SmartHub User Guide

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SmartHub User Guide 1.1

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Welcome

This guide steps through the implementation, configuration and use of SmartHub.

Feature Summary

- Alerts
    - *Alert or notify users*
    - *Smart tag support*
    - *HTML format*
- Concierge
    - *GoToAssist live chat support*
    - *Supports GTA keyboard and mouse control*
- Auto Launch
    - *Enable or disable Windows startup applications*
- Application Request
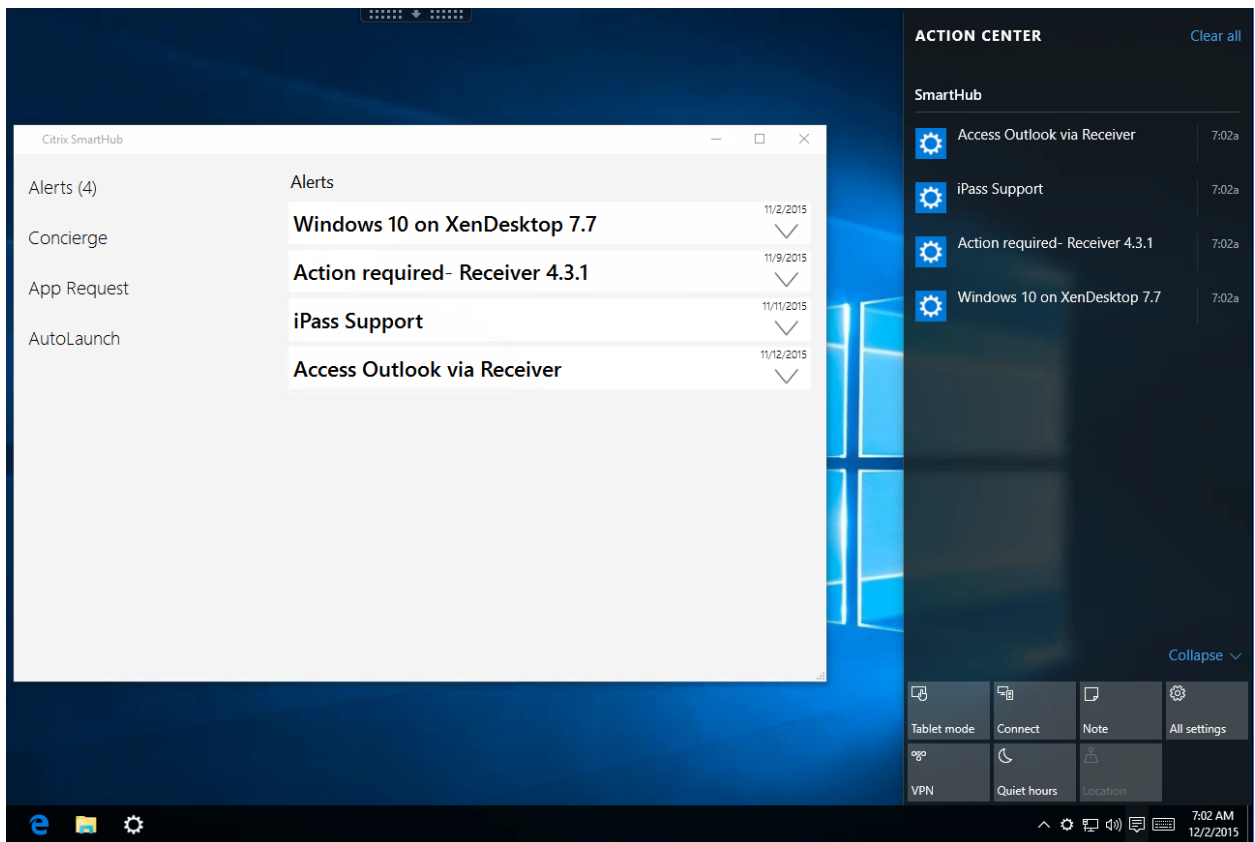   - *Request applications in an easy to use interface*
    - *Integrated with Podio*
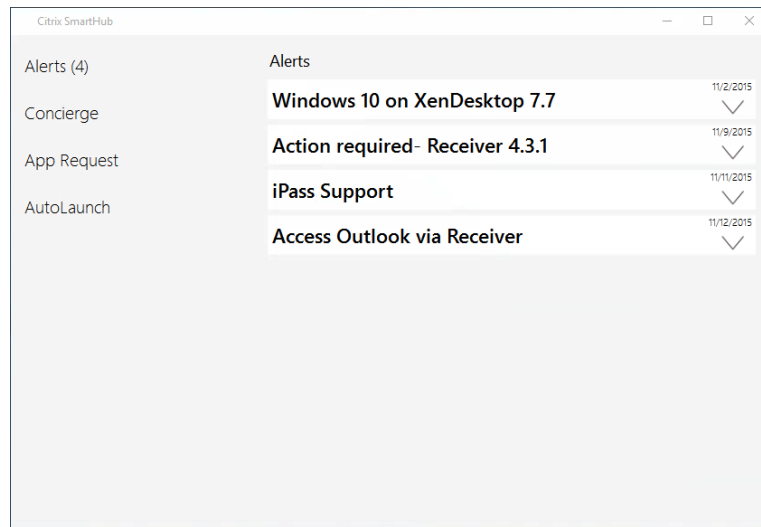
Feature Detail

