



Managed Service
Quick Startup Guide

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How does it look like?

Our remote management agent will be having our logo colors of red and navy to easily be identified by the end user.










Where to find it?

Agent will be located in the bottom right corner.



What does it mean?

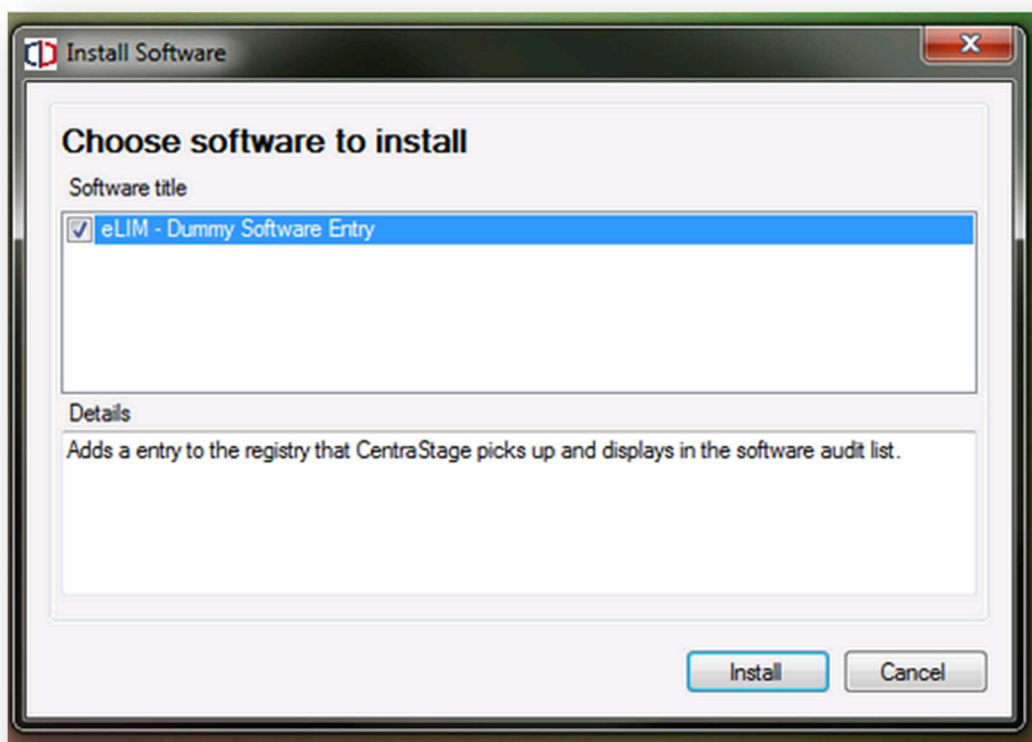
	Agent is online and under a managed contract by A2Z IT.
	Agent is offline, not able to connect to A2Z IT, mainly happens when internet connectivity is lost.
	Agent is online, On-demand support for non-contracted devices.
	Alert mode is online and awaiting user interaction to complete a specific job (e.g.: installing a new software or a windows patch... etc.)
	Alert mode is offline, no user interaction is required to complete the job.
	Agent is Stopped, and not running.
	Usually appears flashing and means screen sharing is active.

What is...?

Alert mode:

Alert mode helps you accept the installation of software and patches at a time that is convenient for you.

Once you click on the agent icon  that has an alert, you will be prompted with a window to install or cancel as shown.



How to...?

Open a ticket:

Reaching out to our expert support team have never been easier, with multiple ways to reaching us for your convenience whether via e-mail, website, Installed Agent or phone. We are always there to help keeping environment fully operational.

In order to help us resolve and get your requests done in a timely manner, please follow our ticketing format:

-- Ticket Information required --

- ✓ Full Name
- ✓ E-mail address Or Contact details
- ✓ Computer Name
- ✓ Brief description
- ✓ Details
- ✓ Screenshot of the issue (if applicable)

-- Ticket Information required --

Via E-mail

Send us an email at Support@a2zit.com with the ticket details mentioned above.

