

0:0:0.0 --> 0:0:13.470

Jake Gould

Or IT people to just record your process with screenshots and text and then send to us like the steps and we find that it's actually easier just to do a recording of the meeting and transcription and this record the process.

0:0:13.690 --> 0:0:27.720

Jake Gould

Faster and more complete and it captures every step and then it doesn't require the SMEs to actually do all the, like documentation themselves, and do the screenshots, paste it into a Word document, type out the text of the steps you're doing.

0:0:28.100 --> 0:0:28.280

Isai Miranda

Mm-hmm.

0:0:27.870 --> 0:0:34.90

Jake Gould

So ultimately this is just you going through these processes and they're being recorded.

0:0:34.100 --> 0:0:37.860

Jake Gould

Then I'll take that and I'll create source content for the training material.

0:0:39.230 --> 0:0:39.650

Isai Miranda

OK.

0:0:40.220 --> 0:0:40.510

Jake Gould

Yeah.

0:0:40.520 --> 0:0:41.500

Jake Gould

So essentially it's like.

0:0:41.510 --> 0:0:47.180

Jake Gould

So what I did with James is like, OK, let's go through the process of how to escalate a ticket and goes.

0:0:47.190 --> 0:0:49.870

Jake Gould

Alright, so then he just goes through the process and that's recorded.

0:0:49.880 --> 0:0:52.660

Jake Gould

And then I take that and create a like a how to afterwards?

0:0:53.650 --> 0:0:54.500

Isai Miranda

Oh, OK, OK.

0:0:55.150 --> 0:0:59.680

Jake Gould

So this is mostly just capturing the ones that James, we didn't get two together.

0:0:59.880 --> 0:1:4.320

Jake Gould

So have you seen the JTA that Michael puts together?

0:1:6.850 --> 0:1:8.390

Isai Miranda

I have not seen that one, no.

0:1:8.310 --> 0:1:9.600

Jake Gould

Alright, let me share with you.

0:1:14.90 --> 0:1:14.350

Isai Miranda

OK.

0:1:9.610 --> 0:1:16.410

Jake Gould

I'll drop it in the chat and then you'll see we can look at the we're at the same document at least, and we can really get the same thing.

0:1:19.370 --> 0:1:19.810

Jake Gould

OK.

0:1:24.420 --> 0:1:25.600

Jake Gould

How long you been in Accenture?

0:1:27.460 --> 0:1:29.560

Isai Miranda

Going on five years on October.

0:1:31.480 --> 0:1:31.720

Isai Miranda

Yeah.

0:1:29.310 --> 0:1:33.230

Jake Gould

Wow, that's a long time man for here.

0:1:33.300 --> 0:1:34.590

Jake Gould

Like I I went to a play.

0:1:34.600 --> 0:1:40.470

Jake Gould

I was at Pine Rest, which isn't gonna happen, so I don't know if you're from the area, but it's like a mental health care facility.

0:1:40.900 --> 0:1:44.310

Jake Gould

I worked in the help desk and as a business analyst there for 13 years.

0:1:46.190 --> 0:1:46.390

Jake Gould

Yeah.

0:1:45.440 --> 0:1:46.470

Isai Miranda

Oh, OK.

0:1:46.510 --> 0:1:48.630

Isai Miranda

So why'd you leave that place?

0:1:49.340 --> 0:1:50.930

Jake Gould

I just needed opportunities.

0:1:51.900 --> 0:1:53.710

Isai Miranda

And uh, OK.

0:1:50.940 --> 0:1:55.510

Jake Gould

I I was kind of stuck in like help desk as it help desk supervisor.

0:1:55.920 --> 0:1:57.980

Jake Gould

I went from help desk as my first job in it out.

0:1:57.990 --> 0:2:2.940

Jake Gould

We used to work in construction, so then I went to school, got a degree, started as a volunteer.

0:2:2.950 --> 0:2:4.120

Jake Gould

Then work to help desk.

0:2:4.620 --> 0:2:8.40

Jake Gould

Then was the business analyst and then was help desk supervisor.

0:2:8.910 --> 0:2:12.800

Jake Gould

And then I kind of felt stuck and I just didn't want to help.

0:2:16.60 --> 0:2:19.340

Isai Miranda

It it is very yeah for sure.

0:2:12.810 --> 0:2:40.930

Jake Gould

That's getting more because it's it's challenging as you as you know it's very challenging and you have to give of yourself and users just take man and sometimes it's just so there's the expectation of their I guess respect and friendliness is low, but it's it's you have to be on all the time and you have to be know everything and you have to fix it immediately and they don't have to be nice about it.

0:2:41.820 --> 0:2:42.90

Isai Miranda

Yeah.

0:2:41.560 --> 0:2:42.180

Jake Gould

So that can be.

0:2:42.190 --> 0:2:43.210

Jake Gould

That's really hard.

0:2:44.140 --> 0:2:47.360

Isai Miranda

Man, you're describing my life and like 3 seconds right now.

0:2:47.850 --> 0:2:48.300

Jake Gould

Yeah.

0:2:48.360 --> 0:2:57.0

Jake Gould

And people who don't, I mean, if you never worked in customer service where there's a server or in retail or something like that, you just don't get it.

0:2:57.420 --> 0:2:57.660

Isai Miranda

Yeah.

0:2:57.130 --> 0:2:59.720

Jake Gould

Like people are terrible.

0:2:59.850 --> 0:3:1.250

Jake Gould

It's the best and worst part of the job.

0:3:1.950 --> 0:3:2.580

Isai Miranda

It is.

0:3:2.650 --> 0:3:5.140

Isai Miranda

It is because you get the nice people.

0:3:5.360 --> 0:3:5.660

Jake Gould

Umm.

0:3:5.150 --> 0:3:7.180

Isai Miranda

They're like, I appreciate you fixing this.

0:3:7.190 --> 0:3:9.580

Isai Miranda

All this is gonna make my day so much better.

0:3:9.590 --> 0:3:12.300

Isai Miranda

And then you got the other people that are like fixing now.

0:3:12.510 --> 0:3:12.760

Jake Gould

Yeah.

0:3:12.770 --> 0:3:13.620

Jake Gould

Why is this broken?

0:3:13.630 --> 0:3:14.720

Jake Gould

How hard can it be?

0:3:12.530 --> 0:3:15.290

Isai Miranda

I don't care, you know? Yeah.

0:3:15.90 --> 0:3:23.30

Jake Gould

Why is this keep happening and it's like you're doing it wrong, but you can't say that you have to be nice and smile and be patient and kind and courteous and knowledgeable.

0:3:22.280 --> 0:3:24.800

Isai Miranda

And yeah, yeah.

0:3:24.760 --> 0:3:27.730

Jake Gould

And that's it's it's it takes from you like it.

0:3:27.800 --> 0:3:30.930

Jake Gould

It draws from your soul and people.

0:3:31.60 --> 0:3:31.930

Jake Gould

It's just really tough.

0:3:31.940 --> 0:3:37.370

Jake Gould

So my heart really goes out to people on the like the first level one and two who deal directly with users.

0:3:37.760 --> 0:3:39.300

Jake Gould

The real time support, it's really hard.

0:3:41.510 --> 0:3:41.980

Isai Miranda

Cool, man.

0:3:41.990 --> 0:3:42.480

Isai Miranda

That's nice.

0:3:42.490 --> 0:3:43.750

Isai Miranda

That's that's good to know about you.

0:3:44.310 --> 0:3:44.840

Jake Gould

Yeah.

0:3:49.410 --> 0:3:49.590

Isai Miranda

Umm.

0:3:44.850 --> 0:3:55.830

Jake Gould

So I mean, I got a combined total of probably 8 years help desk experience, whether it has a tech or supervisor and even as supervisor, it was like a team of six including me.

0:3:55.840 --> 0:3:56.710

Jake Gould

I still grab tickets.

0:3:56.720 --> 0:4:2.930

Jake Gould

I did dispatch and like triage and tickets and I was like level 1.5 or two.

0:4:3.480 --> 0:4:3.660

Isai Miranda

Mm-hmm.

0:4:3.80 --> 0:4:11.830

Jake Gould

So if it if someone could help desk couldn't do it or it was like a VIP, I would handle the ticket and a lot of the VoIP systems that was in SharePoint.

0:4:11.840 --> 0:4:14.820

Jake Gould

I did that kind of stuff like my it was my specialty because we had.

0:4:16.530 --> 0:4:20.40

Jake Gould

Shoretel phones which became bad for you.

