

0:0:0.0 --> 0:0:5.250

James York

For example for like Cisco VPN you just want me to log in.

0:0:6.280 --> 0:0:6.970

Jake Gould

Yeah, basically.

0:0:6.980 --> 0:0:11.310

Jake Gould

How do how would a new person log into the app?

0:0:11.620 --> 0:0:13.230

Jake Gould

And then there's a few more steps at the bottom.

0:0:13.240 --> 0:0:15.600

Jake Gould

Verify group membership, uninstall and reinstall.

0:0:16.800 --> 0:0:18.10

Jake Gould

Those are pretty much like.

0:0:21.290 --> 0:0:21.580

James York

Umm.

0:0:18.20 --> 0:0:23.450

Jake Gould

How would you don't have to actually do that whole process because obviously you don't wanna uninstall and reinstall from your workstation.

0:0:24.200 --> 0:0:26.520

Jake Gould

What are the steps they would do to accomplish that?

0:0:28.180 --> 0:0:28.640

James York

Got it.

0:0:30.880 --> 0:0:31.490

Jake Gould

Yeah. Yeah.

0:0:31.530 --> 0:0:32.100

Jake Gould

Like I'm going.

0:0:28.650 --> 0:0:32.740

James York

OK, so you already recording, uh.

0:0:36.190 --> 0:0:36.390

Jake Gould

OK.

0:0:33.400 --> 0:0:36.630

James York

So we open Cisco any connect.

0:0:36.400 --> 0:0:37.850

Jake Gould

Can you hear your screen?

0:0:38.760 --> 0:0:44.820

James York

Oh, sorry, just going along.

0:0:44.830 --> 0:1:21.360

James York

OK, so by going to the start menu, we open Cisco any connect secure mobility client after opening Cisco Oops after opening Cisco any connect we verify the address here as you can see I have lync.acrisure.com click connect and we verify that our group is correct LLC VPN and then start to put my acrisure identity into the signing window.

0:1:25.630 --> 0:1:26.780

James York

Verify my MFA.

0:1:38.900 --> 0:1:39.140

James York

Oops.

0:1:47.640 --> 0:1:54.980

James York

And the connection is established, the system configures it and we are logged in and connected to the VPN.

0:1:55.820 --> 0:1:56.890

Jake Gould

Yeah, that was perfect.

0:1:56.900 --> 0:2:2.170

Jake Gould

So that did like the login and they also group membership because that's where you.

0:2:2.440 --> 0:2:2.700

Jake Gould

Yeah.

0:2:2.710 --> 0:2:6.840

Jake Gould

So that's how you confirm it after the first connection step, there was like a membership step, right?

0:2:7.650 --> 0:2:8.0

James York

Umm.

0:2:8.590 --> 0:2:9.230

Jake Gould

Yeah.

0:2:9.300 --> 0:2:9.670

Jake Gould

Boom.

0:2:10.0 --> 0:2:12.650

Jake Gould

So I and then it's like a uninstall reinstall.

0:2:14.940 --> 0:2:16.910

James York

OK, so uninstall and reinstall.

0:2:16.920 --> 0:2:19.90

James York

I'm gonna disconnect Cisco any connect.

0:2:20.620 --> 0:2:29.130

James York

I'm gonna go to the task manager to make sure that no other process is actually running in the background for Sysco.

0:2:30.280 --> 0:2:31.760

James York

Then go ahead and end the task.

0:2:34.80 --> 0:2:37.510

James York

Gonna go to the Start menu control panel.

0:2:41.740 --> 0:2:45.490

James York

In the control panel screen, we're gonna go over to programs and features.

0:2:48.750 --> 0:2:52.450

James York

Scroll down to Cisco ANYCONNECT and click the uninstall.

0:2:57.500 --> 0:2:57.810

Jake Gould

Yeah.

0:2:57.820 --> 0:2:58.610

Jake Gould

No, that's perfect.

0:2:58.620 --> 0:2:58.990

Jake Gould

Yeah.

0:2:56.170 --> 0:2:59.320

James York

They're good enough, or do I need to go through the whole OK.

0:2:59.100 --> 0:3:2.250

Jake Gould

And then the rest is just like a typical install process, you know next, next.

0:3:3.640 --> 0:3:3.920

James York

Umm.