Via website

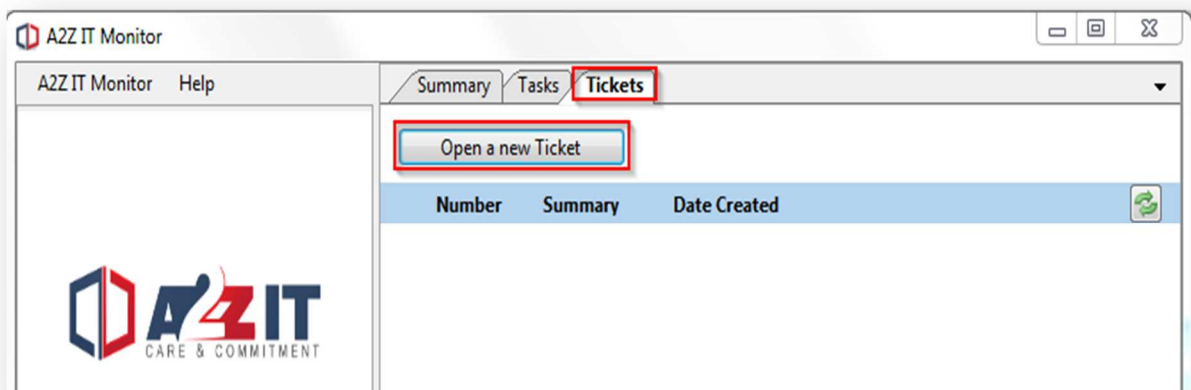
Visit our website www.a2zit.com/support OR From main menu hover on 'contact', then 'Submit a ticket' and fill out the ticket form.

Call us

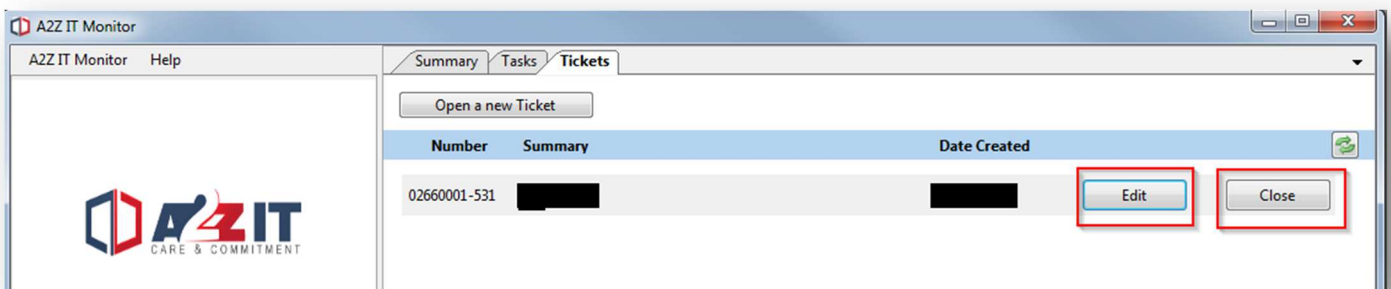
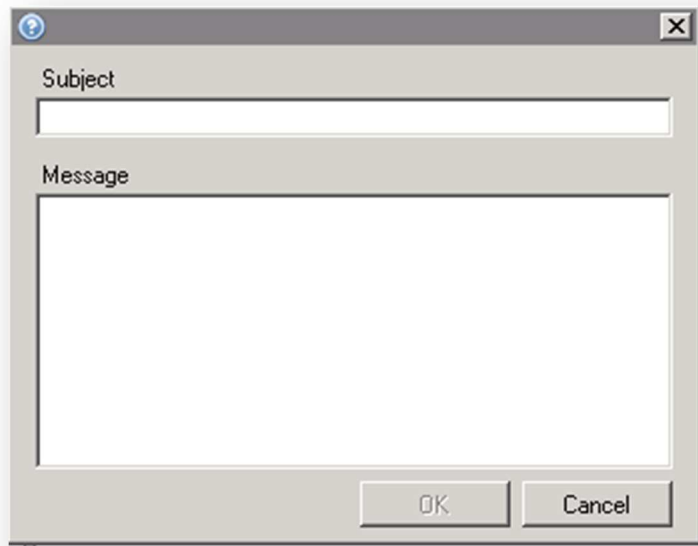
Give us a call at **407.900.5852** following ticket guidelines mentioned above.

Via A2Z IT Agent

1. Open the Agent Browser on the local device by double clicking on the agent taskbar icon
2. Click on the 'Tickets' tab
3. Click on 'Open a new Ticket'



4. A pop-up box will appear where you will need to complete the "Subject" and "Message" before clicking 'OK' to submit the ticket



- Clicking '**Edit**' will show any updates added by our support team, as well as allowing you to add additional comments.
- Clicking '**Close**' will set the ticket as resolved



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