0:4:20.50 --> 0:4:26.550

Jake Gould

They changed into something else, but that was what we had as white and we moved from analog to the VoIP.

0:4:26.560 --> 0:4:28.770

Jake Gould

That was like crazy for a while.

0:4:28.780 --> 0:4:31.510

Jake Gould

We supported both environments and that sucked.

0:4:32.250 --> 0:4:32.450

Isai Miranda

Yeah.

0:4:32.280 --> 0:4:33.870

Jake Gould

But yeah, you know how it goes, man.

0:4:36.610 --> 0:4:37.0

Isai Miranda

For sure.

0:4:33.880 --> 0:4:40.910

Jake Gould

I'm pretty sure the choir, but anyway, so actually man, I know what it's like and I can I have respect for the work.

0:4:42.280 --> 0:4:43.550

Jake Gould

It's not as easy as people think.

0:4:43.560 --> 0:4:47.370

Jake Gould

Like you're on, they see TV shows or movies where someone just like types and keyboard.

0:4:49.800 --> 0:4:50.20

Isai Miranda

Yeah.

0:4:47.380 --> 0:4:51.620

Jake Gould

It fixes it in five seconds and it's like that's not that doesn't happen.

0:4:52.440 --> 0:4:54.830

Jake Gould

It's and they think you got to know the answer to everything.

0:4:55.970 --> 0:4:57.140

Isai Miranda

And why did this break?

0:4:57.150 --> 0:4:58.60

Isai Miranda

How did this break?

0:4:58.120 --> 0:4:59.260

Isai Miranda

I don't know.

0:4:58.230 --> 0:4:59.390

Jake Gould

And you're like, I don't know.

0:4:59.730 --> 0:5:0.80

Isai Miranda

I don't know.

0:4:59.910 --> 0:5:0.460

Jake Gould

Did you?

0:5:0.570 --> 0:5:1.290

Jake Gould

Did you restart it?

0:5:1.300 --> 0:5:1.850

Jake Gould

Oh, it was working.

0:5:1.860 --> 0:5:2.700

Jake Gould

Well, why did it break?

0:5:2.750 --> 0:5:5.260

Jake Gould

No idea and don't really care cause it's working now.

0:5:5.780 --> 0:5:7.120

Isai Miranda

Yeah, basically.

0:5:5.430 --> 0:5:7.420

Jake Gould

So like that's it.

0:5:7.680 --> 0:5:8.640

Jake Gould

Yeah, that's someone else.

0:5:8.650 --> 0:5:10.140

Jake Gould

That's the question for somebody else, man.

0:5:11.500 --> 0:5:11.930

Isai Miranda

For sure.

0:5:11.270 --> 0:5:13.870

Jake Gould

Alright, well, well, let's get down to it so.

0:5:14.10 --> 0:5:14.190

Isai Miranda

Yeah.

0:5:16.170 --> 0:5:18.960

Jake Gould

I have all the service now so the color coding I have.

0:5:22.500 --> 0:5:22.750

Isai Miranda

Umm.

0:5:19.610 --> 0:5:25.220

Jake Gould

Basically, if you're looking at the tabs of that spreadsheet, ServiceNow most of them are color coded.

0:5:25.230 --> 0:5:30.360

Jake Gould

So the one things I don't have are in red, which is converting a request.

0:5:30.370 --> 0:5:33.980

Jake Gould

How to build list filters and how and save the filters as favorites?

0:5:34.530 --> 0:5:36.190

Jake Gould

Are you familiar with that process in service now?

0:5:37.570 --> 0:5:38.140

Isai Miranda

I think so.

0:5:38.150 --> 0:5:43.700

Isai Miranda

I have some uh filter saved as favorites on my bar so we can walk it through.

0:5:42.880 --> 0:5:44.700

Jake Gould

Yeah, yeah.

0:5:44.790 --> 0:5:45.410

Jake Gould

Yes, please.

0:5:43.730 --> 0:5:46.120

Isai Miranda

You want me to share my screen or how does that OK?

0:5:45.420 --> 0:5:49.660

Jake Gould

Yeah, I did show your screen and go through the steps and then as you capture them, we'll just move on to the next one.

0:5:50.510 --> 0:5:51.490

Isai Miranda

Yeah. So.

0:5:54.20 --> 0:5:58.560

Isai Miranda

For example, I have all my favorites here, right?

0:5:59.50 --> 0:5:59.240

Jake Gould

Umm.

0:5:58.570 --> 0:6:2.670

Isai Miranda

So they I think James shared one with me yesterday.

0:6:4.450 --> 0:6:7.750

Isai Miranda

In a meeting, so essentially what you wanna do is.

0:6:10.560 --> 0:6:15.970

Isai Miranda

For example, for this right they send us a KB, you would click over.

0:6:15.980 --> 0:6:20.10

Isai Miranda

Here I'll remove it for the the sake of it and copy it real quick.

0:6:20.20 --> 0:6:21.580

Isai Miranda

Just so that we can have it and then.

0:6:29.320 --> 0:6:31.320

Isai Miranda

So there's this QB about terminations.

0:6:33.670 --> 0:6:34.900

Isai Miranda

And I say I wanna pin it.

0:6:34.910 --> 0:6:35.620

Isai Miranda

I would go up here.

0:6:39.210 --> 0:6:51.600

Isai Miranda

You feel let me and it'll automatically update it on the side if you wanna edit the side or your pins or stuff like that and stuff like that, you can unpin it.

0:6:52.640 --> 0:7:3.440

Isai Miranda

You can edit to where you want your pins to move it up or down, or if you wanna change the image and picture of it, you can do that and hit save edits.

0:7:8.240 --> 0:7:8.420

Jake Gould

Now.

0:7:7.870 --> 0:7:12.550

Isai Miranda

So actually that's basically it for for pinning stuff like that or favorites and stuff like that.

0:7:12.550 --> 0:7:13.960

Jake Gould

What about uh filters?

0:7:14.10 --> 0:7:14.820

Jake Gould

Do you use filtering?

0:7:16.40 --> 0:7:17.410

Isai Miranda

Umm, it just depends.

0:7:17.420 --> 0:7:24.150

Isai Miranda

For example, if I go to like the ticket system right here, or actually I'll just go to my my filtering.

0:7:25.630 --> 0:7:34.80

Isai Miranda

Umm there's this icon over here and there's stuff like here that you can add to your filters and stuff like that.

0:7:34.150 --> 0:7:51.0

Isai Miranda

Normally this is the ones that we use or I use at least to look at the view of the number, the state when it was open to keep the SLA created by and then that's what description the priority and the partner of it.

0:7:51.10 --> 0:7:54.480

Isai Miranda

So it'll basically go like here, stuff like that.

0:7:54.490 --> 0:8:1.100

Isai Miranda

You can always edit here if you want it from C2 from the lowest to the highest.

0:8:4.110 --> 0:8:8.480

Isai Miranda

And then you can open it by stuff like this by pie chart and stuff like that.

0:8:9.520 --> 0:8:11.140

Jake Gould

Umm yeah.

0:8:8.490 --> 0:8:11.940

Isai Miranda

But I don't like those view, so I just leave it like that.

0:8:14.870 --> 0:8:15.980

Jake Gould

And how would you?

0:8:12.860 --> 0:8:16.90

Isai Miranda

UM, it's essentially all this is.

0:8:16.450 --> 0:8:19.760

Jake Gould

How would you save it as a favorite if you created a filter?

0:8:21.220 --> 0:8:22.370

Isai Miranda

It saves automatically.

0:8:24.780 --> 0:8:28.630

Isai Miranda

And over here I think it just saves automatically as well.

0:8:28.640 --> 0:8:30.460

Isai Miranda

So for example, if I wanna do.

0:8:35.870 --> 0:8:38.860

Isai Miranda

Let's see if I can find something that I can add.

0:8:50.400 --> 0:8:51.680

Isai Miranda

And thematically saves it.

0:8:55.410 --> 0:8:57.550

Isai Miranda

Or do you mean save it over here on the side?

0:8:57.310 --> 0:8:57.870

Jake Gould

Yeah.

0:8:57.920 --> 0:9:3.100

Jake Gould

And their side, how do you get it to be like a a favorite on that left hand quick launch bar?

0:9:9.110 --> 0:9:9.380

Isai Miranda

Yeah.

0:9:9.390 --> 0:9:11.920

Isai Miranda

So those would be like I showed you earlier.

