



ITAM User Manual

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Step by step guidance to how to install ITAM in your Windows System

Important Note:

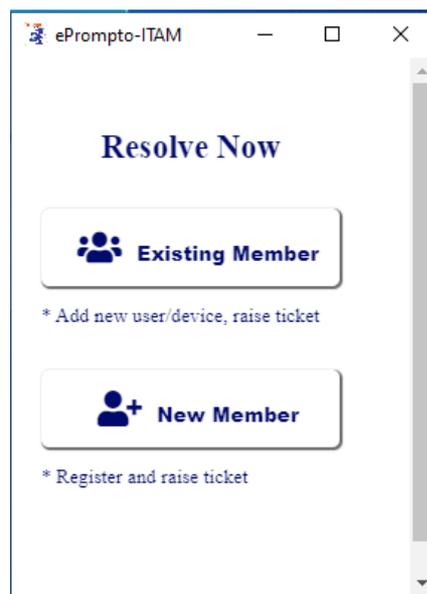
- On setting cron time, the time will be updated in the eprompto-ITAM only on system restart or kill the eprompto-ITAM process from the task manager and then open the application again
- Utilisation and application used data will be fetched only if connected to internet.
- System must be logged in and not signed out.

Step 1:

Download the application from our website under [Download](#) section by clicking on Windows ITAM. Extract the file. Double click on the setup file. The application gets installed and opens at the bottom right corner of your system.

Step 2:

First screen will be the screen to select Existing Member and New Member

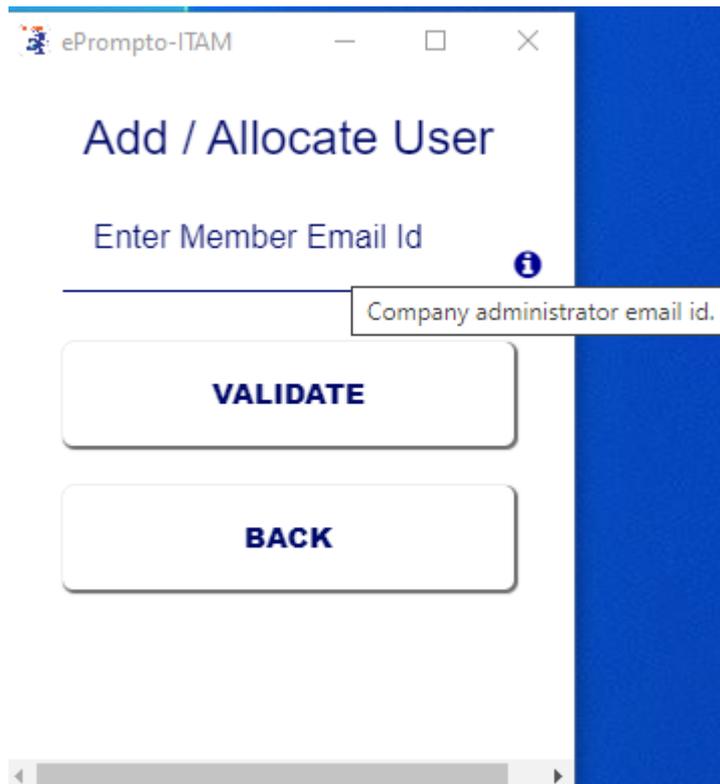


Existing Member:

If you are already member that is if you or your company has already got registered to ePrompto and your profile with certain email Id is present in the portal, then you or your company is considered to be exiting member.

Here Existing member is used either to create new user for the member such that on adding the new user the system automatically gets allocated to that specific user or else to allocate the system to the user that is already added in the portal under that specific member.

When clicked on Existing Member, screen displayed is as follows



ePrompto-ITAM

Add / Allocate User

Enter Member Email Id ?

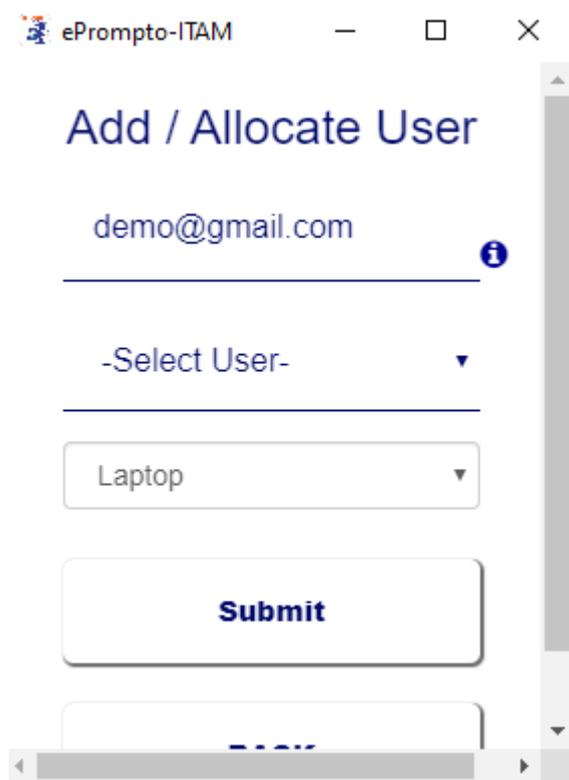
Company administrator email id.

