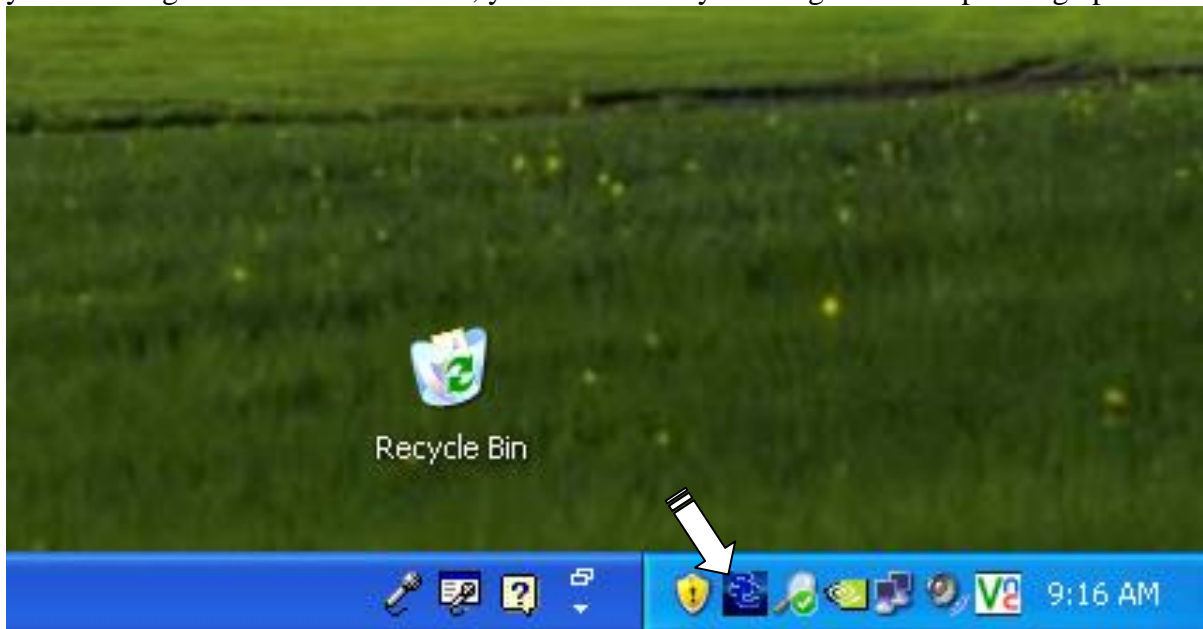
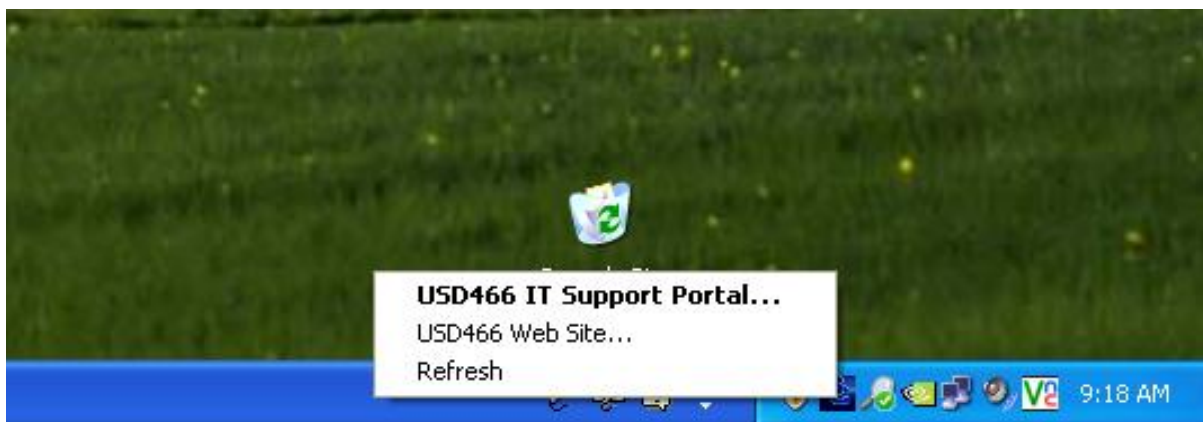