0:9:12.440 --> 0:9:13.240

Jake Gould

OK. Yeah.

0:9:14.60 --> 0:9:23.460

Isai Miranda

It's just basically doing it like that, but like for for anything in like that like how I was just do it in in my work it'll just save like that.

0:9:24.690 --> 0:9:26.930

Jake Gould

Alright, so how would you go back to that?

0:9:27.70 --> 0:9:29.260

Jake Gould

What's the what's the step to get back to?

0:9:29.270 --> 0:9:31.570

Jake Gould

That filter is click.

0:9:35.800 --> 0:9:36.160

Jake Gould

OK.

0:9:41.180 --> 0:9:41.520

Jake Gould

OK.

0:9:45.650 --> 0:9:45.880

Jake Gould

OK.

0:9:31.550 --> 0:9:46.710

Isai Miranda

Uh, the yeah, you would click the Gear icon on the top right and then look through your available filters in here and see what you want want and then just added to your view and then hit OK.

0:9:47.460 --> 0:9:47.760

Jake Gould

All right.

0:9:49.550 --> 0:9:49.810

Jake Gould

Awesome.

0:9:49.760 --> 0:9:52.800

Isai Miranda

And then once once you hit OK to load with the view that you need.

0:9:54.990 --> 0:10:4.430

Isai Miranda

But as adding like something in the view, you would have to get a link first from somebody or like when you first start, they'll add you to this dashboard and.

0:10:6.470 --> 0:10:11.480

Isai Miranda

Most likely you won't have anything here, so you'll have to start panning out the star.

0:10:11.960 --> 0:10:12.340

Jake Gould

Yeah, sure.

0:10:11.550 --> 0:10:18.630

Isai Miranda

There's little star that you you press on and then it saves it on on your favorites for you.

0:10:19.20 --> 0:10:19.280

Jake Gould

OK.

0:10:21.610 --> 0:10:21.920

Jake Gould

Cool.

0:10:22.510 --> 0:10:24.100

Jake Gould

Alright, so LastPass.

0:10:26.460 --> 0:10:27.260

Isai Miranda

Oh, OK.

0:10:26.580 --> 0:10:28.590

Jake Gould

You have a how to sign in?

0:10:29.0 --> 0:10:30.410

Jake Gould

How to save passwords and links?

0:10:31.460 --> 0:10:32.640

Jake Gould

How to enable extension?

0:10:34.140 --> 0:10:36.900

Isai Miranda

OK, so I already have it enabled.

0:10:44.550 --> 0:10:44.800

Jake Gould

Hmm.

0:10:36.910 --> 0:10:50.40

Isai Miranda

So last piece, basically you would have to go to LastPass extension in Google or Microsoft or Edge and then just look for the LastPass manager in Google Chrome.

0:10:52.560 --> 0:10:58.910

Isai Miranda

And then it'll give you the option to install or add, add in and then you install it.

0:10:59.160 --> 0:11:6.510

Isai Miranda

Signs you in and then creates a little adding in your Google bar, so once that's that you sign in.

0:11:6.600 --> 0:11:18.650

Isai Miranda

Normally you hires will be acrisurellc.com UM and then you go from there and if you want to look at your vault, you just once you signed in and everything, you go to your vault.

0:11:20.860 --> 0:11:25.500

Isai Miranda

And it sends you into all the passwords and stuff like that that you have saved in here.

0:11:28.730 --> 0:11:29.480

Isai Miranda

And stuff like that.

0:11:30.190 --> 0:11:32.490

Jake Gould

Alright, cool.

0:11:34.60 --> 0:11:34.460

Jake Gould

Let's see.

0:11:34.470 --> 0:11:42.290

Jake Gould

Let me change these colors as I go along acrivision how to access how to log in, how to access SharePoint resources.

0:11:42.300 --> 0:11:44.410

Jake Gould

Do you often guide users through that?

0:11:46.150 --> 0:11:46.600

Isai Miranda

Yeah.

0:11:46.610 --> 0:11:47.900

Isai Miranda

So um.

0:11:49.830 --> 0:11:51.250

Isai Miranda

Acrivision has its own website.

0:11:52.670 --> 0:11:57.970

Isai Miranda

So you would get signed in and you would use your acrisure LLC credentials.

0:12:0.330 --> 0:12:8.720

Isai Miranda

To sign in and then I'll if it's your first time, it'll might ask you to authenticate and through the app and stuff like that.

0:12:8.730 --> 0:12:16.480

Isai Miranda

So you'll have to go through that process and then once you sign in, it gives you the level of like the webinars, Arias, acri flow.

0:12:16.490 --> 0:12:22.220

Isai Miranda

Basically, if you sign into acrivision, it can guide you through any of the stuff or other websites that you need.

0:12:22.510 --> 0:12:34.580

Isai Miranda

For example, there's a lot of users that need Basecamp, so it'd be in directories and you would go down to Basecamp and that creates another link, and then you sign in using your acrisure LLC credentials as well.

0:12:36.710 --> 0:12:40.750

Isai Miranda

And same other users have need access to acriworld and Arias.

0:12:40.760 --> 0:12:44.100

Isai Miranda

So when they need access, you just guide them through here.

0:12:44.190 --> 0:12:47.320

Isai Miranda

Access now it'll pop up another.

0:12:49.380 --> 0:12:49.790

Isai Miranda

Umm.

0:12:50.320 --> 0:13:4.570

Isai Miranda

Pop up, sign in with your acrisure credentials, and then sign in to Arias, and then it will be the same process for ACRI flood, and then at that point you can just create a bookmark for those.

0:13:4.640 --> 0:13:6.290

Isai Miranda

That way, users can just go and.

0:13:9.500 --> 0:13:11.790

Isai Miranda

Go to the bookmark instead of going through acrivision.

0:13:11.800 --> 0:13:13.280

Isai Miranda

Click here, sign in and stuff like that.

0:13:19.110 --> 0:13:19.480

Isai Miranda

Yeah.

0:13:14.80 --> 0:13:20.700

Jake Gould

Alright, so if they've never logged in, is that the automatic home page then acrivision hardly navigate to it.

0:13:19.490 --> 0:13:23.750

Isai Miranda

So let me do let me do a Incognito real quick.

0:13:25.310 --> 0:13:29.880

Isai Miranda

So it would be acrivision would be acrisure.llc.com.

0:13:29.950 --> 0:13:31.600

Isai Miranda

It'll take you to sign in.

0:13:32.390 --> 0:13:33.750

Isai Miranda

You sign in with your credentials.

0:13:42.890 --> 0:13:49.20

Isai Miranda

And then it'll ask you that the anticipate either with your MFA or if you have it to text to code.

0:13:57.760 --> 0:13:58.160

Jake Gould

OK.

0:13:52.170 --> 0:13:59.520

Isai Miranda

It just depends on how they set it up and then you sign in and then it takes you to that page and this would be the first place.

0:13:59.530 --> 0:14:2.230

Isai Miranda

And then from here you can go.

0:14:2.400 --> 0:14:6.140

Isai Miranda

Basically, ACRIVISION would be able to direct you to anywhere that you need to.

0:14:6.690 --> 0:14:13.810

Jake Gould

OK, so once you're here then you basically this select the the system you want and then walk through the the login steps.

0:14:14.780 --> 0:14:15.120

Isai Miranda

Correct.

0:14:15.870 --> 0:14:17.60

Jake Gould

Alright, cool.

0:14:18.970 --> 0:14:21.570

Jake Gould

Uh to to, to to.

0:14:23.770 --> 0:14:24.300

Jake Gould

I headset.

0:14:23.610 --> 0:14:28.190

Isai Miranda

Also, I forgot to add you in LastPass like for whenever you sign into a new.

0:14:30.600 --> 0:14:31.290

Isai Miranda

What do you call it?

0:14:31.300 --> 0:14:35.660

Isai Miranda

A new website, LastPass, will pop up on the site and say do you wanna save this?

0:14:36.730 --> 0:14:36.920

Jake Gould

Umm.

0:14:39.230 --> 0:14:42.640

Isai Miranda

Credentials like almost like Google when it's like hey, do you wanna save this?

0:14:42.970 --> 0:14:43.150

Jake Gould

Yeah.

0:14:42.650 --> 0:14:43.940

Isai Miranda

It's like almost the same.

0:14:43.950 --> 0:14:54.830

Isai Miranda

It'll populate and then you can hit yes or no, or add and then it'll create that website and then all you need to do is just hit launch and then copy and paste the password from LastPass, yes.

