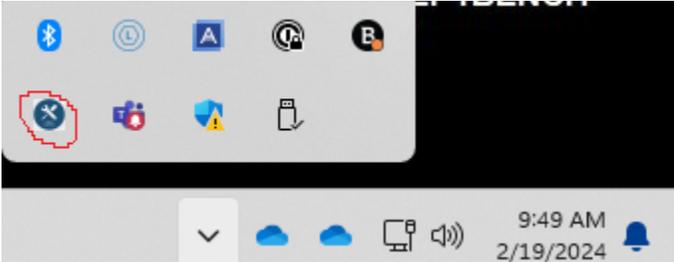




# SYSTRAY DOCK ICON

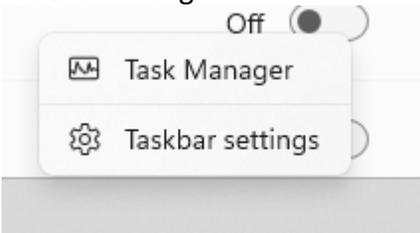
**WHERE IS IT?** – located on the taskbar of your county supplied device, near where date and time is located. (circled in red)



**DON'T SEE IT?** – click the chevron to display hidden apps. (circled in red)



**WANT TO ALWAYS SEE THE ICON?** It's easy, right click on a blank spot on your taskbar, then left click on Taskbar settings.



Scroll down to “Other system tray icons”, look for “NinjaRMM Agent Tray Application”, move the slider next to it to the right.

## Personalization > Taskbar

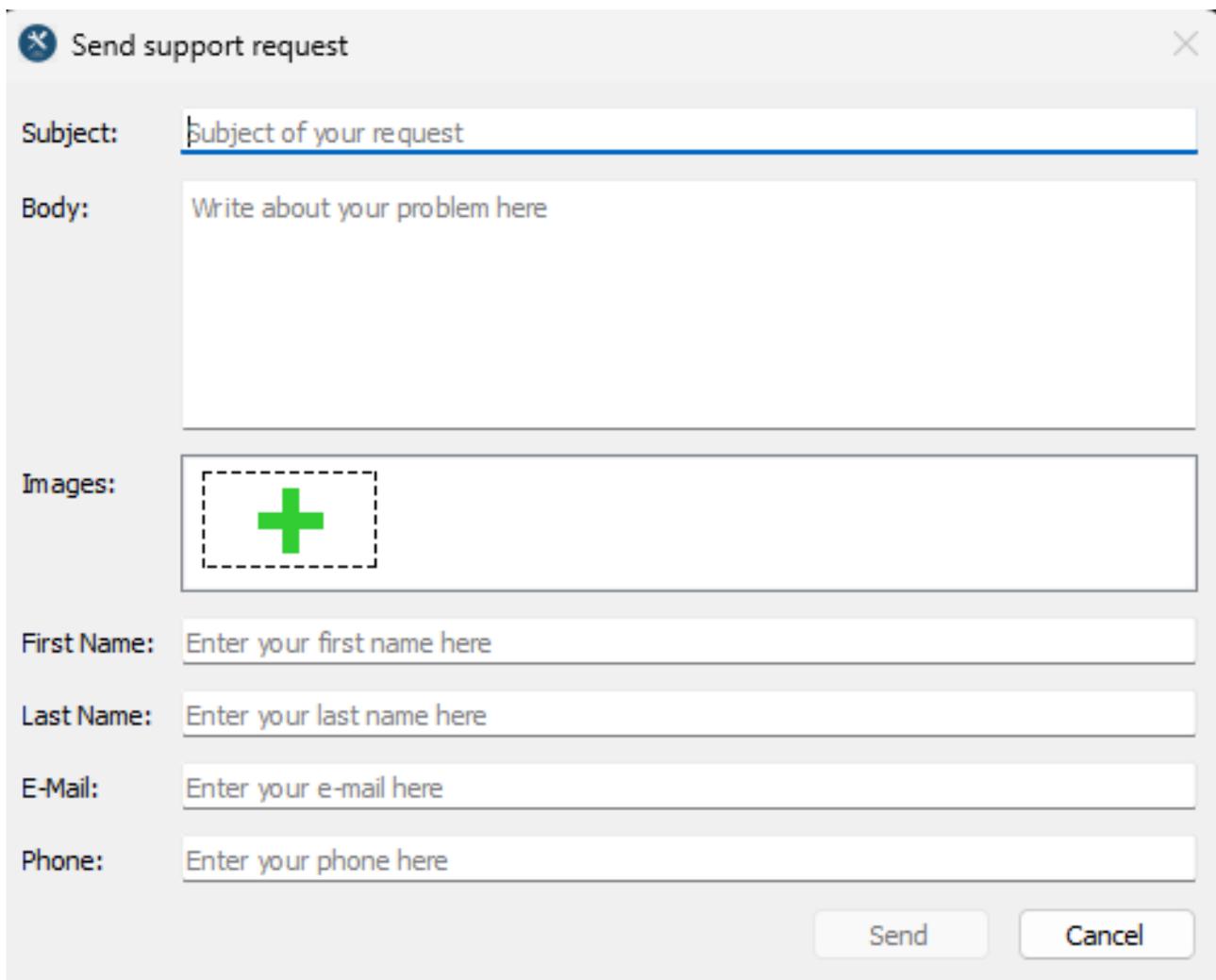
Other system tray icons		
Show or hide additional system tray icons		^
Hidden icon menu	Icons which are turned off can be accessed in this menu	On <input checked="" type="checkbox"/>
 Microsoft OneDrive		On <input checked="" type="checkbox"/>
 Windows Update Status		On <input checked="" type="checkbox"/>
 Graphic user interface for Linux File Systems for Windows by Paragon Software mounter		Off <input type="checkbox"/>
 NinjaRMM Agent Tray Application		On <input checked="" type="checkbox"/>