Alerts

The Alerts feature helps notify users of IT or other company related information. Notifications of new alerts are displayed in the Action Center on Windows 10.
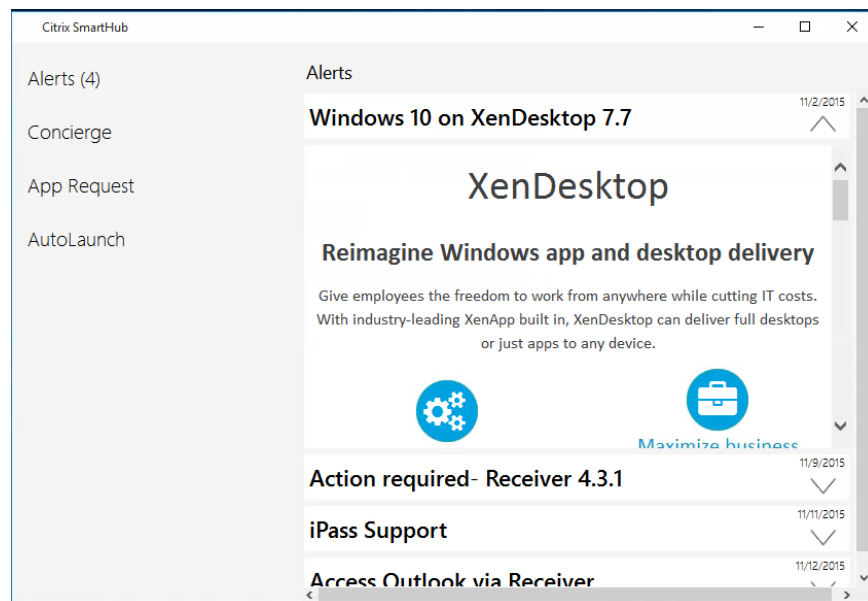
View an Alert