VALIDATE

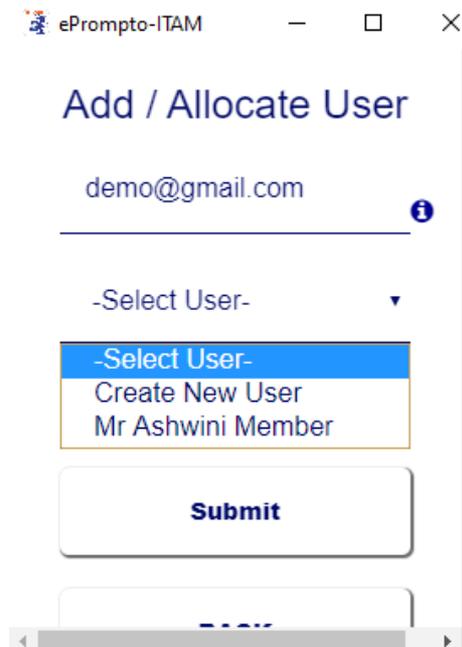
BACK

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In this screen, Member Email Id is nothing but the registered email ID of the company or member which is already listed in the portal. Enter the member email Id and click on VALIDATE button shown. The below screen is displayed.



In this screen either select the user listed for this member or create new user.



If you select Create New User, enter the following details for the new user to be created under this member.

Create New User ▼

Enter User Detail

Mr ▼

First Name *

Last Name *

Contact No * i

Same as Member Email Id

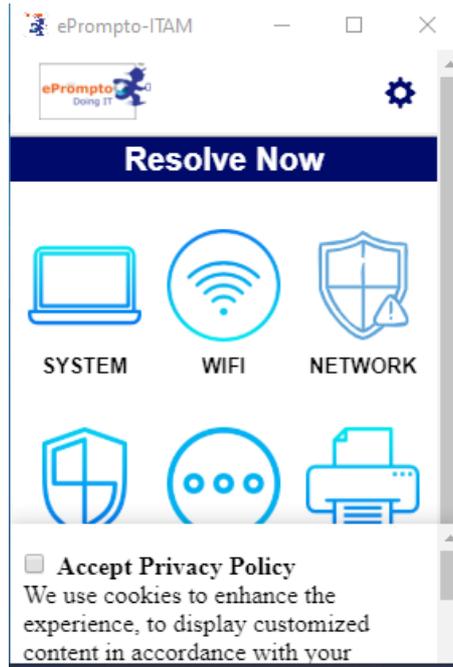
Email i

Laptop ▼

Submit

Same as Member Email ID checkbox can be checked if user email Id as to be considered same as member email id. Otherwise user's personal email Id can be entered. Then select the device i.e is Laptop or Desktop in which the ITAM is getting installed.

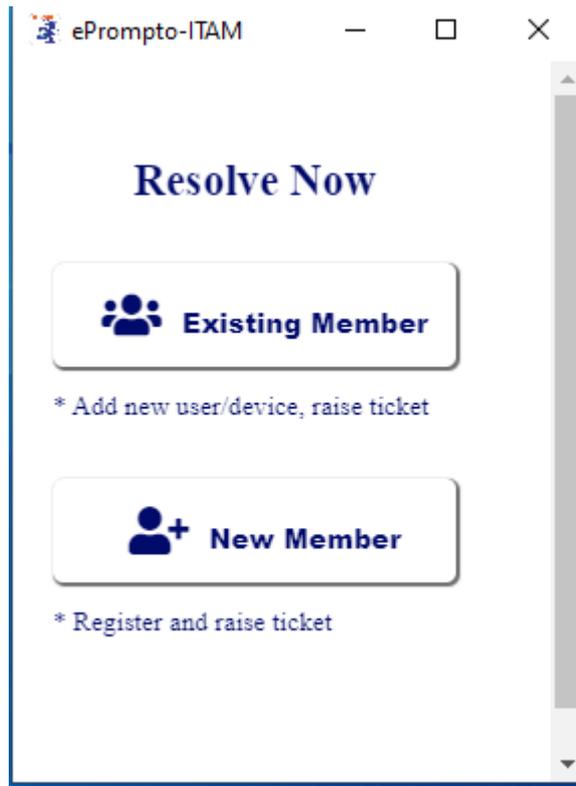
On submitting the form screen displayed is as below.



Check on accept privacy policy as we use cookies. Next screen will be the below one.



