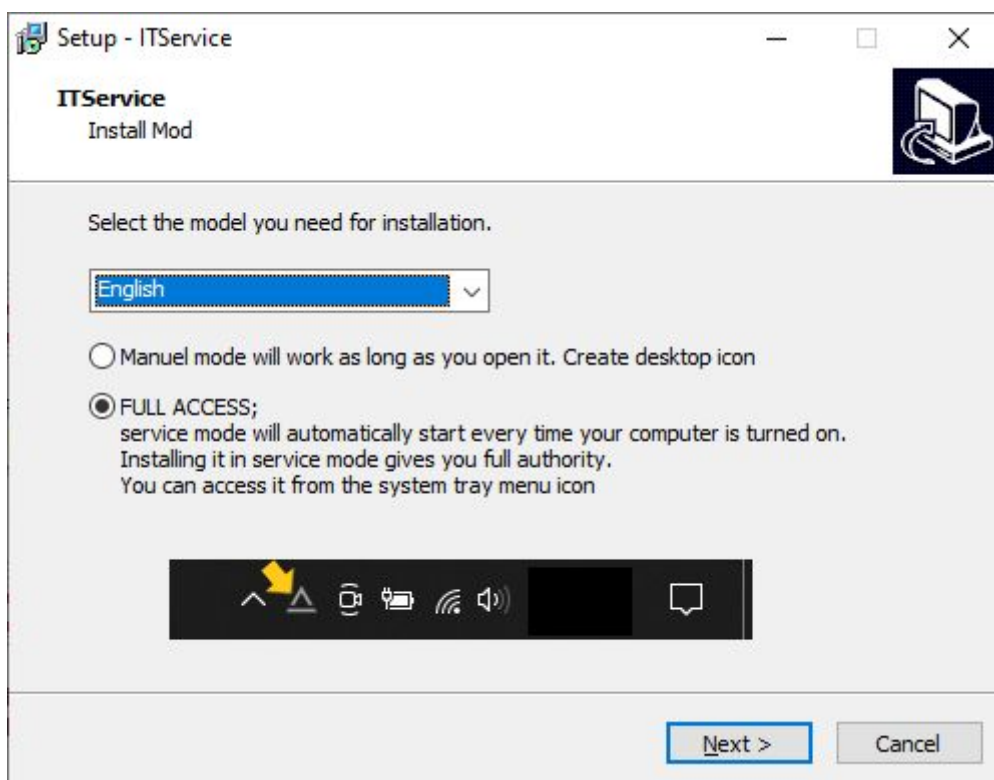


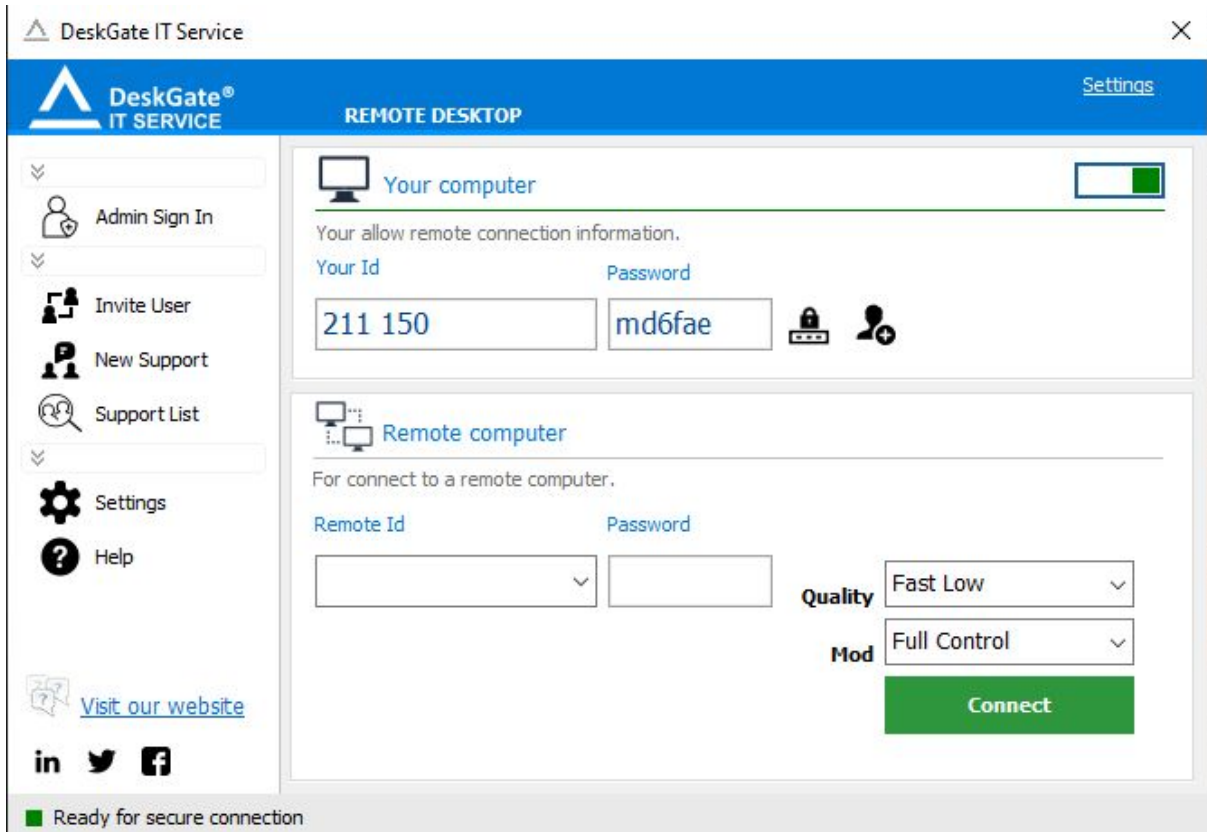
## How Can I Use IT Service Application?

