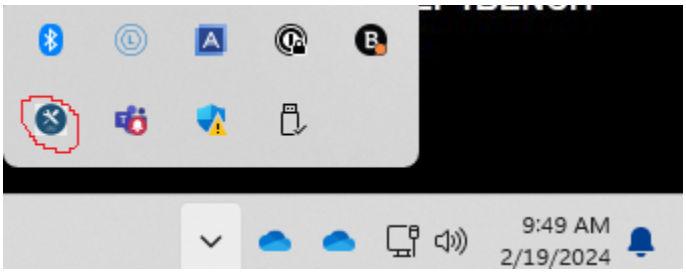
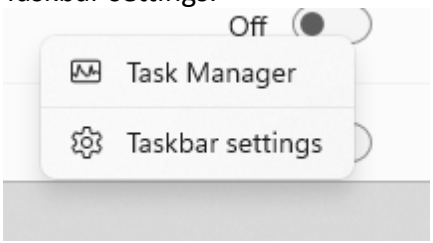
SYSTRAY DOCK ICON

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

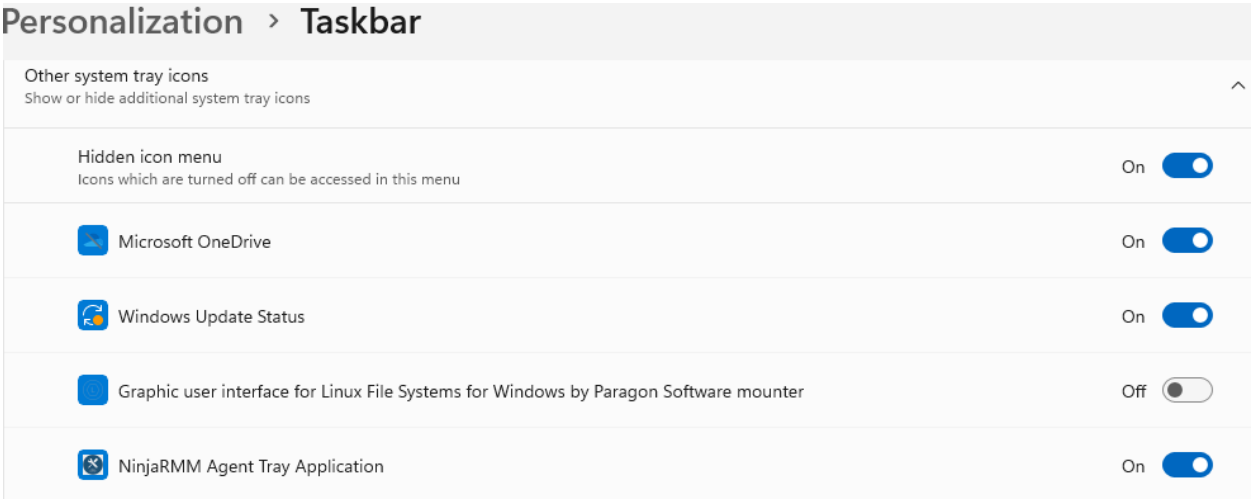


DON'T SEE IT? – click the chevron to display hidden apps. (circled in red)

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

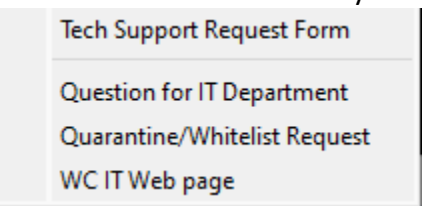


Scroll down to "Other system tray icons", look for "NinjaRMM Agent Tray Application", move the slider next to it to the right.