New Member:



When clicked on New Member, the below screen is displayed.

Member Register

Mr ▾

First name

Last name

Email

Contact number

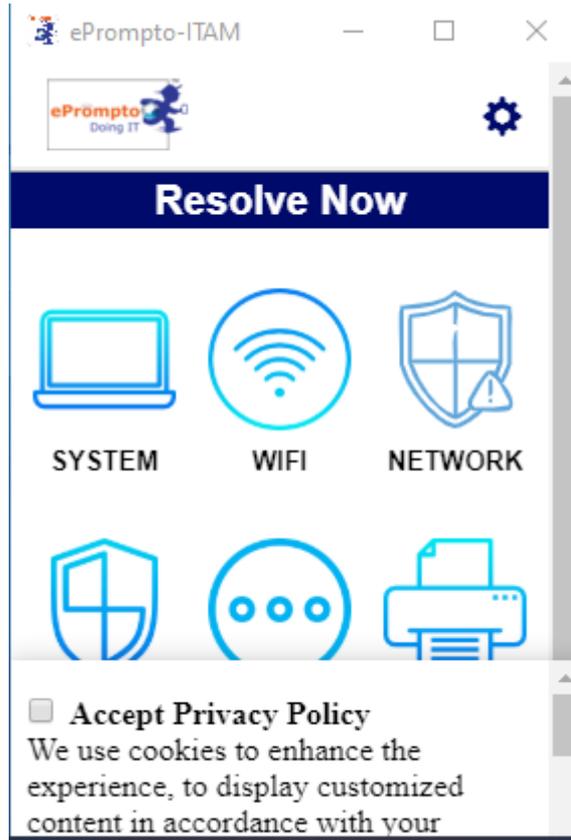
Company Name

Laptop ▾

Submit

Cancel

Enter the registration detail where company name is not mandatory. On submitting you will be redirected to main window.



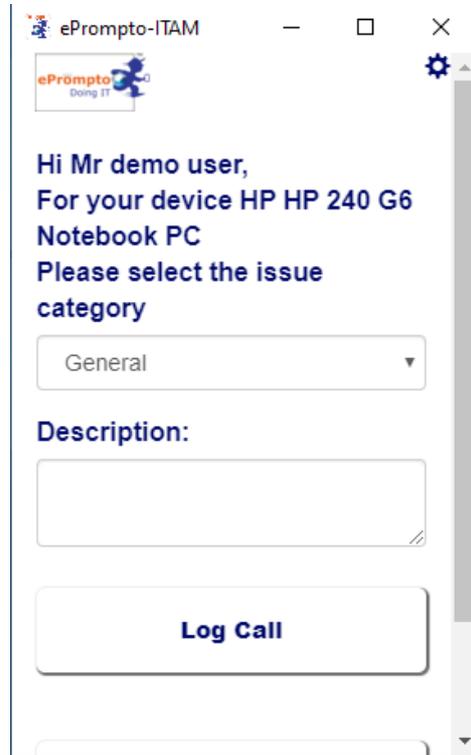
How to raise the ticket?

This is the main window where ticket can be raised.



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Click on the icon that matches your issue. In my case I selected Laptop/Desktop as I have issue with my desktop. You will be redirected to call log window where you are supposed to select the issue category and provide the description related to the issue.



ePrompto-ITAM

ePrompto
Doing IT

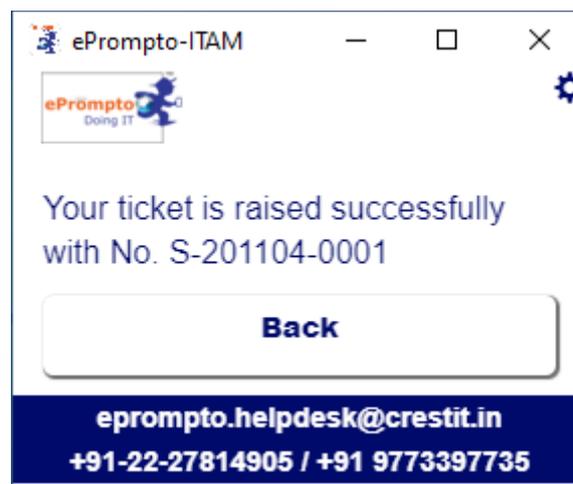
Hi Mr demo user,
For your device HP HP 240 G6
Notebook PC
Please select the issue
category

General

Description:

Log Call

Once valid description is entered click on **Log Call**. You will be redirected to success page where your ticket number will be displayed.