1. An Alert pops-up in the Action Center.
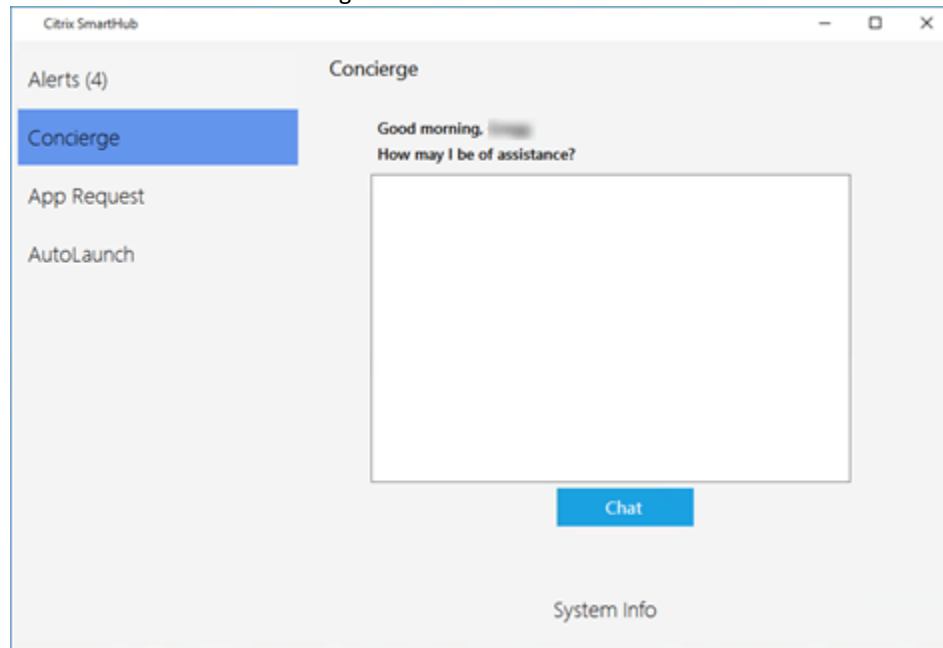
2. Launch SmartHub and click on Alerts.

3. Click on the alert to view detail.

Concierge

GoToAssist live chat support.

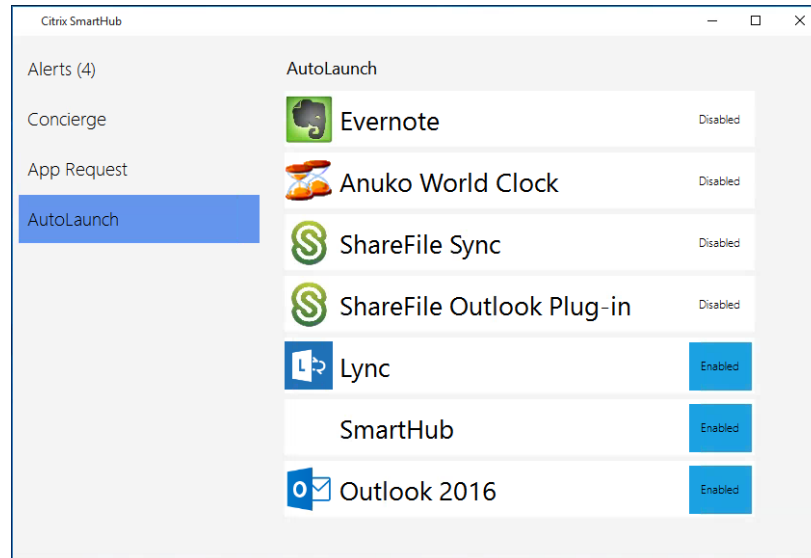1. Launch SmartHub. Click on Concierge.

2. Type a question and click Chat.

AutoLaunch

Enable or disable Windows startup applications. Start-Up applications can enable a more productive user experience or slow down logon speeds. This feature of SmartHub allows the user chose their own start-up experience.