Firstly, you should download a free remote desktop application here <https://file.deskgate.com/download/file/ITServiceSetup.exe> and you will see two options during the installation.



When you install in manual mode, a shortcut is created on your desktop and the program works only when you open it. In Service mode, the program runs in the background and you don't need to open the program to get a connection and all authority is open during connections.

➤ Application






















Direct connection can be made with this application.

For access web panel and add computers on your panel you should register in <https://service.deskgate.com/register>

➤ Web panel

OS	Version	Group	Remote Id	Computer	User	Username	Description	IP In	IP Out	Mac	Last Date
Win10	Default			DESKTOP-AKG145G	Development			192.168.1.7			17-01-2021 8:35:16 PM
Win10	Test			DeskGate02	DeskGate02			192.168.1.45			16-01-2021 7:34:34 PM
Win10	Default			DESKTOP-JHIJUKS	DeskGate01	xyz		192.168.1.5			17-09-2020 11:42:07 AM
Win10	Default			DESKTOP-HCE11CS	Leman			192.168.1.5			05-09-2020 5:46:19 PM
Win10	Default			DESKTOP-JHIJUKS	DeskGate01			192.168.1.5			21-08-2020 11:11:41 AM
Win10	Default			DESKTOP-AKG145G	Development			192.168.1.9			12-05-2020 11:59:37 PM
Win10	Default			LAPTOP-B40CRD10	DeskGate			192.168.1.6			09-03-2020 12:31:29 PM
Win10	Default			LAPTOP-B40CRD10	DeskGate			192.168.1.6			09-03-2020 12:19:02 PM
Win10	Default			LAPTOP-B40CRD10	DeskGate			192.168.1.6			09-03-2020 12:10:52 PM
Win10	Default			DESKTOP-HCE11CS	Leman			192.168.1.10			12-02-2020 6:50:41 PM

You can access all settings about the web panel in the Settings tab.

 Dashboard
<b>Manager</b>
 Rule
 Group
 Admin
 Station
 Users
<b>Support / HelpDesk</b>
 Group
 Support
<b>Device</b>
 Device Definition
 Computer Inventory
<b>Remote Installation</b>
 Install Patch Agent
 Run The Script / Schedule
<b>Report</b>
 Support
 Connection
 All Logs
<b>Setup</b>
 Setup / Install
<b>Payment</b>
 Payment
<b>Settings</b>
 General Settings
 Corporation

**Rule:** Allows you to define special rules for user groups registered in your panel.

**Group:** Allows you group to registered users and set to their users of unit or set to group administrator authority.

**Admin:** It allows you to add administrators for technicians to intervene within their authority.

**Station:** It allows you to see the computers added to the panel.

**Users:** With the user information feature that you will activate from the rule tab, you can collect information from users and match inventory. In addition, users can be added and managed from this tab.