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Your ticket is raised successfully
with No. S-201104-0001

Back

eprompto.helpdesk@crestit.in
+91-22-27814905 / +91 9773397735

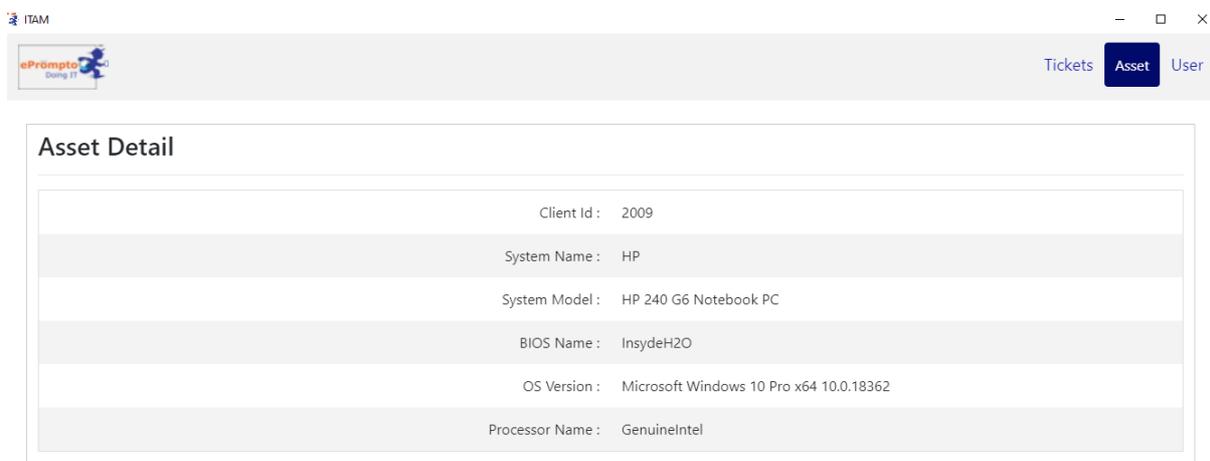
On clicking **Back** button you will be redirected to main window.

View the detail:

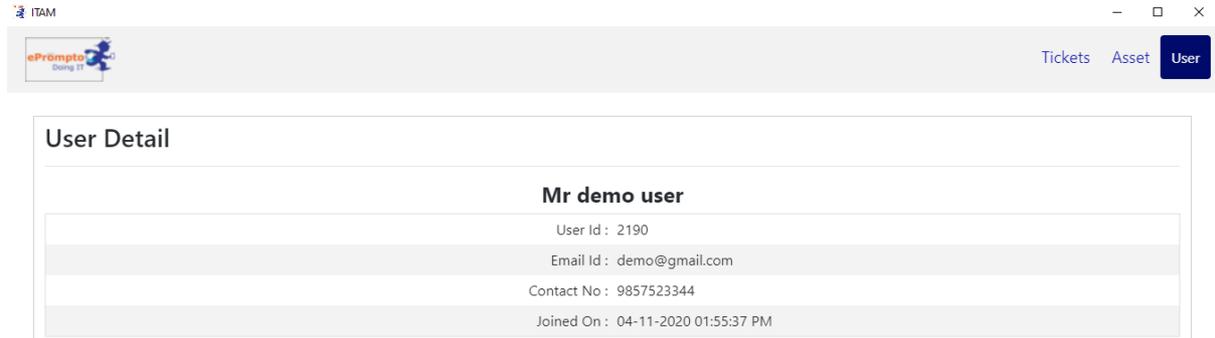
On right-top corner of the screen there is a setting icon. On clicking that tab gets opened showing Ticket History, Asset Detail, User Detail, Utilization.



In Asset Detail, you will get the detail related to your system like system name, system model and so on.



In User Detail, you will get the detail of the **Allocated User** for whom you the system is assigned.



ITAM - □ ×

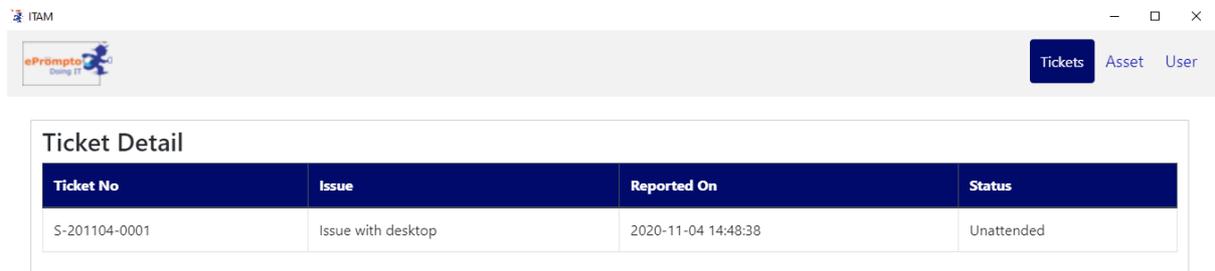
ePrompto Tickets Asset **User**

User Detail

Mr demo user

User Id : 2190
Email Id : demo@gmail.com
Contact No : 9857523344
Joined On : 04-11-2020 01:55:37 PM

In Ticket history, you will get the list of ticket raised.