Enable an AutoLaunch Application
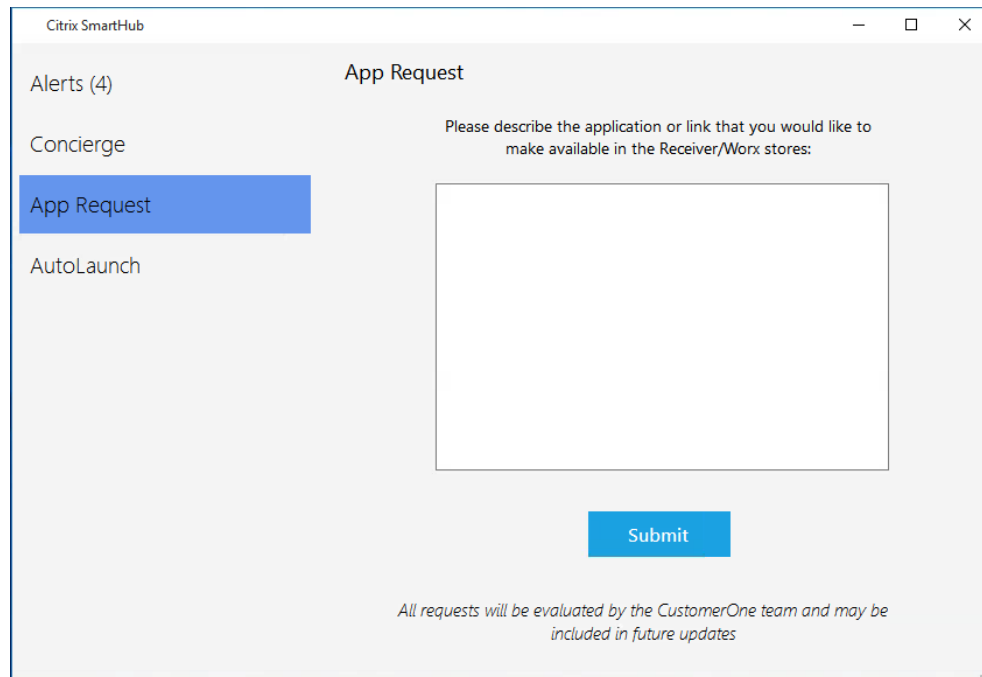
1. Start SmartHub. Click on AutoLaunch.

2. Enable or disable an application. Your changes will take effect on the next login.

Application Request

Request applications with an easy to use interface.

Request an Application

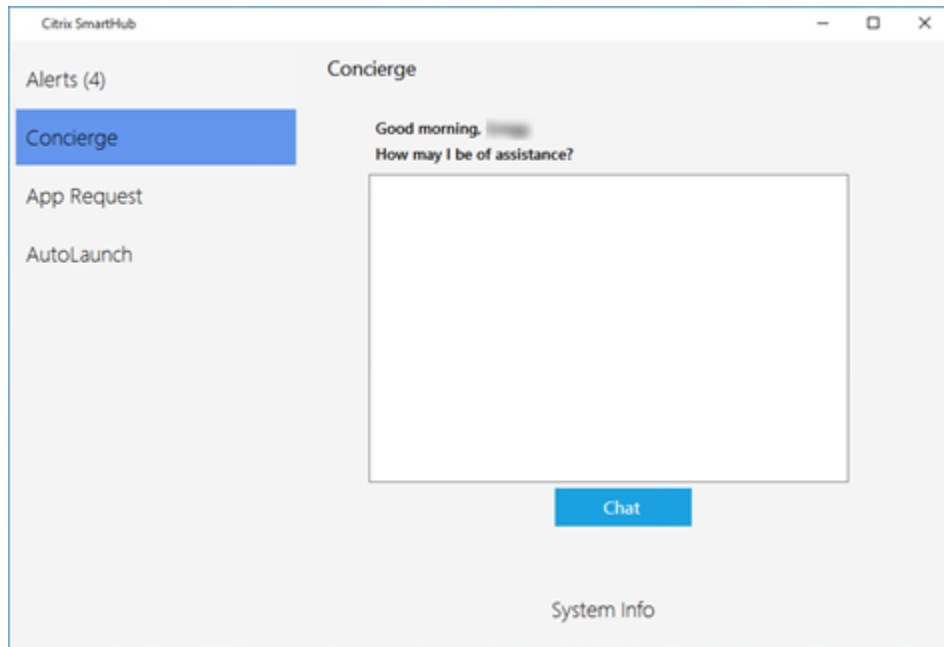1. Launch SmartHub, click on App Request.

2. Type your request. Click Submit.

System Information

Display information about your computer.

Show System Info

1. Launch SmartHub. Click on Concierge.

2. Click System Info.