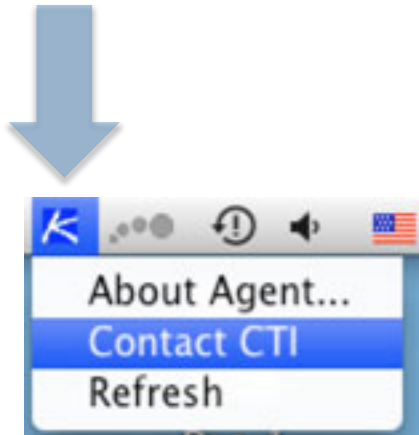
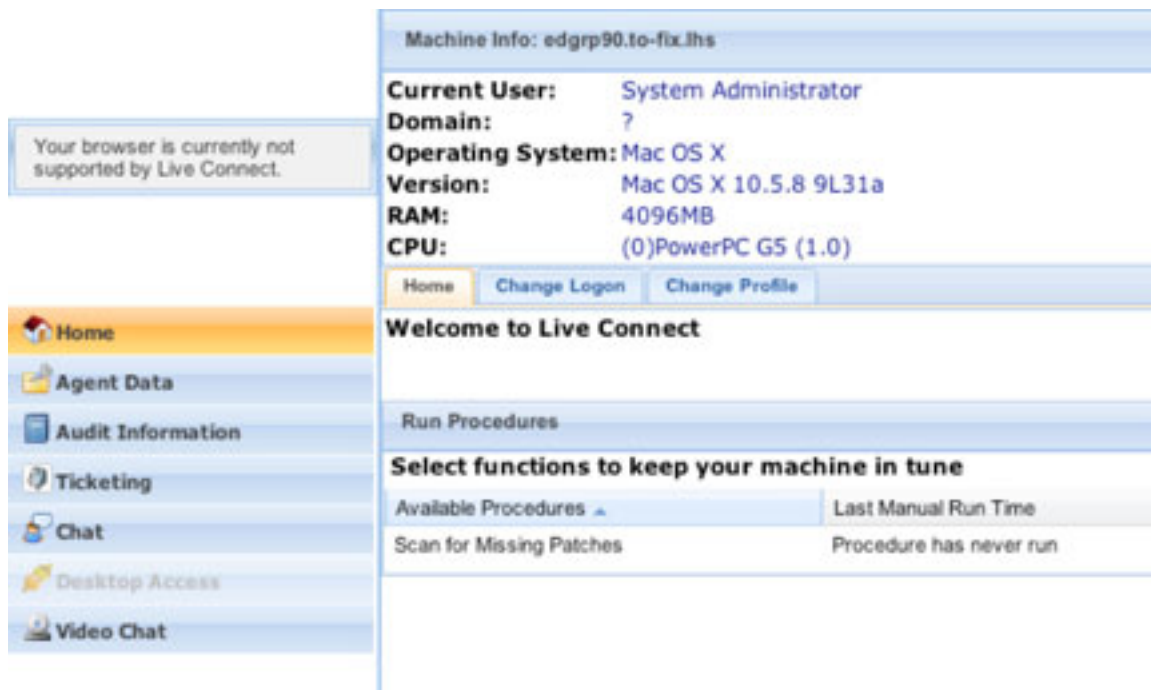


# How to submit a help request using KASEYA

1. Click on the “K” icon found on right side of the menu bar on the MAC desktop, or in the taskbar on a Windows Desktop, then select “Contact CTI”.



Kaseya will open your default Internet Browser (Internet Explorer, Firefox, etc.) to display the control panel shown below.



Available Procedures	Last Manual Run Time
Scan for Missing Patches	Procedure has never run