ITAM - □ ×

ePrompto **Tickets** Asset User

Ticket Detail

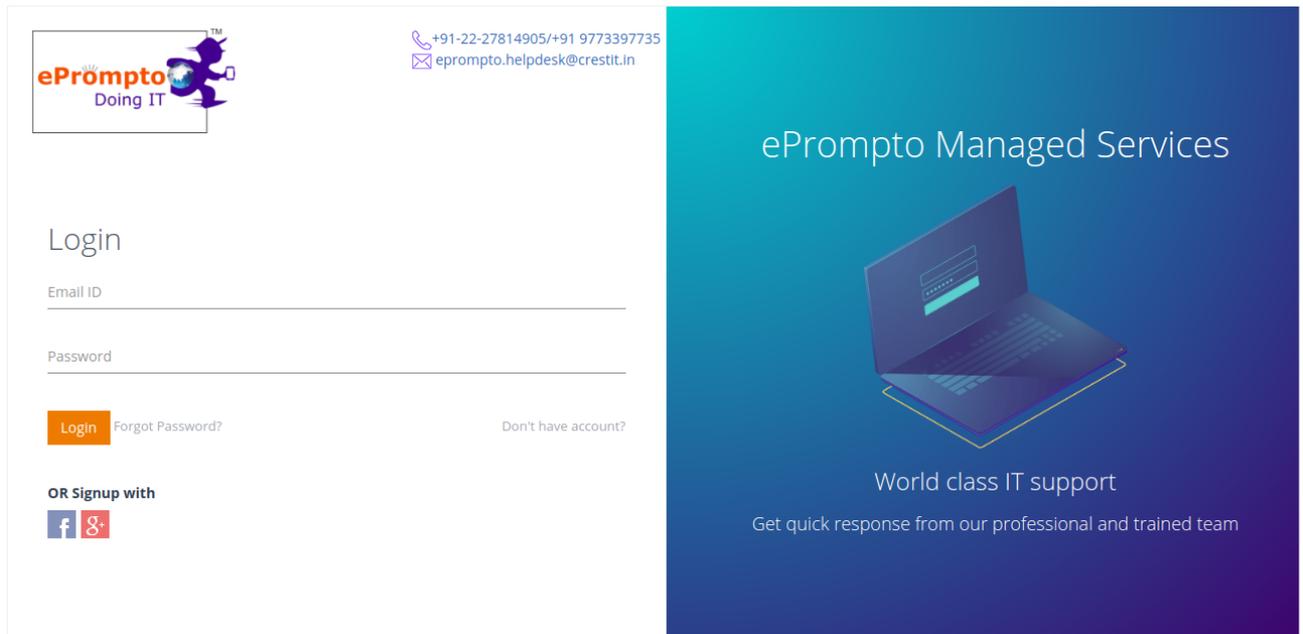
Ticket No	Issue	Reported On	Status
S-201104-0001	Issue with desktop	2020-11-04 14:48:38	Unattended

Application on closing, will be placed in the tray icons in the taskbar.

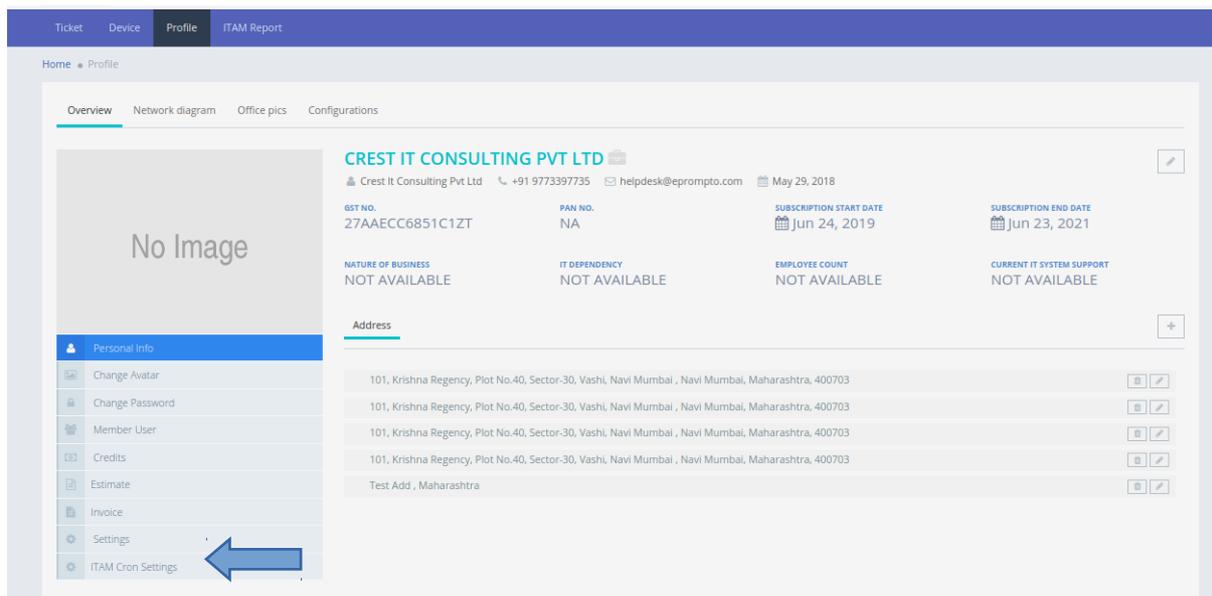
How to set Cron time slot setting and user monitor setting in the portal:

Step 1: To set cron slot time and user monitor setting, it is necessary to login to the portal with administrative access that is you must have company administrative email Id and password. Please login to ePrompto panel using following url.

Login url : <https://www.eprompto.com/account>



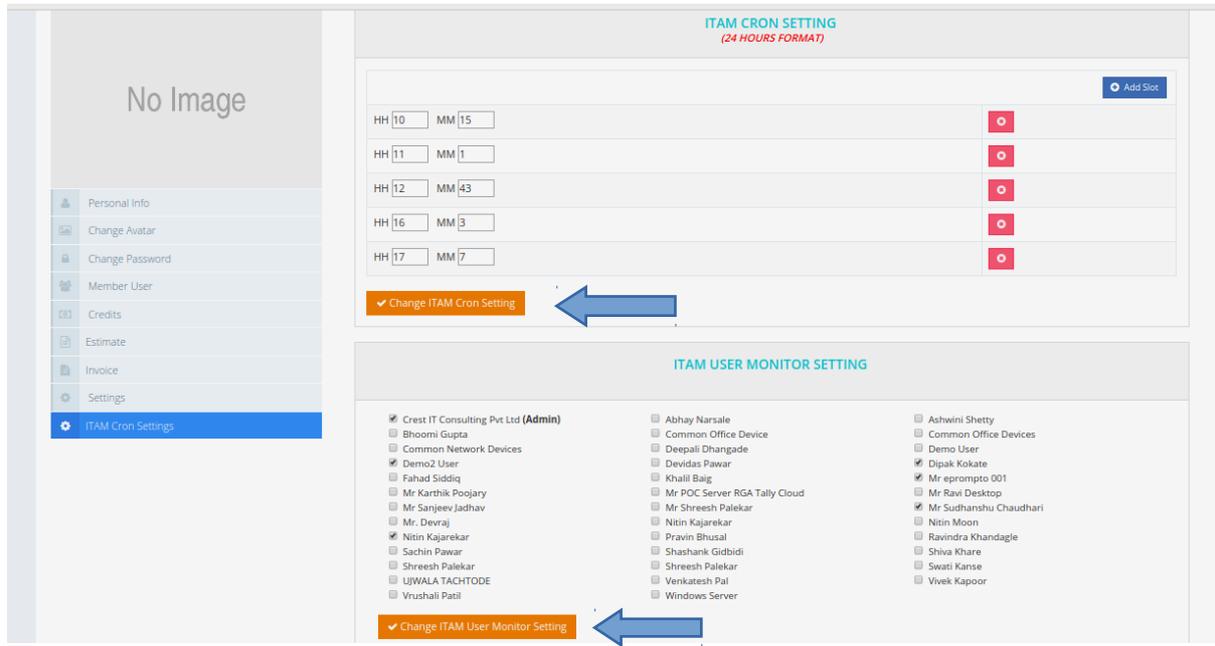
Step 2: For ITAM Cron Time Slot and User Monitor Settings click on Profile Tab , in that click on ITAM Cron Settings tab (referee following image)



After click on ITAM Cron Settings you can change.

=> ITAM Cron Time Setting (You can add more time slots using add slot)

=> User Monitoring Setting (You can set Users for User Behaviour Report)



ITAM CRON SETTING
(24 HOURS FORMAT)