0:14:51.870 --> 0:14:55.850

Jake Gould

Oh, so you can launch it from OK, sure.

0:14:56.110 --> 0:15:3.890

Jake Gould

How about how to reset your master password like it, LastPass if you forget because it's not umm LDAP, it's just like a unique, right?

0:15:4.410 --> 0:15:5.40

Isai Miranda

Yeah.

0:15:5.110 --> 0:15:12.290

Isai Miranda

So I'll say this, LastPass is very finicky, so if you are new to.

0:15:14.490 --> 0:15:15.420

Isai Miranda
Acrisure.

0:15:26.110 --> 0:15:26.860

Jake Gould
OK.

0:15:15.770 --> 0:15:28.280

Isai Miranda

It's basically gonna be the same password as your acrisure LLC password, but if not, you would have to go through the process of like forgot password, reset password and then it will send you.

0:15:28.650 --> 0:15:28.940

Isai Miranda
Yeah.

0:15:27.70 --> 0:15:29.500

Jake Gould
Just like any other system, yeah.

0:15:28.950 --> 0:15:31.480

Isai Miranda

Any other step it'll it'll send you an email.

0:15:31.490 --> 0:15:40.60

Isai Miranda

Go through the email and stuff like that, but if you're an admin you and if you need to reset somebody elses LastPass, I know I'm going a little bit over.

0:15:40.70 --> 0:15:44.970

Isai Miranda

You would go to your admin console and it takes you to this place.

0:15:45.20 --> 0:15:47.990

Isai Miranda

You look for user, for example myself.

0:15:48.40 --> 0:15:49.180

Isai Miranda

You just look for the user.

0:15:51.640 --> 0:15:58.530

Isai Miranda

Click on the user and then the three little dots, and then you'll it gives you the option to reset their master password in.

0:15:59.620 --> 0:15:59.850

Jake Gould

Umm.

0:15:58.540 --> 0:16:4.60

Isai Miranda

Here, let me see if I can find somebody else, though, or anybody at this point to see.

0:16:9.570 --> 0:16:9.920

Jake Gould

No.

0:16:9.990 --> 0:16:10.500

Jake Gould

I got you.

0:16:7.240 --> 0:16:10.580

Isai Miranda

It gives you the option to reset master password for them right here.

0:16:10.550 --> 0:16:10.670

Jake Gould

Yeah.

0:16:12.280 --> 0:16:12.630

Isai Miranda

Ohh.

0:16:11.700 --> 0:16:13.170

Jake Gould

Yeah, that's probably what they're talking about.

0:16:13.180 --> 0:16:14.470

Jake Gould

This is for like it hire.

0:16:15.460 --> 0:16:15.640

Isai Miranda

Yeah.

0:16:14.480 --> 0:16:16.150

Jake Gould

So yeah, that's perfect.

0:16:17.310 --> 0:16:17.740

Isai Miranda

Yeah.

0:16:17.790 --> 0:16:23.120

Isai Miranda

So I think if you're a new IT, I think you can't reset anybody that's been.

0:16:25.50 --> 0:16:32.260

Isai Miranda

In Acrisure longer, but that's what I've heard before, but I've been here for four years, so I've never had an issue with resetting somebody's password, you know?

0:16:32.910 --> 0:16:33.650

Jake Gould

Ohh yeah.

0:16:34.920 --> 0:16:36.920

Isai Miranda

But I think it's like seniority and LastPass.

0:16:37.680 --> 0:16:39.240

Jake Gould

That's that's.

0:16:39.370 --> 0:16:40.940

Jake Gould

Yeah, that's weird though.

0:16:36.930 --> 0:16:41.990

Isai Miranda

For some reason I don't know if that they fixed it or not, so yeah, that is weird.

0:16:41.130 --> 0:16:43.830

Jake Gould

So if you're new, then you only can see people who are hired after you.

0:16:44.600 --> 0:16:45.310

Isai Miranda

Yeah.

0:16:45.720 --> 0:16:48.340

Isai Miranda

So you might be able to reset it or not.

0:16:46.60 --> 0:16:49.500

Jake Gould

That's so there's like 1 user who's been here for 12 years.

0:16:49.510 --> 0:16:49.680

Jake Gould

Who?

0:16:49.690 --> 0:16:50.340

Jake Gould
No one can touch.

0:16:51.400 --> 0:16:52.140

Isai Miranda
Yeah, basically.

0:16:54.710 --> 0:16:56.720

Jake Gould
Uh, nice. Uh.

0:16:57.0 --> 0:17:1.410

Isai Miranda
So don't be surprised if you go in there and you can reset somebody's password.

0:17:1.860 --> 0:17:4.520

Jake Gould
Yeah, that's why although have to escalate at that point.

0:17:5.20 --> 0:17:5.240

Isai Miranda
Yeah.

0:17:7.190 --> 0:17:11.620

Jake Gould
So with any connect how to find the correct URL address?

0:17:12.70 --> 0:17:12.910

Jake Gould
I'm not sure what that means.

0:17:16.70 --> 0:17:17.270

Jake Gould
So with any connect, how do you?

0:17:18.980 --> 0:17:19.990

Jake Gould
Yeah, that one there.

0:17:20.60 --> 0:17:20.750

Jake Gould
Do you know what that means?

0:17:21.500 --> 0:17:23.70

Isai Miranda
And it connect. OK.

0:17:23.80 --> 0:17:23.370

Isai Miranda

Yeah.

0:17:23.380 --> 0:17:25.190

Isai Miranda

So yeah, that's a good example.

0:17:25.200 --> 0:17:26.430

Isai Miranda

Let me sign in real quick.

0:17:27.660 --> 0:17:35.550

Isai Miranda

So essentially, all agencies have their own VPN address, for example IBTX, right?

0:17:35.620 --> 0:17:42.60

Isai Miranda

You would go to IT glue, look for the agency that you're working with, tap it in here.

0:17:42.70 --> 0:17:46.610

Isai Miranda

Find it and then you would go to their remote access.

0:17:48.810 --> 0:17:51.460

Isai Miranda

And it gives you the VPN that they're using.

0:17:51.470 --> 0:17:53.170

Isai Miranda

So you would get on the new MFA.

0:17:56.250 --> 0:18:1.580

Isai Miranda

When it loads so it gives you the VPN or the host address.

0:18:1.590 --> 0:18:4.150

Isai Miranda

So you would enter this in the.

0:18:6.590 --> 0:18:15.620

Isai Miranda

I don't have VPN installed in my computer because it's a new computer, but essentially you would connect this go to your Cisco VPN.

0:18:17.770 --> 0:18:20.650

Isai Miranda

And enter it in your VPN address.

0:18:21.950 --> 0:18:22.190

Jake Gould

OK.

0:18:26.320 --> 0:18:26.570

Jake Gould

Perfect.

0:18:28.940 --> 0:18:31.40

Jake Gould

Let's see Webex.

0:18:33.130 --> 0:18:35.950

Isai Miranda

How to install it or how to use it? Umm.

0:18:35.0 --> 0:18:36.990

Jake Gould

Looks like, uh, how to access settings?

0:18:37.0 --> 0:18:37.990

Jake Gould

How to configure?

0:18:38.50 --> 0:18:38.370

Jake Gould

Yeah.

0:18:38.380 --> 0:18:39.520

Jake Gould

Go over one more tab on.

0:18:39.530 --> 0:18:40.190

Jake Gould

Yeah, that one.

0:18:39.690 --> 0:18:40.750

Isai Miranda

Webex. OK.

0:18:40.790 --> 0:18:41.190

Jake Gould

Yeah.

0:18:41.240 --> 0:18:45.550

Jake Gould

So the stuff that's not colored or that's yellow by the ones that I still need.

0:18:46.930 --> 0:18:47.270

Isai Miranda

OK.

0:18:50.320 --> 0:18:50.620

Isai Miranda

OK.

0:18:46.540 --> 0:18:50.690

Jake Gould

So basically excess settings, configured audio settings. Umm.

0:18:52.380 --> 0:18:55.650

Isai Miranda

So I'll start by the call settings.

0:18:55.660 --> 0:18:57.990

Isai Miranda

It's a link that you can go and sign in.

0:18:58.40 --> 0:19:0.660

Isai Miranda

You'll use your regular email that you were set up with.

0:19:3.680 --> 0:19:4.300

Isai Miranda

You sign in.

0:19:11.140 --> 0:19:12.560

Isai Miranda

And it takes you to this page, right?