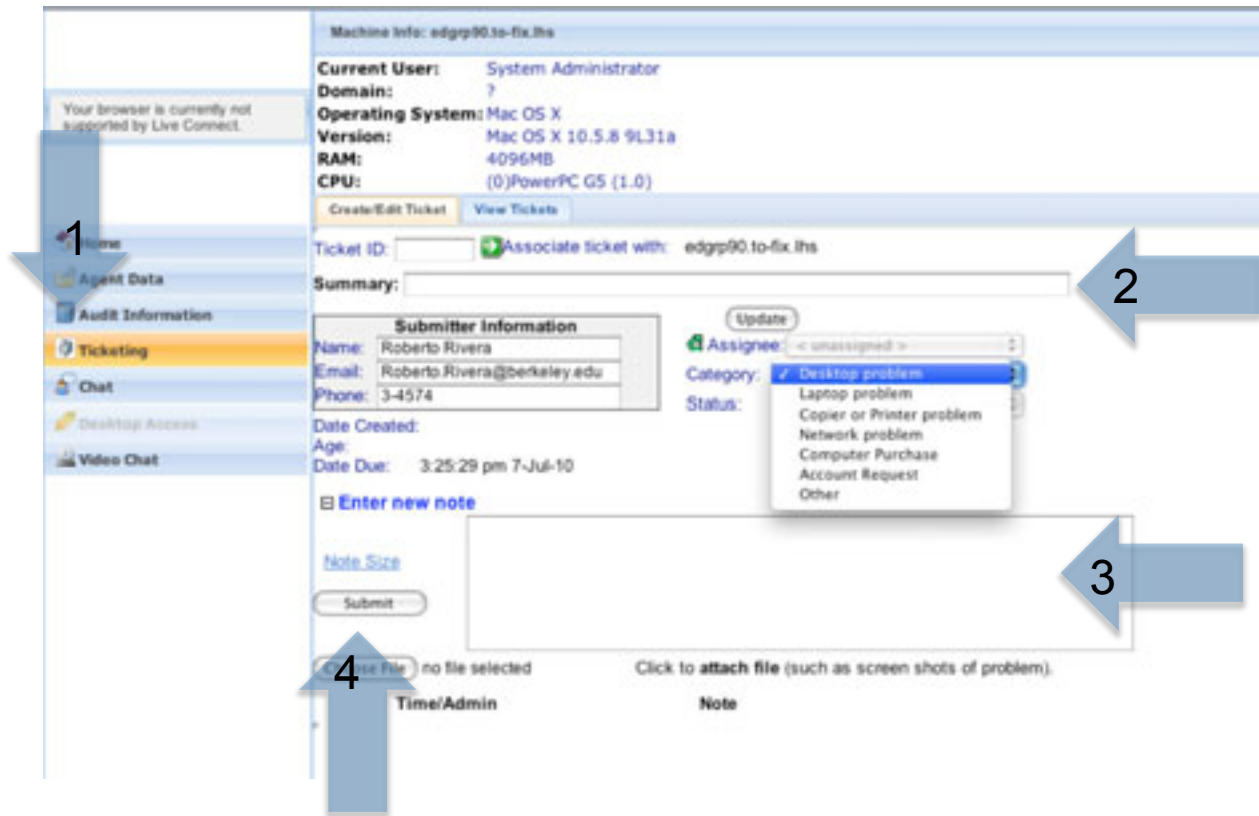
Please contact Roberto Rivera (Rm 106, x3-4574, [Roberto.Rivera@berkeley.edu](mailto:Roberto.Rivera@berkeley.edu)) if you have any questions.

2. Before you submit a help request for the first time, check to make sure your profile is correct. Click on “Change Profile” (Arrow #1) in the group of tabs in the middle of the panel. Make sure to verify your contact and information (Arrow #2) and click “Apply” if necessary.

The screenshot displays the Kaseya user interface. On the left is a navigation sidebar with options: Home, Agent Data, Audit Information, Ticketing, Chat, Desktop Access, and Video Chat. The main content area is divided into two sections. The top section, titled "Machine Info: edgrp90.to-fix.lhs", lists system details: Current User: System Administrator, Domain: ?, Operating System: Mac OS X 10.5.8 9L31a (with arrow #1 pointing to this line), Version: Mac OS X 10.5.8 9L31a, RAM: 4096MB, and CPU: (0)PowerPC G5 (1.0). Below this are three tabs: Home, Change Logon, and Change Profile. The bottom section, titled "Update your Contact Information", contains three input fields: Contact Name (Roberto Rivera), Email Address (Roberto.Rivera@berkeley.edu) (with arrow #2 pointing to this field), and Phone Number (3-4574). Below these fields are "Apply" and "Clear Snoozes" buttons. A "Your agent GUID" field with a GUID value and another "Clear Snoozes" button are located at the bottom of the contact information section.