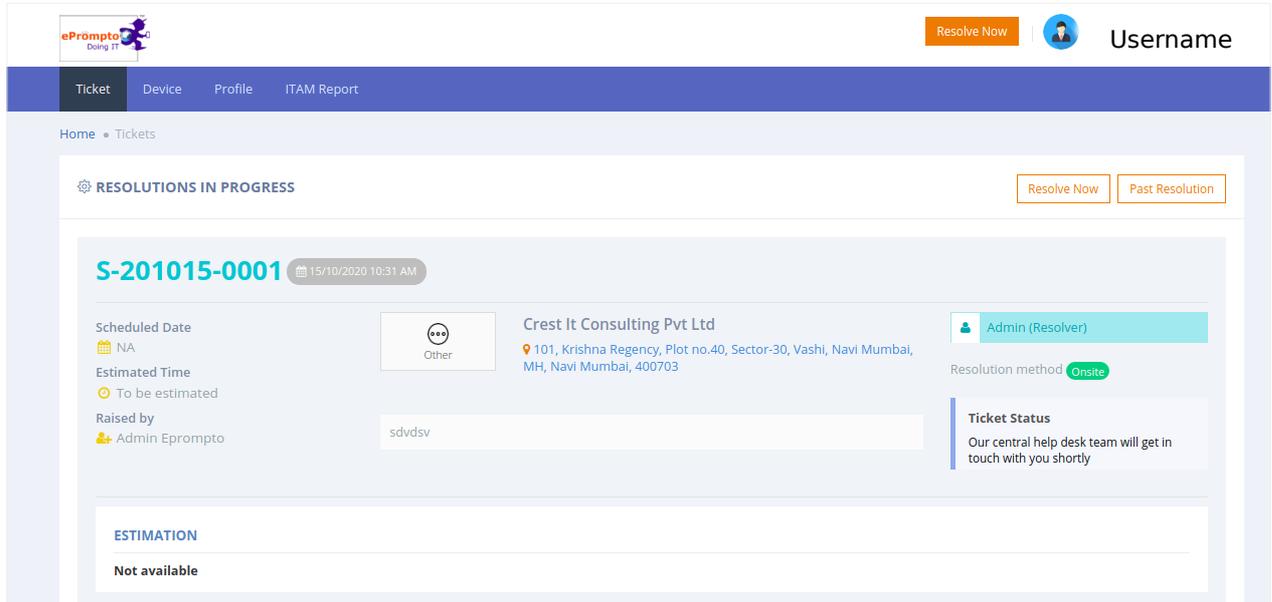
HH	<input type="text" value="10"/>	MM	<input type="text" value="15"/>	<input type="radio"/>
HH	<input type="text" value="11"/>	MM	<input type="text" value="1"/>	<input type="radio"/>
HH	<input type="text" value="12"/>	MM	<input type="text" value="43"/>	<input type="radio"/>
HH	<input type="text" value="16"/>	MM	<input type="text" value="3"/>	<input type="radio"/>
HH	<input type="text" value="17"/>	MM	<input type="text" value="7"/>	<input type="radio"/>

ITAM USER MONITOR SETTING

- Crest IT Consulting Pvt Ltd (Admin)
- Bhoomi Gupta
- Common Network Devices
- Demo2 User
- Fahad Siddiq
- Mr Karthik Poojary
- Mr Sanjeev Jadhav
- Mr. Devraj
- Nitin Kajarekar
- Sachin Pawar
- Shreesh Palekar
- UJWALA TACHTODE
- Vrushali Patil
- Abhay Narsale
- Common Office Device
- Deepali Dhangade
- Devidas Pawar
- Khalil Baig
- Mr POC Server RGA Tally Cloud
- Mr Shreesh Palekar
- Nitin Kajarekar
- Pravim Bhusal
- Shashank Giribidi
- Shreesh Palekar
- Venkatesh Pal
- Windows Server
- Ashwini Shetty
- Common Office Devices
- Demo User
- Dipak Kokate
- Mr eprompto 001
- Mr Ravi Desktop
- Mr Sudhanshu Chaudhari
- Nitin Moon
- Ravindra Khandagle
- Shiva Khare
- Swati Kanse
- Vivek Kapoor

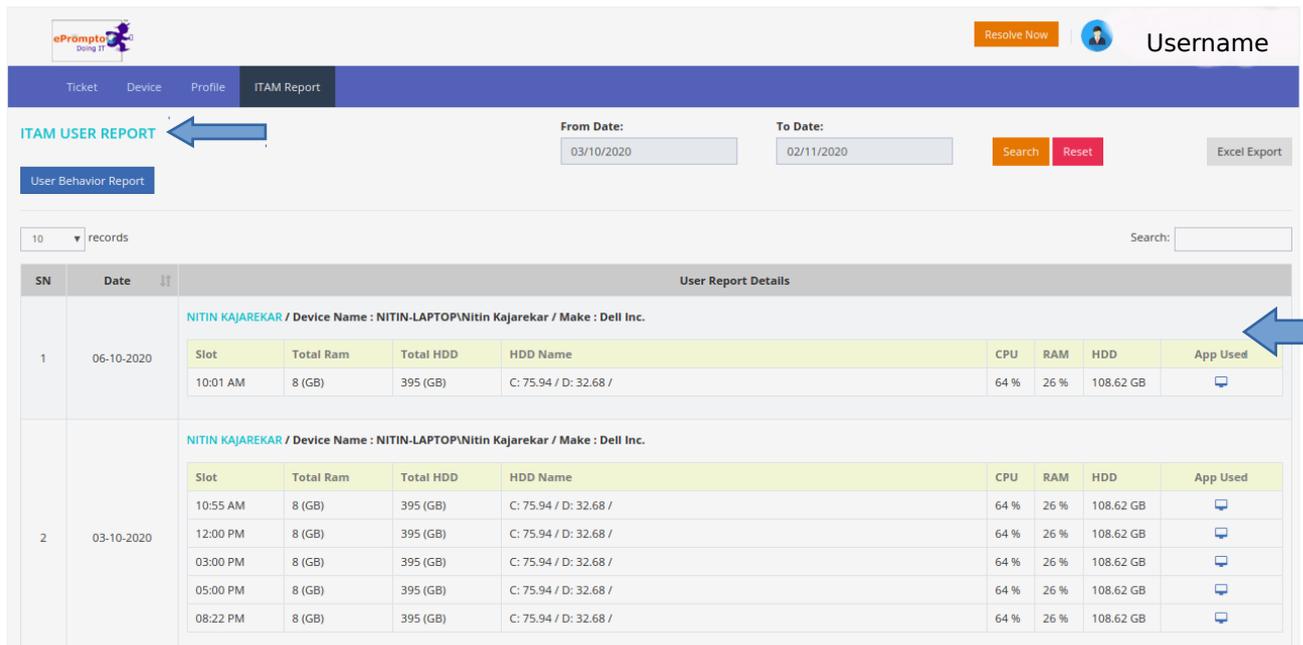
How to check ITAM User Behaviour report in ePrompto portal