**Group:** Allows you to add the categories to which users can send support requests. You can also define managers for categories.

**Support:** Support requests from users and their status are reported.

**Device Definition:** Allows you to add inventory to the system.

**Computer Inventory:** It allows you to see the inventory information of the computers registered in the system.

**Install Patch Agent:** It allows you to create remote installation plans for computers registered in the system.

**Run The Script/Schedule :** Allows you to remotely run commands on computers registered in the system.

**Support:** Receives a general report on support requests.

**Connection:** It allows you to see all connections made with connection times.

**All Logs:** Allows you to access the details of the connections.

**Setup/Install :** Gives you to create a setup exe for adding a computer to panel.

Payment: It allows you to pay for the purchase of a license.

General Settings: Allows you to make settings related to the panel. Logo changes can be made.

Corporation: Used to change your company information and update your password.

When you log in to the panel, you will need to create a setup for the clients you want to add to your panel from the Setup / Install tab in the menu and install the exe under Setup exe quick setup on those computers . You can also send the link to any computer via e-mail.

Enter the email address to share the installation file

---


Enter your friend's email address to send the installation file

---

### Agent Setup / Install


The computers you install will come to your corporate list.

MSI FILE deployment through Group Policy (GPO)  
Quick and easy installation, all users come automatically.  
You can send the MSI file from the group police. You can define a special group and install only for this group.

 **MSI Group Policy**


[https://service.deskgate.com/Download/Output/ITServiceSetup\\_4d0c4906-e1f7-4295-878a-09af3a1fb85d.msi](https://service.deskgate.com/Download/Output/ITServiceSetup_4d0c4906-e1f7-4295-878a-09af3a1fb85d.msi)

Exe installation directory without having to make any settings for installation.  
Quick and easy installation, all users come automatically.

 **Setup EXE quick setup**

[https://service.deskgate.com/Download/Output/ITServiceSetup\\_4d0c4906-e1f7-4295-878a-09af3a1fb85d.exe](https://service.deskgate.com/Download/Output/ITServiceSetup_4d0c4906-e1f7-4295-878a-09af3a1fb85d.exe)

Ideal for remote support.  
No setup is required. The user requests confirmation. Users come to your list

 **Portable EXE Support Mode**

[https://service.deskgate.com/Download/Output/ITServicePortable\\_4d0c4906-e1f7-4295-878a-09af3a1fb85d.exe](https://service.deskgate.com/Download/Output/ITServicePortable_4d0c4906-e1f7-4295-878a-09af3a1fb85d.exe)

To access the computers you have added to the panel, you must define an administrator and log in with the administrator from the application.

When adding admins, you can authorize the admin to groups and ticket categories you create. In this way, you will also limit the authority.

### Administrator authorization

Firstname

Lastname

Email

Password  
 Password length must be 16 characters maximum.