0:19:12.620 --> 0:19:18.830

Isai Miranda

So for example, if you need to reset your pin for setting up voicemail, you would go here.

0:19:18.840 --> 0:19:19.570

Isai Miranda

You were in rehab.

0:19:19.610 --> 0:19:20.250

Isai Miranda

Reset it.

0:19:20.260 --> 0:19:30.830

Isai Miranda

Set up a pin and then you would once you call your voicemail, it'll ask you for your pin and then that it'll give you the steps to reset your voicemail or set up.

0:19:30.840 --> 0:19:33.440

Isai Miranda

But stuff like that and it gives you Webex calling.

0:19:39.140 --> 0:19:48.40

Isai Miranda

If it loads for me, it shows you the history that you've had, um and stuff like that in, in the voicemail settings and stuff like that as well.

0:19:48.360 --> 0:19:48.550

Jake Gould

Yeah.

0:19:48.560 --> 0:19:51.60

Jake Gould

So this is all done to the browser, not through the app.

0:19:51.650 --> 0:19:59.80

Isai Miranda

Yeah, so so the app doesn't give you the access to reset PIN because we do get a lot of tickets like hey, how do I reset my pin for voicemail?

0:19:59.290 --> 0:20:0.420

Isai Miranda

A lot of people forget.

0:20:0.210 --> 0:20:0.750

Jake Gould

Yeah, yeah.

0:20:0.510 --> 0:20:4.500

Isai Miranda

So you have to you have to guide them through this to sign in and reset their PIN.

0:20:5.430 --> 0:20:10.160

Jake Gould

That makes sense too, because it require security where someone anyone could walk up to your desk and reset your pin.

0:20:10.870 --> 0:20:11.70

Isai Miranda

Yeah.

0:20:11.980 --> 0:20:14.680

Jake Gould

Alright, configure audio settings.

0:20:15.330 --> 0:20:15.800

Isai Miranda

Yeah.

0:20:33.910 --> 0:20:34.120

Jake Gould

Umm.

0:20:15.810 --> 0:20:38.350

Isai Miranda

So for your configure already settings you would go to the Webex application, click on the person's little icon on the top left, and then you go to their settings and then their audio and then you would select on the speakers the headset, or if they're using their computer for speakers you would select that and select their voicemail and stuff.

0:20:40.920 --> 0:20:43.680

Jake Gould

Alright, easy using the Webex KB.

0:20:47.560 --> 0:20:49.400

Jake Gould

As you can go, let's go into the actual settings.

0:20:49.410 --> 0:20:52.950

Jake Gould

There's a few more settings once one is like call forwarding.

0:20:54.760 --> 0:20:56.530

Isai Miranda

Yeah, call forwarding.

0:20:56.660 --> 0:21:2.680

Isai Miranda

So you would go to your where is it calling do not forecast calls.

0:21:2.750 --> 0:21:10.540

Isai Miranda

You would do voicemail or you would add a number if you want to do that.

0:21:16.530 --> 0:21:17.980

Isai Miranda

Not sure why mines not letting me.

0:21:19.610 --> 0:21:20.310

Isai Miranda

UM.

0:21:23.250 --> 0:21:24.10

Isai Miranda

It's a little bit bigger.

0:21:33.680 --> 0:21:33.910

Jake Gould

Umm.

0:21:36.310 --> 0:21:36.530

Jake Gould

Sure.

0:21:26.810 --> 0:21:39.780

Isai Miranda

Well, essentially whenever you wanna call forwarding, you would add a number in here, put the number that they wanna forward it and then save and then it'll basically forward their calls.

0:21:39.790 --> 0:21:45.320

Isai Miranda

A lot of people want their calls forwarded to their cell phone, so they'll just forward to their cell phone.

0:21:45.860 --> 0:21:46.180

Jake Gould

Alright.

0:21:48.310 --> 0:21:57.530

Isai Miranda

Or if you are an admin and you need to forward somebody's calls, you would go through the hub.

0:22:1.920 --> 0:22:3.800

Isai Miranda

The admin control hub for Webex.

0:22:6.790 --> 0:22:7.930

Isai Miranda

You will look for the user.

0:22:9.560 --> 0:22:12.920

Isai Miranda

Uh, we'll use for now another IT guys, Scott.

0:22:23.860 --> 0:22:25.60

Isai Miranda

You will look for that user.

0:22:27.970 --> 0:22:29.170

Isai Miranda

You will go to their calling.

0:22:31.560 --> 0:22:34.510

Isai Miranda

And then you would call forwarding.

0:22:34.580 --> 0:22:37.280

Isai Miranda

You would turn it on and then the puppy pops up another.

0:22:41.50 --> 0:22:41.830

Isai Miranda

No worries it.

0:22:47.620 --> 0:22:48.710

Isai Miranda

Call forwarding right here.

0:22:54.460 --> 0:22:55.180

Jake Gould

No, I got you.

0:22:48.780 --> 0:22:58.90

Isai Miranda

Sorry, you would click forwarding all calls and then it gives you the option to enter the number or search the person that you want all the calls forwarded to.

0:22:58.510 --> 0:23:3.40

Jake Gould

Oh, say anything, anyone any user that can have them is selectable then.

0:23:3.590 --> 0:23:3.710

Isai Miranda

Yes.

0:23:3.430 --> 0:23:4.920

Jake Gould

So if they have like someone filling in for them.

0:23:5.750 --> 0:23:6.980

Isai Miranda

Umm yeah.

0:23:7.120 --> 0:23:7.320

Jake Gould

Cool.

0:23:6.990 --> 0:23:11.10

Isai Miranda

And you can also do like their cell phone from here for a cost to their cell phone and stuff like that.

0:23:12.130 --> 0:23:12.440

Jake Gould

All right.

0:23:13.420 --> 0:23:13.910

Jake Gould

Nice.

0:23:14.200 --> 0:23:16.770

Jake Gould

So do you guys using Revo uninstaller?

0:23:17.990 --> 0:23:19.540

Jake Gould

Does that sound familiar to you?

0:23:21.600 --> 0:23:23.680

Isai Miranda

No, I have not used that to be honest.

0:23:23.610 --> 0:23:24.880

Jake Gould

All right, then we're going to delete that.

0:23:26.160 --> 0:23:28.960

Jake Gould

Uh, the clean uninstall Webex?

0:23:30.400 --> 0:23:30.980

Isai Miranda

Umm.

0:23:31.20 --> 0:23:34.450

Isai Miranda

So basically for that one you would do it through.

0:23:34.500 --> 0:23:39.210

Isai Miranda

If you go to a user's computer, you would go to.

0:23:39.820 --> 0:23:58.930

Isai Miranda

I do app W dot Cpl and then it populates the programs and features, but there's other it goes that go to control panel and then go through the programs and features that way and then populates but you would go through there, find the Webex app, click it on install.

0:24:1.370 --> 0:24:2.810

Isai Miranda

And it on this starts from the computer.

0:24:3.100 --> 0:24:3.250

Jake Gould

Yeah.

0:24:3.260 --> 0:24:4.810

Jake Gould

Yeah, pretty easy.

0:24:4.650 --> 0:24:5.830

Isai Miranda

Fair and simple enough, yeah.

0:24:6.170 --> 0:24:6.390

Jake Gould

Yeah.

0:24:7.420 --> 0:24:8.410

Jake Gould

And then they install.

0:24:8.460 --> 0:24:13.70

Jake Gould

I think I have that captured, but you just go through the toolbox then.

0:24:13.860 --> 0:24:14.370

Isai Miranda

Yes, Sir.

0:24:14.420 --> 0:24:15.300

Isai Miranda

And then you'll use the.

0:24:17.380 --> 0:24:18.590

Isai Miranda

You'll find the toolbox.

0:24:18.600 --> 0:24:20.410

Isai Miranda

Does uh software installers?

0:24:20.470 --> 0:24:26.260

Isai Miranda

UM Cisco Webex calling and then install the latest version that it's there for Webex.

0:24:28.470 --> 0:24:31.220

Jake Gould

And call transfers or Webex transfers.

0:24:31.260 --> 0:24:31.840

Jake Gould

You know what that is?

0:24:33.180 --> 0:24:37.630

Isai Miranda

I haven't had to do that, but it's basically when you are in a call with somebody.

0:24:40.230 --> 0:24:40.750

Jake Gould

No. Yeah.