Step 1: After login you will see your ePrompto member login portal. By default, you will see ticket module for ITAM report you have to click on ITAM Report tab, you can see in following image.



Step 2: After click on ITAM Report tab you will get following ITAM Report. In that you can see user total RAM, Total HDD, HDD Name, application used and utilization of CPU, RAM, HDD. You can search here records using from date and to date and export into excel.

Note: (This is based on cron time slot which is configured by admin)



Application User View:

You can see user running application on cron slot timings by clicking on App Used link (refer above image for link)

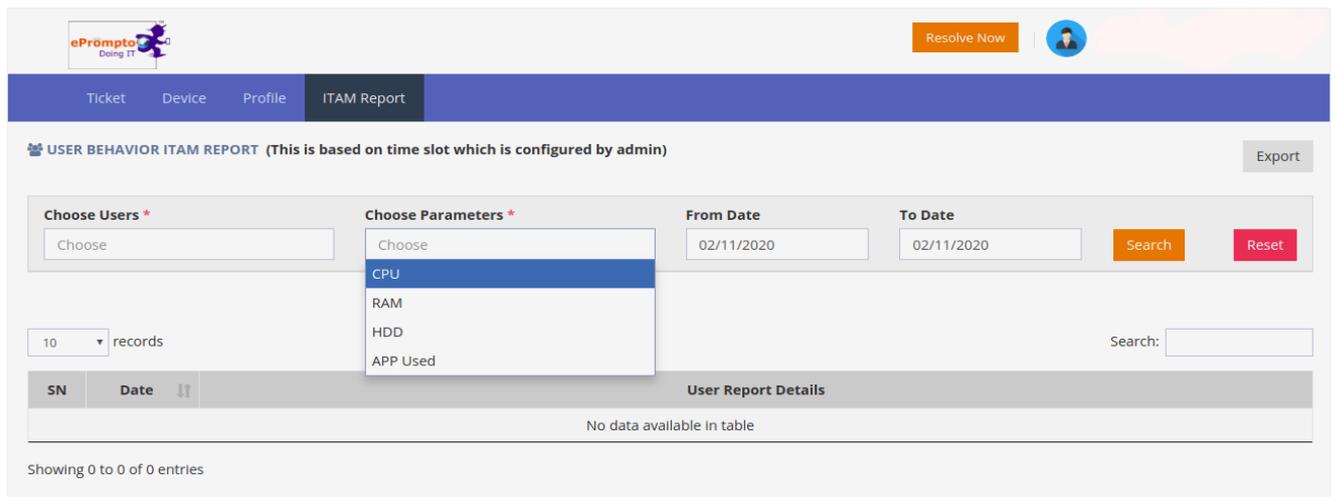


Time	App Used
10:01 AM	<ul style="list-style-type: none"> AnyDesk OneDrive ePrompto-ITAM OUTLOOK EXCEL chrome

User Behaviour ITAM Report:

If you want to see User wise utilization then click on User Behaviour Report Tab (in above image you can see look at arrow), then you will see following report. In that you can search by user wise (multiple), parameter wise (multiple) with date range and export into excel with selected users and parameters.

Username



Resolve Now

Ticket Device Profile **ITAM Report**

Home • ITAM Report • Member User App Used

User Name : Nitin Kajarekar Date : 06-10-2020

Choose Users * Choose Parameters * From Date To Date Search Reset

10 records Search:

SN Date User Report Details

No data available in table

Showing 0 to 0 of 0 entries



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-----Thank You-----

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