Mobile Number  
 +90

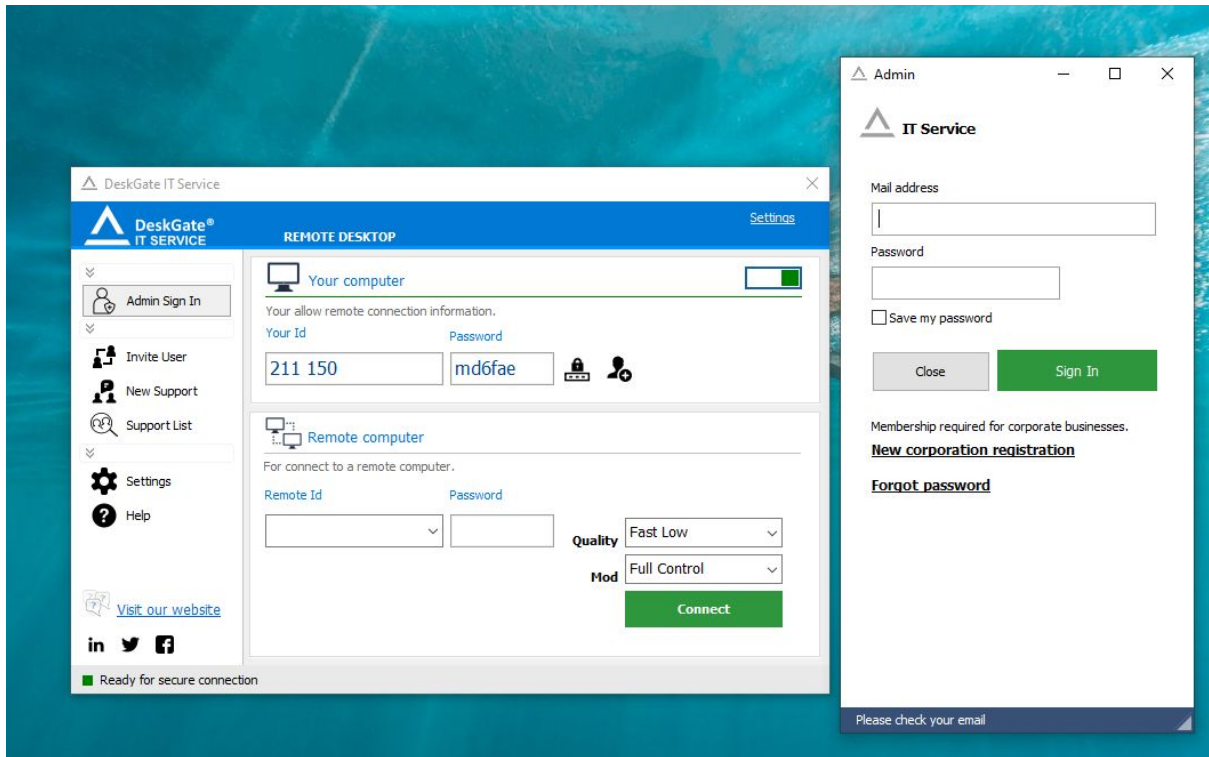
Group access

<input checked="" type="checkbox"/> Default	<input checked="" type="checkbox"/> Teknik	
<input checked="" type="checkbox"/> Support access		
<input checked="" type="checkbox"/> Default	<input checked="" type="checkbox"/> Günlük Sorunlar	<input checked="" type="checkbox"/> Yazılımsal
<input checked="" type="checkbox"/> Acil	<input checked="" type="checkbox"/> Şehriban	






Send mail when help request arrives.  
 Send sms when help request arrives.  
 Is the admin active

It can also be accessed from the web interface with computers added to the panel. From the Station tab in the menu, you can view all registered users and change their group and name with the edit option.

It is necessary to login through the application with the created administrator to connect with computers.





Buttons and functions in the admin panel;

-  Used to view and respond to incoming support requests
-  Allows you to see only open computers
-  Refresh
-  Go to web panel
-  Sign out

## Support / Helpdesk Management

You can create special support request categories through the web panel. The user will choose between the categories created by the administrator when submitting a ticket. You can also assign different technicians to the categories.

The user can send the support request from  New Support the tab in own application or from the IT Service icon  at the bottom right with the option to create support.

A screenshot can also be sent when creating a support ticket.

The created supports are displayed on the admin panel and if desired, correspondence can be made with the user on request.

If you want to access the report of support requests, it can be accessed from the web panel.

## Inventory Management

Inventories, versions and software on the computer can be accessed via the web panel. In addition, if you want to add a device, a new device can be added or changes can be made on the added devices from the Device Definition tab.

From this tab, you can access all devices in users and print out their stock status.



All Counter

Defined user 2	Total stock 6
-------------------	------------------

Stock List

Notebook (11) Computer (3) Mobile (1) Printer (1) UTM Devices (1) [0] [0] [0]

Device Inventory / Hardware and Software

Group: Default Search users: [ ] Search

User: Şehriban Çayır Add new device Print

Notes

Defined user: The custom username assigned to each computer.

## Remote Installation

It allows you to install programs remotely on computers registered in the panel or to run them in the background with scripts you will write at certain times.

Install Application

## Group

Default  Teknik

Type

User accept

Progress name

Schedule install date time

Download link [IP or URL]

[Check Uri](#)

Parameter

Note / Show mod message

Specific day or date can be defined and reports of your transactions can be obtained.

Install Application [Add agent progress](#)

Groups	Name	App	Path IP/URL	Parameter	Note	Type	Accept	Status	Date	Time	Create	
Default	xvy	www.deskgate.com	http://www	/S		Show	Request approval	<input type="button" value="Stop"/>	10-16-2020	16:00	10-16-2020	<a href="#">Details</a>

➤ For more details please contact with us

0850 302 66 07

[support@deskgate.com](mailto:support@deskgate.com)

[www.deskgate.com](http://www.deskgate.com)