0:24:37.980 --> 0:24:46.960

Isai Miranda

It gives us the option to transfer the call, but it's just a button that you press and then you search for the person and then it transferred the call to them.

0:24:50.710 --> 0:24:50.950

Isai Miranda

Yeah.

0:24:48.350 --> 0:24:53.930

Jake Gould

My delete that it's more of an end user thing and confirm account details in Webex control hub.

0:24:58.160 --> 0:25:00.520

Isai Miranda

One SEC sugar.

0:25:05.990 --> 0:25:07.170

Jake Gould

And then the Webex KB.

0:25:09.450 --> 0:25:15.820

Isai Miranda

I'm loading this cause I'm I'm looking at the verify attribute 7 so that also too uh.

0:25:13.560 --> 0:25:18.390

Jake Gould

Ohh sure, yeah, I actually got that from a James the other day.

0:25:18.220 --> 0:25:19.620

Isai Miranda

Ohh, OK OK cool.

0:25:18.480 --> 0:25:19.750

Jake Gould

So we don't have to look through that.

0:25:21.480 --> 0:25:23.510

Isai Miranda

So what else did you say?

0:25:24.150 --> 0:25:28.640

Jake Gould

Their Webex KB usage and then confirm account details and control hub.

0:25:31.180 --> 0:25:31.510

Isai Miranda

Yeah.

0:25:33.970 --> 0:25:34.910

Jake Gould

Oh yeah.

0:25:31.520 --> 0:25:38.530

Isai Miranda

So that would be through the the one I was showing you, it shows you the primary email and stuff like that and you can go through here through the user.

0:25:45.210 --> 0:25:45.440

Jake Gould

Umm.

0:25:38.680 --> 0:25:53.420

Isai Miranda

Some users I've seen a couple of tickets where they're like, hey, my display name is not correct and my Webex so you will go through the control hub, go to the display up to the displays general settings they're calling and stuff like that through that.

0:25:53.350 --> 0:25:54.160

Jake Gould

Oh, cool, yeah.

0:25:56.110 --> 0:26:1.440

Jake Gould

And then the KB usage that's just going through the service now, right?

0:26:3.700 --> 0:26:3.820

Isai Miranda

Yeah.

0:26:1.450 --> 0:26:4.850

Jake Gould

And then choosing Webex or just I mean that seems pretty straightforward.

0:26:6.430 --> 0:26:6.740

Jake Gould

Yeah.

0:26:6.790 --> 0:26:7.10

Jake Gould

OK.

0:26:8.0 --> 0:26:8.790

Jake Gould

Are we done with this one?

0:26:10.500 --> 0:26:12.510

Jake Gould

Uh, so now we're on to the resources tab.

0:26:14.940 --> 0:26:15.780

Isai Miranda

You search, yes.

0:26:16.660 --> 0:26:19.150

Jake Gould

And that's the only one thing that access confirmation.

0:26:19.160 --> 0:26:21.140

Jake Gould

Now screen connect Adm account IT glue.

0:26:22.200 --> 0:26:24.560

Jake Gould

How do you confirm access to those resources?

0:26:26.150 --> 0:26:41.120

Isai Miranda

So those are basically when you get hired, they create these accounts for you and then you essentially when you're in new hire or a new IT, they'll give you your dot Adm it'll give you IT glue, they'll give you the link.

0:26:41.130 --> 0:26:45.730

Isai Miranda

So you have to sign in with your IT glue is your regular acrisure LLC.

0:26:47.70 --> 0:26:51.480

Isai Miranda

Umm ServiceNow is actually regular acrisure LLC.

0:26:52.880 --> 0:26:53.670

Isai Miranda

Umm.

0:26:54.200 --> 0:27:1.120

Isai Miranda

Anything else will be acrisure your dad adm@acrisurellc.com.

0:27:1.770 --> 0:27:6.90

Isai Miranda

But essentially these get created for you whenever you get, you're a new hire.

0:27:7.620 --> 0:27:7.890

Jake Gould

Alright.

0:27:7.900 --> 0:27:9.250

Jake Gould

Yeah, I'm not sure what this means.

0:27:9.260 --> 0:27:12.920

Jake Gould

Like how I would document that cause it's.

0:27:13.200 --> 0:27:14.100

Jake Gould

Yeah, just log in.

0:27:15.300 --> 0:27:15.500

Isai Miranda

Yeah.

0:27:14.160 --> 0:27:17.260

Jake Gould

That's how you confirm access, alright.

0:27:17.100 --> 0:27:17.730

Isai Miranda

Yeah.

0:27:17.810 --> 0:27:24.330

Isai Miranda

And if not, then you let your manager know and then he should create a ticket so that they can set up that stuff for you.

0:27:25.130 --> 0:27:26.300

Jake Gould

Yeah, let's go.

0:27:28.320 --> 0:27:32.680

Jake Gould

My computer just is on the Fritz alright, so I'm looking at the aggressor.

0:27:32.690 --> 0:27:34.650

Jake Gould
IT structure that tab.

0:27:34.660 --> 0:27:35.740

Jake Gould
Does that make any sense to you?

0:27:41.740 --> 0:27:42.130

Isai Miranda
Yeah.

0:27:35.750 --> 0:27:42.470

Jake Gould
The assignment groups EPIC AG MSG and Apprise AG like these assignment groups.

0:27:42.140 --> 0:27:43.570

Isai Miranda
So yeah.

0:27:43.580 --> 0:27:47.190

Isai Miranda
So for example, let me go back to one of these might work.

0:27:47.760 --> 0:27:59.30

Isai Miranda
So essentially, when you grab a ticket right, there's some tickets that come in and then more or less you have to escalate like Tier 2 or talk, you would be the guest Simon Group.

0:27:59.40 --> 0:28:2.130

Isai Miranda
You would clear that out and put it to where you need to go.

0:28:2.140 --> 0:28:4.530

Isai Miranda
For example, there's a lot of tickets that come in for work day.

0:28:4.920 --> 0:28:12.270

Isai Miranda
You would choose work day and then hit update and it sends the ticket to the that board.

0:28:12.360 --> 0:28:17.30

Isai Miranda
Or if you are an AMS, there's a issue with the AMS.

0:28:17.40 --> 0:28:20.370

Isai Miranda
You had vertafore because that's what it is.

0:28:20.840 --> 0:28:26.360

Isai Miranda

And then you update and it sends this ticket to that board and.

0:28:25.710 --> 0:28:28.890

Jake Gould

Alright, so mostly just assigning tickets and service now to the appropriate group.

0:28:29.530 --> 0:28:29.840

Isai Miranda

Correct.

0:28:32.510 --> 0:28:33.90

Jake Gould

Right. So.

0:28:32.820 --> 0:28:35.50

Isai Miranda

And then the same for title software.

0:28:35.60 --> 0:28:40.140

Isai Miranda

It's the same thing title software you would look for the uh.

0:28:40.330 --> 0:28:52.550

Isai Miranda

So when you're actually, when you're in new hire, you won't get all these, they won't populate for you, so you will have to hit IT, dash and then it shows you all the stuff that it's in there.

0:28:52.780 --> 0:29:1.30

Isai Miranda

It normally for me it says the most recents that I've used and escalate to so it'll save them for you just so that you don't have to go looking for them.

0:29:1.40 --> 0:29:2.490

Isai Miranda

So that's a neat thing about it.

0:29:3.10 --> 0:29:3.380

Jake Gould

No.

0:29:3.430 --> 0:29:3.690

Jake Gould

OK.

0:29:4.800 --> 0:29:5.30

Jake Gould

Yeah.

0:29:5.40 --> 0:29:7.860

Jake Gould

So like your whatever you use the most will populate to the top.

0:29:8.520 --> 0:29:8.820

Isai Miranda

Correct.

0:29:9.990 --> 0:29:26.220

Jake Gould

Alrighty, umm my actual this is weird because my my I'm like stuck on the Excel spreadsheet and my cursor stuck but I can tab through the cells is actually where it's probably have to restart but in order I just keep this going if you can click on the knowledge base tab.

0:29:28.740 --> 0:29:30.260

Jake Gould

Now click on Screen Connect tab.

0:29:32.520 --> 0:29:34.190

Jake Gould

Alright M 365 tab.

0:29:35.680 --> 0:29:37.100

Jake Gould

OK, here we have a few things.

0:29:37.160 --> 0:29:39.250

Jake Gould

Uh, if you scroll up a little bit.

0:29:41.730 --> 0:29:41.950

Isai Miranda

Yeah.