# Using SYSTRAY dock icon

**CLICK THE ICON** – Once you click the icon, you will see multiple options:

- Tech Support Request Form
- Question for IT Department
- Quarantine/Whitelist Request
- WC IT Web page

**TECH SUPPORT REQUEST FORM** – This is the best way to let the IT department know that you need technical assistance. Upon clicking SEND, a ticket is automatically created, and you receive an email confirming the ticket. You will also receive updates on the status of resolving the issue described in the ticket.



**Send support request**

Subject:

Body:

Images:

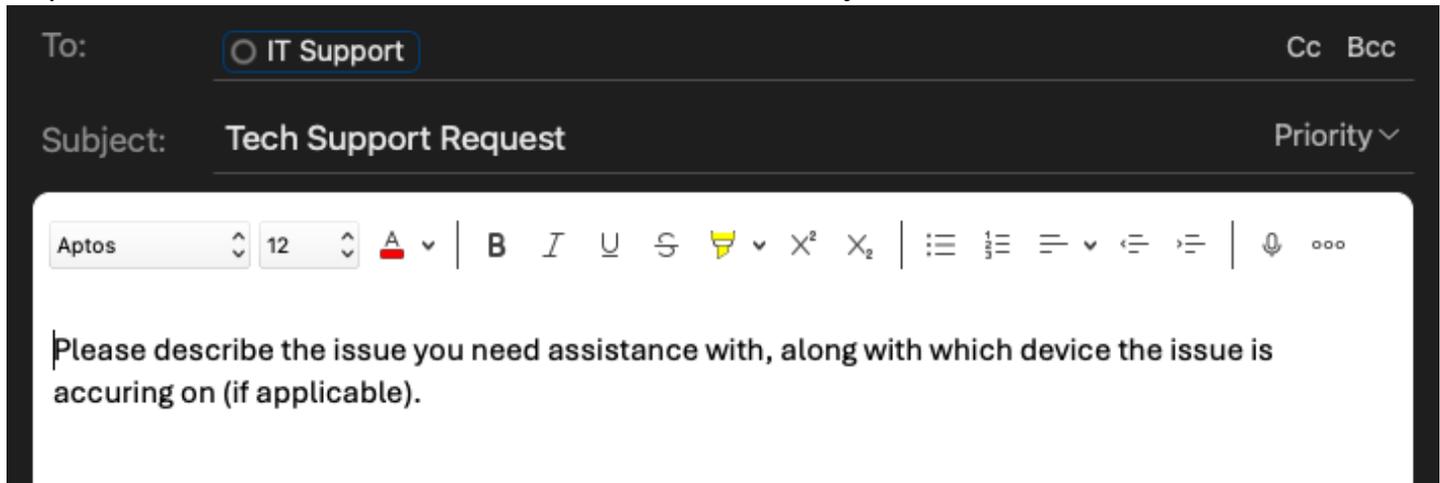
First Name:

Last Name:

E-Mail:

Phone:

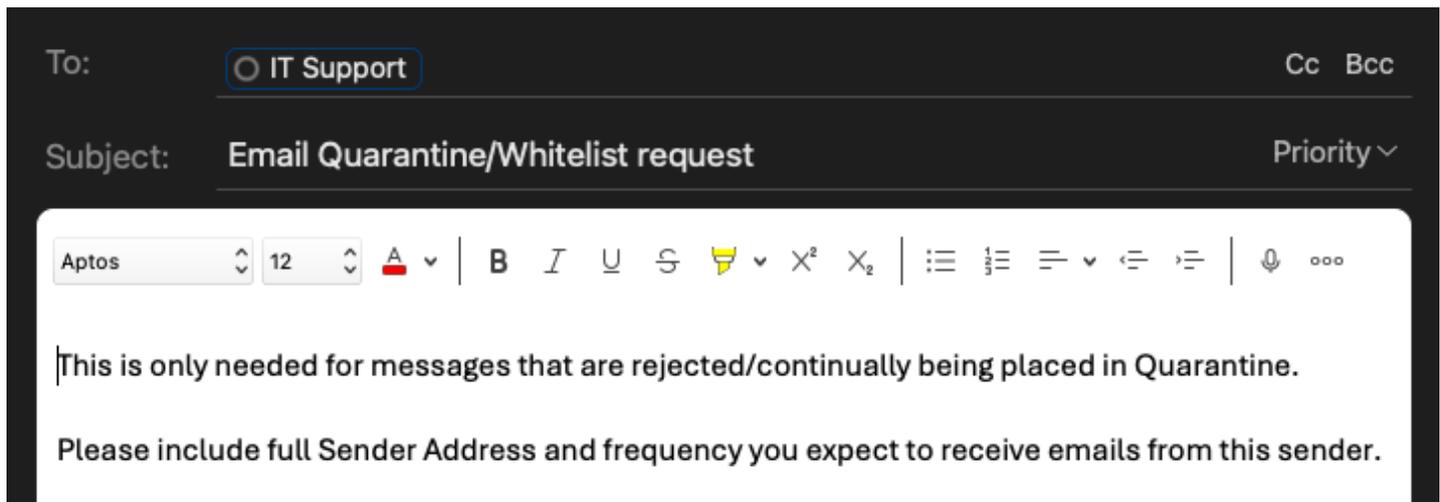
**QUESTION FOR IT DEPARTMENT** – Same behavior as the TECH SUPPORT REQUEST FORM without the form above. It will open an email already addressed to the ticketing system IT Dept. address, with TECH SUPPORT REQUEST as the subject.



The screenshot shows an email form with the following fields:

- To:** IT Support (selected from a dropdown menu)
- Subject:** Tech Support Request
- Priority:** (dropdown menu)
- Body:** A text area with a rich text editor toolbar. The toolbar includes options for font color (A), bold (B), italic (I), underline (U), strikethrough (ABC), link (chain), unlink (chain with slash), bulleted list (≡), numbered list (1≡), indent (≡), outdent (≡), and a microphone icon. The text in the body reads: "Please describe the issue you need assistance with, along with which device the issue is occurring on (if applicable)."

**QUARANTINE/WHITELIST REQUEST** – Same as above, will open a new email, specific to email quarantine issues.



The screenshot shows an email form with the following fields:

- To:** IT Support (selected from a dropdown menu)
- Subject:** Email Quarantine/Whitelist request
- Priority:** (dropdown menu)
- Body:** A text area with a rich text editor toolbar. The toolbar includes options for font color (A), bold (B), italic (I), underline (U), strikethrough (ABC), link (chain), unlink (chain with slash), bulleted list (≡), numbered list (1≡), indent (≡), outdent (≡), and a microphone icon. The text in the body reads: "This is only needed for messages that are rejected/continually being placed in Quarantine. Please include full Sender Address and frequency you expect to receive emails from this sender."

**WC IT WEB PAGE** – A direct link to the IT Dept page on Wheeler County’s official website. This is where you can find helpful information and tips. Want to put your work email on your iPhone? You’ll find information on how to do so on this page.

**USING THESE METHODS TO COMMUNICATE WITH THE IT DEPARTMENT GREATLY HELPS IN AUTOMATING THE DOCUMENTAION THAT IS REQUIRED!**  
**THIS IS ONLY NEEDED FOR WHEN YOU NEED SUPPORT FROM THE IT DEPARTMENT!**