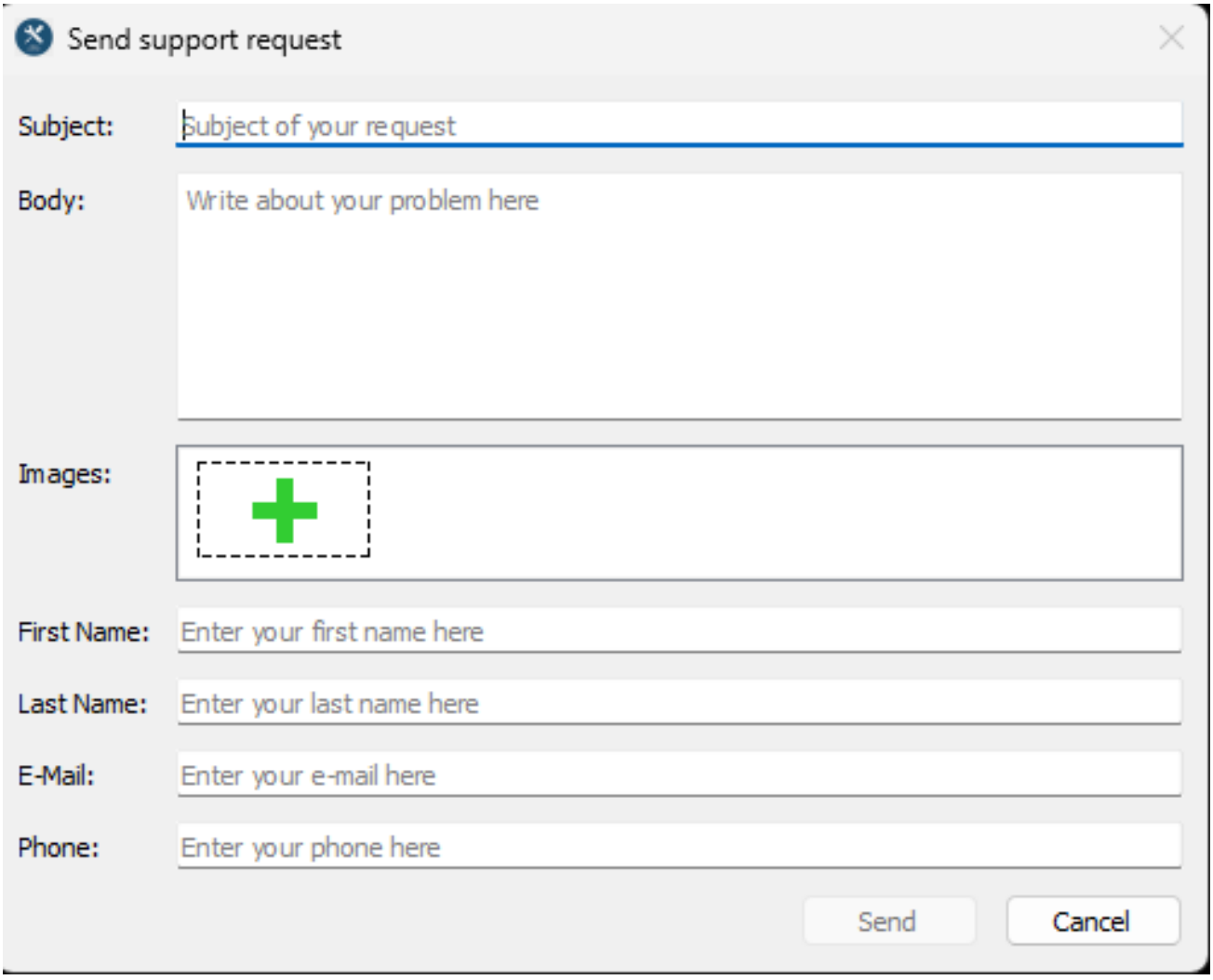


Using SYSTRAY dock icon

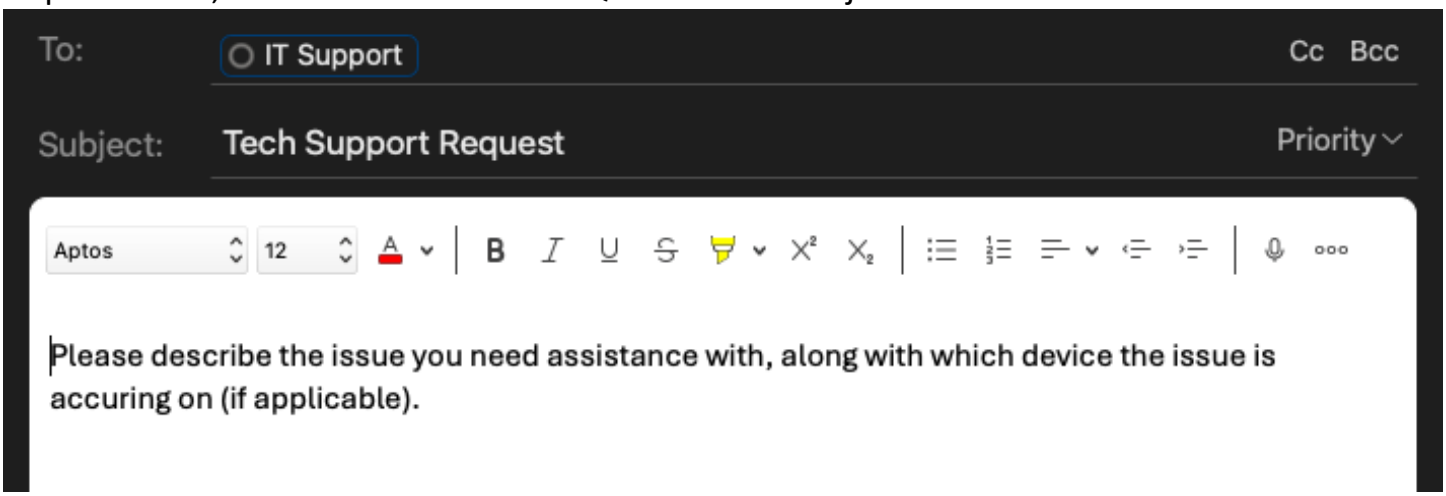
CLICK THE ICON – Once you click the icon, you will see multiple options:



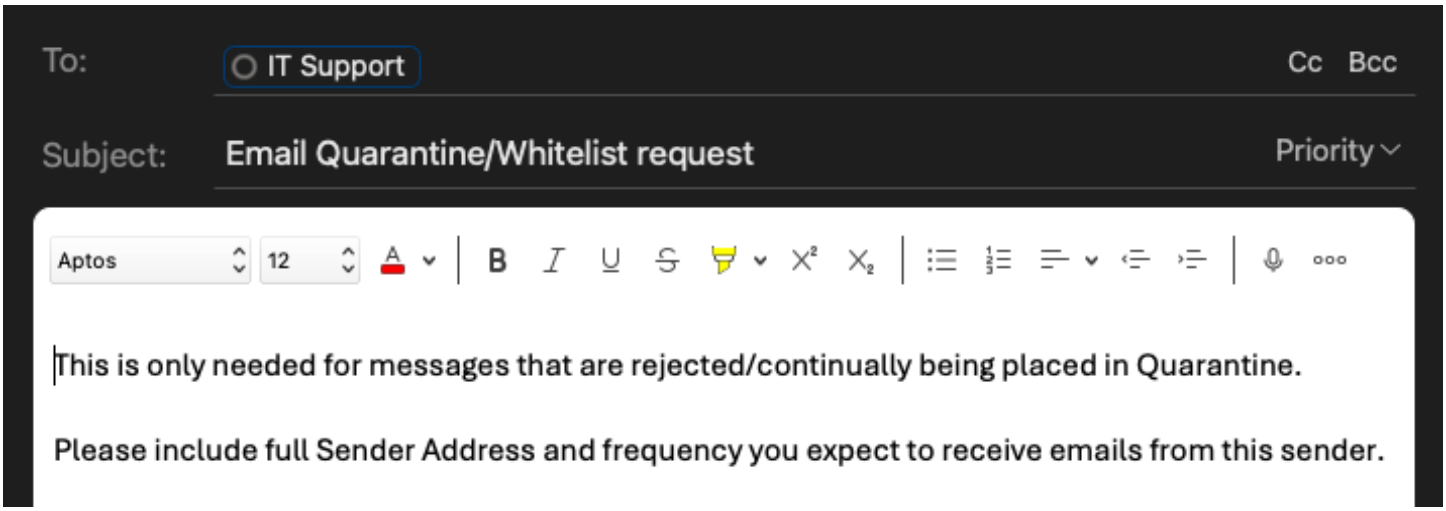
TECH SUPPORT REQUEST FORM – This is the best way to let the IT department know that you need technical assistance. Upon clicking SEND, a ticket is automatically created, and you receive an email confirming the ticket. You will also receive updates on the status of resolving the issue described in the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



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.



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



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!