

INDEX

1.	Installation
2.	Existing Member
3.	New Member
4.	How to raise the ticket
5.	View the detail
6.	How to set cron time slot setting and user monitor setting in the portal.
	12 Page
7.	How to check ITAM User Behaviour report in eprompto portal



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.

<u>Step 1:</u>

Download the application from our website under <u>Download</u> 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.

<u>Step 2:</u>

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





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.

1	ePrompto-ITAM	_		×	
	Add / Alloc	cate l	Jser	Í	L.
	demo@gmail	.com		,	
	-Select User-	-	•		
	Laptop		T		
	Subr	nit			
•				•	•

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

4	ePrompto-ITAM	—		\times
	Add / Alloo	cate l	Jser	ĺ
	demo@gmai	l.com		
	-Select User	-	•	
	-Select User			
	Create New	User		- 1
	Mr Ashwini I	Nember		- 1
	Sub	mit		
			I	



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 *	6
Same as Member Email Id	
Email	6
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.





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			¢ ^
Hi Mr demo user,			
For your device H	P HP	240 G	6
Notebook PC			
Please select the	issue		
category			
General			•
Description:			
			10
			_
Log Ca	all		
(•

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



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



<u>View the detail:</u>

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.

ŧ пам		-	o ×
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.

TTAM			– 🗆 ×
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 : <u>https://www.eprompto.com/account</u>

ePrömpto	& +91-22-27814905/+91 9773397735 ⊠ eprompto.helpdesk@crestit.in	
Doing IT		ePrompto Managed Services
Login		
Password		
Login Forgot Password?	Don't have account?	
OR Signup with		Get quick response from our professional and trained team

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)

	file ITAM Report					
me • Profile						
Overview Network of	iagram Office pics	Configurations				
		CREST IT CONSULTIN	NG PVT LTD 💼 +91 9773397735 🖂 helpdesk@eprompt	o.com i May 29, 2018		P
Mail		GST NO. 27AAECC6851C1ZT	pan no. NA	SUBSCRIPTION START DATE	SUBSCRIPTION END DATE	
INO I	mage	NATURE OF BUSINESS	IT DEPENDENCY NOT AVAILABLE	EMPLOYEE COUNT NOT AVAILABLE	CURRENT IT SYSTEM SUPPORT NOT AVAILABLE	
Personal Info		Address				+
Change Avatar		101, Krishna Regency, Plot No.	40, Sector-30, Vashi, Navi Mumbai , Navi M	umbai, Maharashtra, 400703		8 /
Change Password		101, Krishna Regency, Plot No.	40, Sector-30, Vashi, Navi Mumbai , Navi M	umbai, Maharashtra, 400703		1
Member User		101, Krishna Regency, Plot No.	40, Sector-30, Vashi, Navi Mumbai , Navi M	umbai, Maharashtra, 400703		
Credits		101, Krishna Regency, Plot No.	40, Sector-30, Vashi, Navi Mumbai , Navi M	umbai, Maharashtra, 400703		1
Estimate		Test Add , Maharashtra				1
E Invoice						
Settings						
ITAM Cron Settings						





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)	
	No Image	HH 10 MM 15 HH 11 MM 1		Add Stor.
۵	Personal Info	HH 12 MM 43		0
	Change Avatar			0
	Change Password	HH 17 MM 7		0
	Member User	A Change ITAM Crop Setting		
	Credits			
	Estimate			
B	Invoice		ITAM USER MONITOR SETTIN	G
0	Settings			
0	ITAM Cron Settings	Creat IT Consulting PALLtd (Admin) Bhoom Gupta Common Network Devices Common Network Devices Common Network Devices Merantik Paojany Mr Sanjeev Jadhav Mr. Devraj Nitin Kajarekar Stachin Pawar Streist Paelkar UtWALA TACHTODE Vruhali Patal Change ITAM User Monitor Setting	Abhay Narsale Common Office Device Deepail Dhangade Devidas Pavar Khalit Baig Mr DC Server RCA Tally Cloud Mr Strench Palekar Provin Bhusal Shashank Giddidi Shresh Palekar Venkatesh Pal Venkatesh Pal	Ashwini Shetty Common Office Devices Demo User Ø Digak Kokate Ø Mr. egorompto 001 Mr. Baki Desktop Ø Mr. Sudhannhu Chaudhari Nillin Moon Ravindra Khandagle Shiva Khare Shiva Khare Vivek Kappoor