0:29:41.0 --> 0:29:47.110

Jake Gould

Alright, so adding a group message trace but install install.

0:29:48.730 --> 0:29:52.660

Jake Gould

Prepare those are also the mostly done just from uh control panel, right?

0:29:54.240 --> 0:29:55.80

Isai Miranda

Yeah, yeah.

0:29:52.670 --> 0:29:56.200

Jake Gould

You just click the app programs and features and do the things.

0:29:56.990 --> 0:29:57.350

Isai Miranda

Correct.

0:29:56.960 --> 0:30:0.620

Jake Gould

Uh, so if you do add a MP-65 group?

0:30:9.500 --> 0:30:10.10

Jake Gould

Oh, sure.

0:30:2.10 --> 0:30:12.860

Isai Miranda

So that is basically, uh, you would have to escalate it to Tier 2 and then they escalate it to M365 cause Tier 1 Tier 1 doesn't have access to create groups.

0:30:13.10 --> 0:30:15.650

Isai Miranda

It would all be through M365 that creates those stuff.

0:30:15.900 --> 0:30:16.230

Jake Gould

All right.

0:30:16.240 --> 0:30:17.830

Jake Gould

So that probably shouldn't even be here, yeah.

0:30:16.400 --> 0:30:18.870

Isai Miranda

So you basically, yeah.

0:30:18.880 --> 0:30:22.210

Isai Miranda

So you basically have to ask the user hey, UM, who?

0:30:22.220 --> 0:30:23.390

Isai Miranda

What's the name gonna be?

0:30:23.400 --> 0:30:23.580

Isai Miranda

What?

0:30:23.590 --> 0:30:26.170

Isai Miranda

The email address you wanna be and who needs access to it.

0:30:26.180 --> 0:30:30.260

Isai Miranda

Once you have that information, then you send it up and then they handle the rest.

0:30:29.360 --> 0:30:32.300

Jake Gould

Alright, how about a message trace?

0:30:33.340 --> 0:30:35.250

Isai Miranda

Ohh OK so a message trace we can do.

0:30:35.260 --> 0:30:36.770

Isai Miranda

Let me pull this thing over here.

0:30:36.780 --> 0:30:47.420

Isai Miranda

So for example, once you get access to your exchange admin center, you would go through mail flow, do a message trace, and then start a trace.

0:30:47.490 --> 0:30:55.720

Isai Miranda

For example Audu, you'll do the sender, whatever sender you need a the message trace or the recipient.

0:30:55.730 --> 0:30:59.200

Isai Miranda

Most like most of the time, it's us saying, hey, we didn't receive an email.

0:30:59.430 --> 0:31:2.970

Isai Miranda

So you would do for example a users email address.

0:31:2.980 --> 0:31:3.760

Isai Miranda

You would put it in here.

0:31:7.130 --> 0:31:10.420

Isai Miranda

Come and then it populates the users email address.

0:31:10.430 --> 0:31:12.940

Isai Miranda

You wanna make sure that you put, uh, pressing on the correct one.

0:31:13.370 --> 0:31:17.820

Isai Miranda

You can choose the last two days, 90 days, whatever.

0:31:18.350 --> 0:31:33.470

Isai Miranda

Normally, if you do more than 15, it'll ask you to download a CSV file and that takes a long time to process and sometimes users need a better answer, so I like to do 10 days and then you hit search.

0:31:35.950 --> 0:31:48.920

Isai Miranda

And then it'll populate all the emails that you got in in the past few days and then on the side it will give you delivery if it's quarantine spam blocked or whatever.

0:31:49.30 --> 0:31:54.260

Isai Miranda

But it'll go through this and then message trace if you need to edit the message trace, you go back here.

0:31:54.320 --> 0:31:55.440

Isai Miranda

Edit message trace.

0:31:56.370 --> 0:31:59.980

Isai Miranda

Put the email address and go through there and then hit search again and then it'll do the.

0:31:59.320 --> 0:32:4.450

Jake Gould

Uh, so you can, like, narrow down to the sender or the, you know, date range or whatever you could say.

0:32:4.340 --> 0:32:4.560

Isai Miranda

Yeah.

0:32:4.460 --> 0:32:5.470

Jake Gould

Oh, we'll send your spam.

0:32:7.810 --> 0:32:8.280

Isai Miranda

Umm.

0:32:8.810 --> 0:32:9.60

Isai Miranda

And then.

0:32:5.780 --> 0:32:9.450

Jake Gould

Or it was blocked for this reason or they never sent it.

0:32:12.480 --> 0:32:12.700

Isai Miranda

Yeah.

0:32:9.460 --> 0:32:13.90

Jake Gould

They there's no record of this message ever being sent, so double check with the sender.

0:32:14.70 --> 0:32:14.400

Isai Miranda

Yeah.

0:32:14.410 --> 0:32:20.800

Isai Miranda

So if this if for example if there's like hey, uh, you you look to sender and there's nothing showing here then that means it's not hitting our server.

0:32:25.240 --> 0:32:25.660

Jake Gould

Yeah.

0:32:25.700 --> 0:32:26.760

Jake Gould

Or never even got out.

0:32:20.910 --> 0:32:27.840

Isai Miranda

So that means that they're doing something wrong, or the email address is wrong, or they have something wrong on their end. Yeah.

0:32:26.770 --> 0:32:30.510

Jake Gould

Like it never exited their exchange system.

0:32:30.520 --> 0:32:32.20

Jake Gould

OK, cool.

0:32:32.880 --> 0:32:33.380

Isai Miranda

Simple enough.

0:32:32.810 --> 0:32:34.660

Jake Gould

Uh, yeah, what's the?

0:32:37.120 --> 0:32:42.450

Jake Gould

Those are pretty easy and I saw reinstall repair the creating a profile in outlook.

0:32:43.480 --> 0:32:44.360

Isai Miranda
Recreate a profile.

0:32:44.370 --> 0:32:44.580

Isai Miranda
OK.

0:32:44.590 --> 0:32:44.840

Isai Miranda
Yeah.

0:32:44.850 --> 0:32:48.750

Isai Miranda
So that one you would have to go through control panel you would have.

0:32:48.760 --> 0:32:51.970

Isai Miranda
Then you go through the email settings.

0:32:55.40 --> 0:32:59.140

Isai Miranda
And then you would show show profiles, add name.

0:32:59.230 --> 0:33:7.220

Isai Miranda
I like to name it the day that you recreated the profile that that way the next person, if they have the issue again, somebody can come in and be like ohh they've had this issue.

0:33:7.230 --> 0:33:8.960

Isai Miranda
Maybe we need to take a different approach.

0:33:8.140 --> 0:33:10.10

Jake Gould
Yeah, sure.

0:33:10.940 --> 0:33:13.140

Isai Miranda
You put the date and 1st.

0:33:13.150 --> 0:33:14.470

Isai Miranda
I'll go through it, but I'll cancel it.

0:33:14.480 --> 0:33:18.710

Isai Miranda
So I'll today it's like 8.18 dot 23 hit, OK.

0:33:19.380 --> 0:33:20.630

Isai Miranda

It takes you to this steps.

0:33:21.140 --> 0:33:37.420

Isai Miranda

Normally I like to do because it'll populate for them, but we need to make sure that it's always acrisurellc.com and then there acrisure password doing hit next and then it will populate for you and might ask you to authenticate and stuff like that and then.

0:33:40.310 --> 0:33:40.750

Isai Miranda

That's it.

0:33:41.340 --> 0:33:41.770

Jake Gould

Right.

0:33:42.340 --> 0:33:46.320

Jake Gould

And so if you were remoted, then you'd ask the user to enter their creds, then at that stage.

0:33:47.110 --> 0:33:47.310

Isai Miranda

Yeah.

0:33:47.980 --> 0:33:48.200

Jake Gould

OK.

0:33:51.90 --> 0:33:51.760

Jake Gould

Umm.

0:33:56.240 --> 0:33:56.640

Isai Miranda

Uncle.

0:33:55.730 --> 0:33:58.100

Jake Gould

Some of these are almost like generic like OneDrive.

0:33:58.110 --> 0:33:59.120

Jake Gould

How to sign in?

0:33:59.170 --> 0:34:00.120

Jake Gould

How to sync?

0:34:0.590 --> 0:34:1.360

Jake Gould

What's the OneDrive?

0:34:1.370 --> 0:34:3.390

Jake Gould

How to sync we can do that one and yeah.