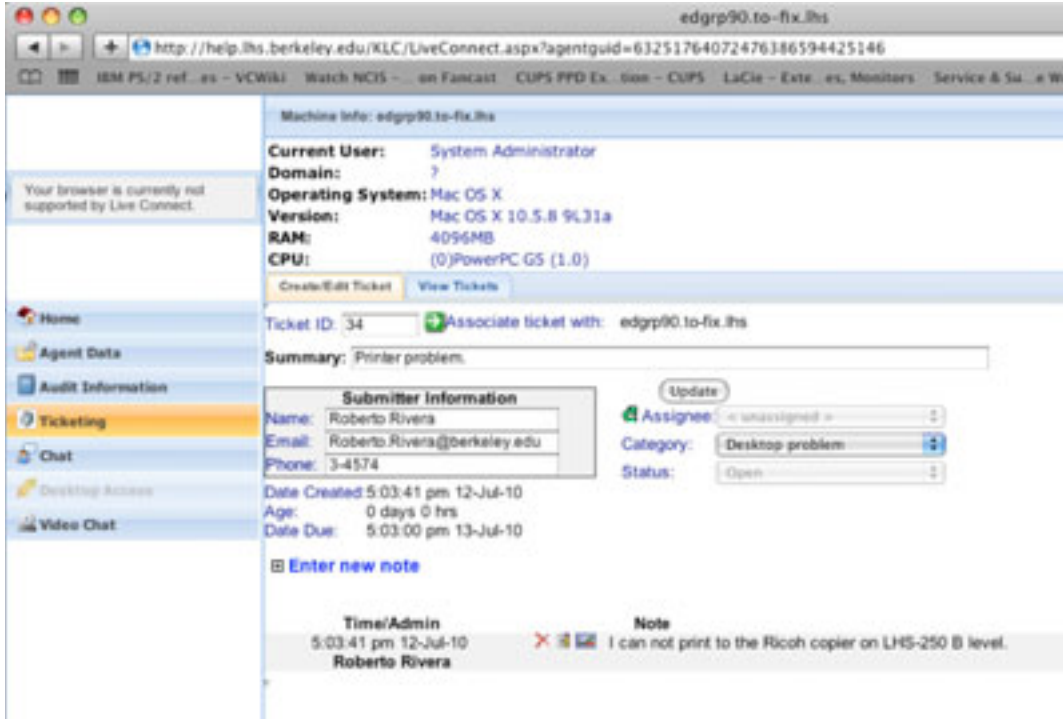
Please contact Roberto Rivera (Rm 106, x3-4574, [Roberto.Rivera@berkeley.edu](mailto:Roberto.Rivera@berkeley.edu)) if you have any questions.

3. To begin a help request click on “Ticketing” in the left panel options (Arrow #1). Give a clear title to your request in the “Summary” text box (Arrow#2), enter a more detailed description if you wish in the “Notes” text box (Arrow #3) and finally click “Submit” (Arrow #4). At this time, you do not need to select a “Category” before you submit a help request.

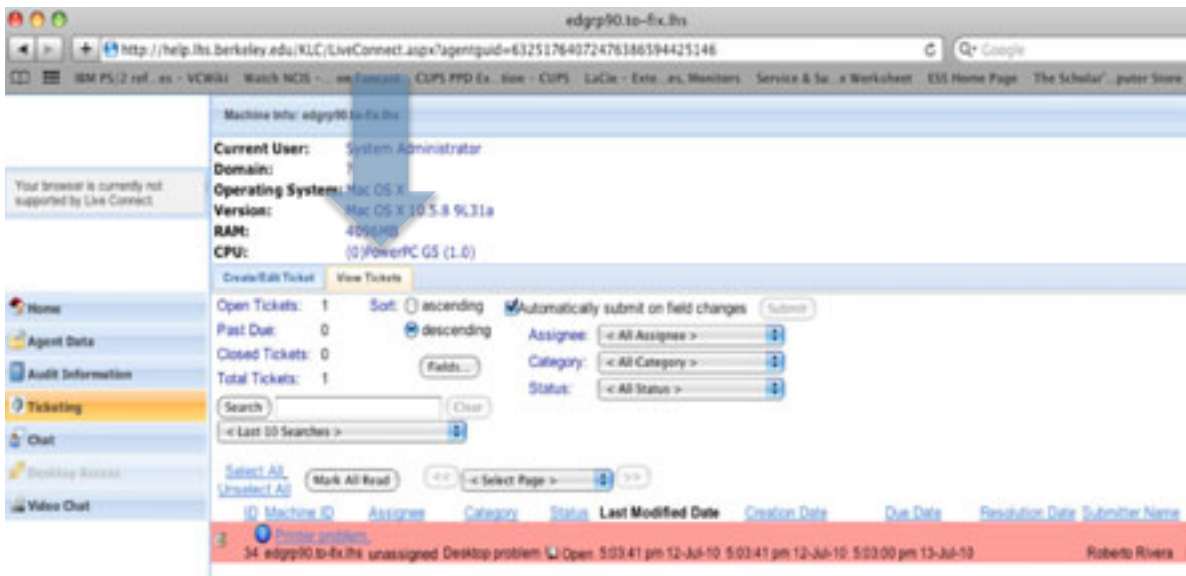


Please contact Roberto Rivera (Rm 106, x3-4574, [Roberto.Rivera@berkeley.edu](mailto:Roberto.Rivera@berkeley.edu)) if you have any questions.

4. You will see this display after you submit your help request.



To review or add comments to your Help request click on the "View Tickets" tab



Please contact Roberto Rivera (Rm 106, x3-4574, [Roberto.Rivera@berkeley.edu](mailto:Roberto.Rivera@berkeley.edu)) if you have any questions.