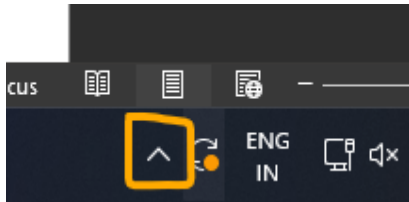


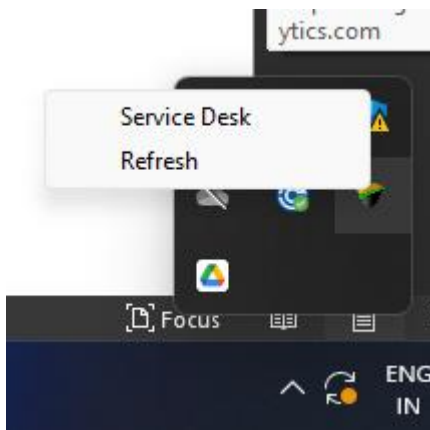
Software Installation and Uninstallation

Please follow the below steps to install or Uninstall the softwares:

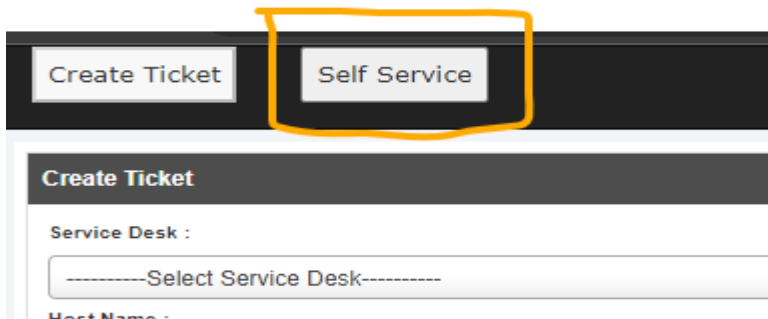
1. Please click on show hidden icon.



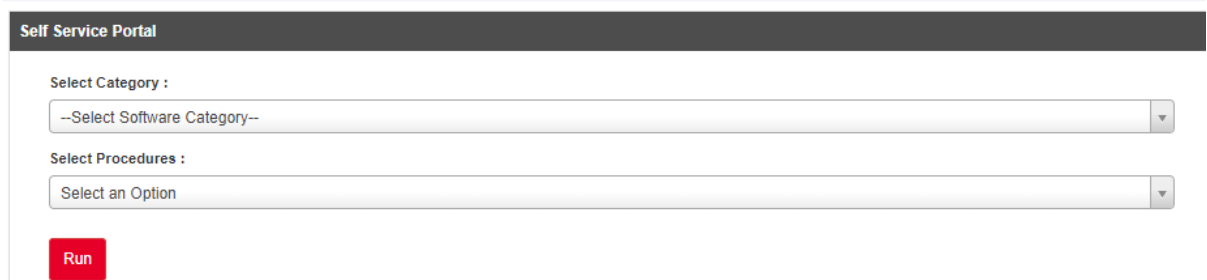
2. Right click on Kaseya Agent and click on Service Desk.



3. Click on Self-service.

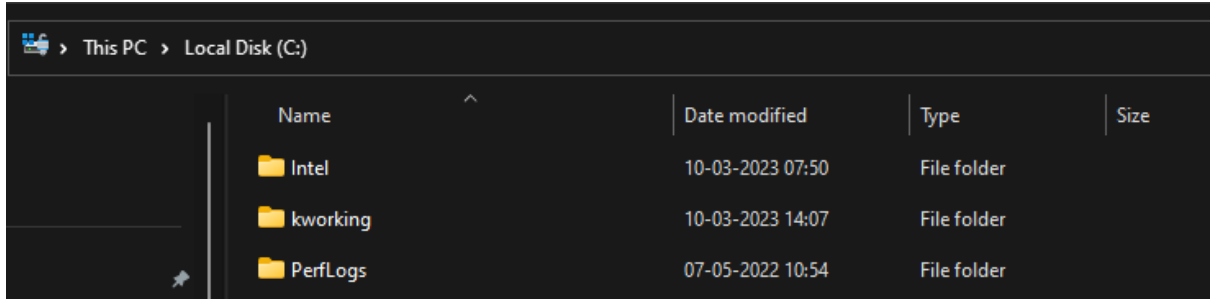


4. Select the Appropriate category from the drop down Project softwares / Standard softwares/ Uninstalled softwares. Then select the software from select procedures and click Run.

A screenshot of the 'Self Service Portal' form. It has a dark header bar with the text 'Self Service Portal'. Below the header, there are two dropdown menus. The first is labeled 'Select Category :' and has a placeholder text '--Select Software Category--'. The second is labeled 'Select Procedures :' and has a placeholder text 'Select an Option'. At the bottom of the form, there is a red button labeled 'Run'.

Note : You can follow the same steps to uninstall the softwares.

5. The softwares will be installed in the background. Wait for 30 – 60 minutes and check in the kworking folder to check whether the software is downloaded.



This PC > Local Disk (C:)				
	Name	Date modified	Type	Size
	Intel	10-03-2023 07:50	File folder	
	kworking	10-03-2023 14:07	File folder	
	PerfLogs	07-05-2022 10:54	File folder	

6. If you still can't view the software in the kworking folder, we request you to raise a service request from the user portal.