0:34:0.850 --> 0:34:3.490

Isai Miranda

Yeah, it's yeah.

0:34:3.500 --> 0:34:12.360

Isai Miranda

So OneDrive, so you would go here your settings, make sure that your stuff is being backed up.

0:34:12.430 --> 0:34:19.650

Isai Miranda

Manage back up and stuff like that and then sometimes and they'll say changes and then it'll start backing up everything.

0:34:20.600 --> 0:34:20.840

Jake Gould

OK.

0:34:22.80 --> 0:34:25.950

Jake Gould

Is there a way to manually like prompt to sync where it just kind of just runs?

0:34:26.940 --> 0:34:28.410

Isai Miranda

They just automatically runs.

0:34:31.130 --> 0:34:32.760

Isai Miranda

And then it'll create a OneDrive.

0:34:34.430 --> 0:34:38.480

Isai Miranda

Umm folder for you and your File Explorer and then then you can go through that.

0:34:40.70 --> 0:34:40.430

Jake Gould

Alrighty.

0:34:43.910 --> 0:34:45.170

Jake Gould

Teams had to sync with SharePoint.

0:34:46.740 --> 0:34:47.610

Isai Miranda

Yeah, that's a good one.

0:34:47.660 --> 0:34:52.250

Isai Miranda

I don't have anything but basically let me pull up my teams real quick.

0:34:52.500 --> 0:34:54.110

Isai Miranda

Any user would be.

0:34:54.260 --> 0:34:57.500

Isai Miranda

You would go to teams that populate the, for example the.

0:34:59.660 --> 0:35:2.530

Isai Miranda

The group that they're on and the SharePoint, so you would go to.

0:35:4.510 --> 0:35:6.70

Isai Miranda

Let me see here.

0:35:6.80 --> 0:35:6.300

Isai Miranda

Right.

0:35:6.310 --> 0:35:9.890

Isai Miranda

You would go to Ohio files, you go files.

0:35:12.170 --> 0:35:12.480

Isai Miranda

And then.

0:35:17.380 --> 0:35:17.700

Jake Gould

Uh.

0:35:20.260 --> 0:35:20.450

Jake Gould

Uh.

0:35:14.670 --> 0:35:30.230

Isai Miranda

You would hear it sink when you hit syncs at populates a new IT pop, it syncs everything that inside that file or inside that SharePoint and then essentially it creates a dashboard for you over here under Acrisure LLC.

0:35:33.340 --> 0:35:33.860

Jake Gould

Ohh OK.

0:35:30.240 --> 0:35:34.220

Isai Miranda

And then we'll have the name of the drive and then load all the files, but it will.

0:35:34.430 --> 0:35:35.800

Isai Miranda

It will look a little bit different, yeah.

0:35:35.880 --> 0:35:39.80

Jake Gould

That allows you to use a File Explorer to navigate to that content.

0:35:39.780 --> 0:35:40.770

Isai Miranda

Yeah, yeah.

0:35:45.310 --> 0:35:45.620

Jake Gould

Sure.

0:35:40.780 --> 0:35:45.630

Isai Miranda

If I have a user that needs that I can send you pictures because I know it's uh, it looks a little bit different that way.

0:35:45.640 --> 0:35:47.250

Isai Miranda

You can just save that for later.

0:35:45.630 --> 0:35:48.450

Jake Gould

Yeah, yeah, sounds good.

0:35:49.460 --> 0:35:52.440

Jake Gould

And then if you can click on the IT glue one.

0:35:54.610 --> 0:35:56.470

Jake Gould

Yeah, it's done as you were in PIM.

0:35:58.410 --> 0:35:58.960

Jake Gould

Yeah, alright.

0:35:58.970 --> 0:35:59.490

Jake Gould
I think that's it.

0:36:0.310 --> 0:36:0.490

Isai Miranda
Yeah.

0:35:59.880 --> 0:36:4.300

Jake Gould
Uh, for now I might have some more later, but then I'll just reach out and go from there.

0:36:5.510 --> 0:36:6.500

Isai Miranda
Yeah, definitely.

0:36:8.980 --> 0:36:9.530

Jake Gould
All right, man.

0:36:6.510 --> 0:36:9.940

Isai Miranda
If you have anything that you need from me, man, I'm available 24/7.

0:36:9.590 --> 0:36:10.290

Jake Gould
Thanks isai.

0:36:10.900 --> 0:36:11.320

Isai Miranda
Yeah, man.

0:36:10.820 --> 0:36:12.170

Jake Gould
The 24/7 sounds good.

0:36:12.180 --> 0:36:15.350

Jake Gould
I'll call you at 2, but I can't sleep.

0:36:15.360 --> 0:36:16.360

Jake Gould
I'm like, hey, man, what you up to?

0:36:16.550 --> 0:36:17.980

Jake Gould
Let's do some documentation.

0:36:18.680 --> 0:36:19.960

Isai Miranda

Yeah, I'm up for it.

0:36:20.520 --> 0:36:21.10

Jake Gould

Sounds good.

0:36:21.20 --> 0:36:21.580

Jake Gould

Thanks a lot man.

0:36:22.680 --> 0:36:23.260

Isai Miranda

Yeah, man.

0:36:23.540 --> 0:36:24.110

Isai Miranda

Anything else?

0:36:24.630 --> 0:36:25.380

Jake Gould

No, that's it for now.

0:36:25.770 --> 0:36:27.260

Jake Gould

Umm this.

0:36:27.330 --> 0:36:29.120

Jake Gould

Yeah, if if you need anything, let me know.

0:36:29.440 --> 0:36:35.750

Jake Gould

Uh, I work in APEX, so it's like our goal is kind of to support IT, at least on my team.

0:36:35.760 --> 0:36:42.690

Jake Gould

So if you need anything with projects or whatever stuff that you get assigned something I can help you with that if you're interested.

0:36:43.570 --> 0:36:44.40

Isai Miranda

Yeah.

0:36:44.110 --> 0:36:47.240

Isai Miranda

Or if you wanna take me on your team, that would be great too.

0:36:47.350 --> 0:36:50.560

Isai Miranda

You know, I've been trying to get out of the ticket system for a while now.

0:36:49.600 --> 0:36:51.30

Jake Gould

You wanna get out of front support?

0:36:51.40 --> 0:36:52.230

Jake Gould

Ohh man, I don't blame you.

0:36:51.530 --> 0:36:53.300

Isai Miranda

Yeah, yeah.

0:36:52.620 --> 0:36:53.370

Jake Gould

That's rough.

0:36:53.840 --> 0:36:57.140

Jake Gould

It it it like makes you not like human beings very much.

0:36:58.870 --> 0:36:59.90

Isai Miranda

Yeah.

0:36:59.60 --> 0:37:0.770

Jake Gould

You get jaded in, like, angry.

0:37:2.580 --> 0:37:2.760

Jake Gould

But.

0:37:2.270 --> 0:37:6.230

Isai Miranda

Yeah, you honestly, sometimes you just get burned out and you're like, I don't wanna even work today.

0:37:6.770 --> 0:37:8.820

Jake Gould

Yeah, he just don't even care about people's problems.

0:37:9.350 --> 0:37:9.530

Isai Miranda

Yeah.

0:37:8.830 --> 0:37:9.820

Jake Gould

Like when you first start, you're.

0:37:9.830 --> 0:37:12.480

Jake Gould

So we wanna be helpful and you're so excited.

0:37:12.490 --> 0:37:13.250

Jake Gould

And after a while like.

0:37:13.260 --> 0:37:14.690

Jake Gould

Yeah, that's not even important.

0:37:15.690 --> 0:37:15.890

Isai Miranda

Yeah.

0:37:15.520 --> 0:37:16.310

Jake Gould

This is your problems.

0:37:16.320 --> 0:37:17.710

Jake Gould

Dumb so.

0:37:18.190 --> 0:37:18.970

Isai Miranda

Basically, yeah.

0:37:20.20 --> 0:37:21.710

Jake Gould

Alright, well, hang in there, man.

0:37:21.770 --> 0:37:22.590

Jake Gould

That was good talking to you.

0:37:23.150 --> 0:37:23.850

Isai Miranda

Yeah. Same man.

0:37:24.370 --> 0:37:24.910

Jake Gould

I have a good one.

0:37:26.300 --> 0:37:26.510

Jake Gould

Bye bye.

0:37:25.360 --> 0:37:27.330

Isai Miranda

You too. Bye.

0:37:37.20 --> 0:37:37.510

Jake Gould

Do anything.