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.

ncket Device Profile ITAM	M Report	
ome • Tickets		
© RESOLUTIONS IN PROGRESS		Resolve Now Past Resolut
C 204045 0004 Ø		
<u></u>	15/10/2020 10:31 AM	
5-201015-0001	15/10/2020 10:31 AM	
Scheduled Date	Crest It Consulting Pvt Ltd	Admin (Resolver)
Scheduled Date	Crest It Consulting Pvt Ltd Other 9 101, Krishna Regency, Plot no.40, Sector-30, Vashi, Navi Mumbai MH, Navi Mumbai, 400703	Admin (Resolver) ai, Resolution method Onsite
S-201015-0001	Crest It Consulting Pvt Ltd Other 9 101, Krishna Regency, Plot no.40, Sector-30, Vashi, Navi Mumbai MH, Navi Mumbai, 400703	Admin (Resolver) A Admin (Resolver) Ticket Status
S-201015-0001	Crest it Consulting Pvt Ltd Other 011, Krishna Regency, Plot no.40, Sector-30, Vashi, Navi Mumba MH, Navi Mumbai, 400703	al, Resolution method Onsite Ticket Status Our central help desk team will get in
S-201015-0001	Crest It Consulting Pvt Ltd Other 9 101, Krishna Regency, Plot no.40, Sector-30, Vashi, Navi Mumbal MH, Navi Mumbal, 400703	ai, Resolution method Onsite Ticket Status Our central help desk team will get in touch with you shortly

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)

eP	Prompto Doing IT						Resolve	Now	🤹 ι	Jsername
	Ticket Device	Profile IT/	AM Report							
ITAM U	JSER REPORT				From Date: 03/10/2020	To Date: 02/11/2020	Sear	ch Re	set	Excel Export
10	▼ records								Sear	:h:
SN	Date 🎝	User Report Details								
	06-10-2020	NITIN KAJAREKAR / Device Name : NITIN-LAPTOP\Nitin Kajarekar / Make : Dell Inc.								~
1		Slot	Total Ram	Total HDD	HDD Name		CPU	RAM	HDD	App Used
		10:01 AM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	
	03-10-2020	NITIN KAJAREK	AR / Device Name :	NITIN-LAPTOP\Nitin	Kajarekar / Make : Dell Inc.					
		Slot	Total Ram	Total HDD	HDD Name		CPU	RAM	HDD	App Used
		10:55 AM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	P
2		12:00 PM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	—
		03:00 PM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	.
		05:00 PM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	P
		08:22 PM	8 (GB)	395 (GB)	C: 75.94 / D: 32.68 /		64 %	26 %	108.62 GB	—





Application User View:

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

Ticket Devic	e Profile	ITAM Report	
Home • • ITAM R	eport • Membe	r User App Used	
🛔 User Name	: Nitin Kajareka	ar	∰ Date : 06-10-2020
Time	App Used		
10:01 AM	 AnyDesk OneDrive ePrompto- OUTLOOK EXCEL chrome 	ITAM	

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.

ePrompto Doing IT			Resolve Now	
	ITAM Report			
USER BEHAVIOR ITAM REPORT (T	is is based on time slot which is configured l	by admin)		Expor
Choose Users *	Choose Parameters *	From Date	To Date	
Choose	Choose	02/11/2020	02/11/2020	Search Reset
	CPU			
	RAM			
10 v records	HDD			Search:
	APP Used			
SN Date 🎼		User Report Details		
	N	o data available in table		





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

Designed & Developed by Crest IT

