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SysAid help desk offers you either a hosted online solution, or an installed solution for your IT needs. The help desk provides you with a simple yet comprehensive form that enables quick submission of service requests to an IT department. The administrator interface hosts a wide range of functionalities

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Automate IT tasks and workflows with SysAid's service desk ...

Before a user can gain access to the Manager Portal, he/she should have had his permission authorized in Preferences > User Management, in the Administrator's interface. Click on the row entry which displays the details of the user whom you wish to allow access to the Manager Portal. Then, go to General Details > Permissions.

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SysAid Administrator Tools Installation The most simple way to deploy the SysAid agent to your network is to use the SysAid Network Discovery tool, under Asset Management Network Discovery, as described in the Complete SysAid User Manual. In addition,ther are three other deployment options available:

SysAid TM Administrator Tools Installation

SysAid Patch Management allows IT administrators to: ... For a list of Agent deployment options, see the Agent Deployment guide. The RDS, the SysAid server, and the SysAid agents must all be running version 16.3.18 or higher, and have internet access. ... (s) and SysAid server for the target assets.

Patch Management Guide - SysAid

SysAid is available in two editions: a fully Cloud, SAAS solution and an installed, In-House solution.

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This document describes how to install the In-House Edition of SysAid (Windows version). SysAid is a web application. You need to install the SysAid server, which all users access.

Windows Installation Guide - SysAid

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