Kaseya Ticket and Procedures Guide

Welcome, this guide will show you how to use the new support system to submit requests for help, called Tickets, or how to use new tools to complete simple upgrades of some of the software on your computer in just a few clicks. To start with, find the Kaseya Agent icon in your task bar. It should look like the icon with the arrow pointing to it below. If you are using a Windows 7 machine, you can find it by clicking the arrow pointing up.



Once you've found the icon, right click on it to open a menu as presented below.



Click on the top option, which should be USD466 IT Support Portal, upon doing that, a new web browser will open. Depending on your machine, and what browsers you have installed it might be in Internet Explorer, but it will work on any other web browser supplied by the technology department.

This is a picture of the webpage, as you can see there is a box at the top with information about your computer such as the Operating System, amount of ram and the kind of processor it has installed in it. Below that, on the left hand sides of the page is a menu that can bring you back to this page, by clicking home, or take you to the ticketing area by clicking Ticketing. Directly right of that is a box entitled Run Procedures. These are tools that you can use to keep applications on your computer up to date. At the bottom of the page there is a box with links to the Educational Video Library, The District's calendar and the main webpage of the District.

Machine Info: mstlib2.tc.usd466 Help

Current User: gsee
 Domain: USD466 (domain)
 Operating System: XP
 Version: Professional Edition Service Pack 3 Build 2600
 RAM: 958MB
 CPU: (2)AMD Athlon(tm) 64 X2 Dual Core Processor 380...

Live Connect features disabled when logged on locally.

USD
 Home
 Ticketing

Click here to start a ticket or check on existing ones.

Email Administrator

Run Procedures

Select functions to keep your machine in tune

Available Procedures	Last Manual Run Time	Next Manual Run Time	Run Now
Flash Player - E 10.1.102.64	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Java 6.22	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
KCA 5.4	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Quicktime 7.5.68	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Shockwave	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>

School Links

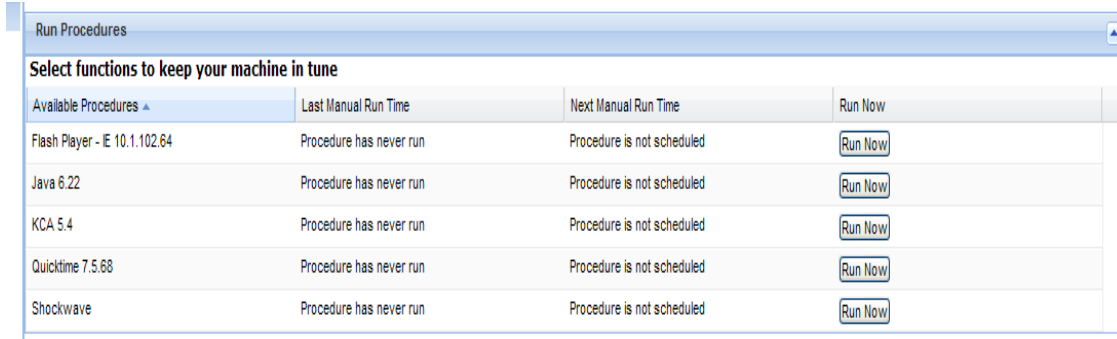
Name

- [Educational Video Library](#)
- [USD 466 Calendar](#)
- [USD466](#)

Links to some of the schools websites, including the Educational Video Library

This is a set of procedures you can run to keep common items up to date on your machine.

Let's start with the Procedures

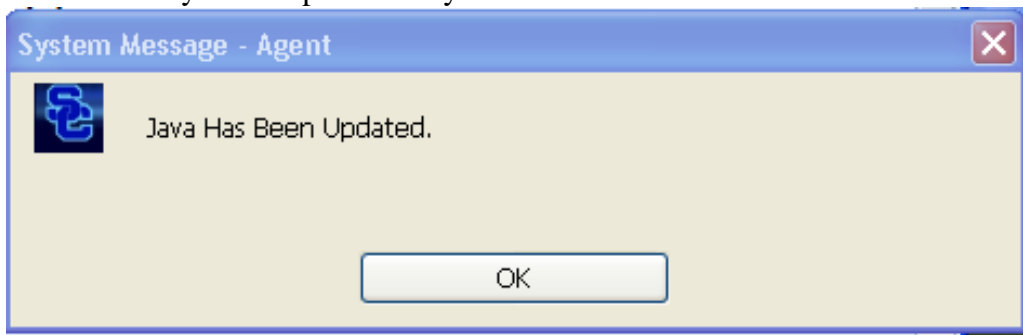


The screenshot shows a window titled "Run Procedures" with a subtitle "Select functions to keep your machine in tune". It contains a table with the following data:

Available Procedures	Last Manual Run Time	Next Manual Run Time	Run Now
Flash Player - IE 10.1.102.64	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Java 6.22	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
KCA 5.4	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Quicktime 7.5.68	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>
Shockwave	Procedure has never run	Procedure is not scheduled	<input type="button" value="Run Now"/>

These cover common applications that need updates, to install them just click the Run Now box and they will start installing. This is a new feature and the choices will be changing and added to.

When these are finished a box will appear on your screen. Do not log off your computer or shut down your computer until you see a box like the one below.



At this point you have successfully run the procedure, and may log off or shut down your computer.

To create a new ticket or view an existing one, click ticketing on the left hand of the screen.

Machine Info: mslib2.tc.usd466

Current User: gsee
Domain: USD466 (domain)
Operating System: XP
Version: Professional Edition Service Pack 3 Build 2600
RAM: 958MB
CPU: (2)AMD Athlon(tm) 64 X2 Dual Core Processor 380

USD466

Welcome to USD466 Live Connect

Run Procedures

Select functions to keep your machine in tune

Available Procedures	Last Manual Run Time
Flash Player - IE 10.1.102.64	Procedure has never run
Java 6.22	Procedure has never run
KCA 5.4	Procedure has never run
Quicktime 7.5.68	Procedure has never run

The page will change and looks like this

Machine Info: mslib2.tc.usd466

Current User: gsee
Domain: USD466 (domain)
Operating System: XP
Version: Professional Edition Service Pack 3 Build 2600
RAM: 958MB
CPU: (2)AMD Athlon(tm) 64 X2 Dual Core Processor 380...

Create/Edit Ticket View Tickets

Ticket ID: Associate ticket with: mslib2.tc.usd466

Summary:

Submitter Information

Name:
 Email:
 Phone:

Update

Category: Application problem
 Status: Open
 Priority: High

Date Created:
 Age:
 Date Due: 9:41:38 am 21-Dec-10

Enter new note

Note Size

Submit

Browse... Click to **attach file** (such as screen shots of problem).

Time/Admin	Note
------------	------

The first field you need to enter information into is the Summary Field. This should be a short, generalized description of the problem, such as “Printer not responding” or “Virus alert” or, “Overhead shutting off”

After that, it asks for your name, your email address and a phone number. To the right of those it gives you a drop down box for Category and Priority.

Categories include:

Name	Description
Application Problem	Any issue inside of a program
Network Problem	Issues connecting to the network or websites
Printing Problems	Issues with printing
Workstation Configuration	Windows Configuration, Physical arrangement, or problems with hardware
Training Required	Assistance with learning and using any technology in your classroom

After that is the priority box, most tickets should be set to normal.

The other option on this page is to click View tickets at the top of the page to view previously submitted tickets and any updates to them. Feel free to create a trial ticket, just make the summary Test or something similar. If you have any questions email ddirks@usd466.com or gsee@usd466.com.