0:3:3.500 --> 0:3:6.690

Jake Gould

And so the reinstall is there, like a location like a network source.

0:3:6.700 --> 0:3:8.490

Jake Gould

How do you reinstall the app?

0:3:9.790 --> 0:3:14.350

James York

So for reinstalls I would go into the machine.

0:3:15.510 --> 0:3:29.180

James York

Umm, I can go into my own machine here in screen Connect, so I'm doing the consent to control and I'm just gonna use this one screen.

0:3:31.40 --> 0:3:32.680

Jake Gould

Yeah, you're laying the main the matrix now.

0:3:31.240 --> 0:3:35.770

James York

And yeah, definitely in the matrix, so I'll use the screen.

0:3:37.80 --> 0:3:40.20

James York

This is Blake, and I'll go to the toolbox.

0:3:41.330 --> 0:3:42.610

James York

Go to software installers.

0:3:50.650 --> 0:3:51.220

Jake Gould

Ohh OK.

0:3:43.520 --> 0:3:54.320

James York

Go to Cisco, go to any connect and I choose the latest version which is 4.9 and then click the MSI and then it goes to install it.

0:3:54.730 --> 0:3:57.0

Jake Gould

And then as follow the traditional prompts to install.

0:3:57.800 --> 0:3:57.940

James York

Yes.

0:3:58.710 --> 0:4:0.810

Jake Gould

Ohh, awesome. Yeah.

0:4:0.820 --> 0:4:1.50

Jake Gould

Cool.

0:4:1.60 --> 0:4:1.390

Jake Gould

Boom.

0:4:1.400 --> 0:4:3.0

Jake Gould

We knocked out Cisco VPN.

0:4:3.10 --> 0:4:4.220

Jake Gould

Any connect excellent.

0:4:6.220 --> 0:4:8.750

Jake Gould
So those are Elisa.

0:4:9.730 --> 0:4:12.400

Jake Gould
Changing the color so that I know that that's impressive.

0:4:12.410 --> 0:4:13.640

Jake Gould
Maybe something in orange.

0:4:15.170 --> 0:4:15.790

Jake Gould
Alright, sweet.

0:4:15.800 --> 0:4:16.360

Jake Gould
Thanks, man.

0:4:17.60 --> 0:4:17.530

James York
No problem.

0:4:16.450 --> 0:4:20.570

Jake Gould
And then let's see, like Sentinel and Z scaler.

0:4:21.640 --> 0:4:22.290

James York
Yeah.

0:4:22.360 --> 0:4:23.190

James York
So send no.

0:4:23.260 --> 0:4:30.510

James York
We're gonna go back to screen connect and as you can see, once it's installed, it's gonna be this.

0:4:34.270 --> 0:4:34.810

Jake Gould
Ohh yeah.

0:4:31.990 --> 0:4:42.670

James York
Umm, it's a little shield in the bottom saying since no one so it's already installed on my computer and I can't remove it, but we'll go to the toolbox again.

0:4:42.680 --> 0:4:44.180

James York

We'll go to software installers.

0:4:45.890 --> 0:4:53.470

James York

We'll go down to Sentinel one and then there is a text field here.

0:4:54.40 --> 0:4:54.350

Jake Gould

Ohh.

0:4:58.380 --> 0:4:58.990

Jake Gould

Ohh no problem.

0:4:53.620 --> 0:4:59.280

James York

I don't wanna put this on the recording because it has a hash key that's security uses.

0:5:3.0 --> 0:5:3.220

James York

Yeah.

0:4:59.920 --> 0:5:5.700

Jake Gould

So yeah, this would basically, if they needed instructions on new install, they could just follow the information that text message.

0:5:4.430 --> 0:5:6.850

James York

Yep, just following the instructions in this text.

0:5:7.640 --> 0:5:12.260

Jake Gould

How do they escalate to security for Sentinel issues?

0:5:13.660 --> 0:5:19.10

James York

For Sentinel issues, if there's already a ticket, then they would just grab the ticket.

0:5:31.810 --> 0:5:33.570

Jake Gould

OK, no.

0:5:19.20 --> 0:5:34.120

James York

Say for instance, it's this ticket and and then they would create what they would actually assign it to security IT security, which is right here and then just update it with their ticket notes.

0:5:34.620 --> 0:5:47.320

James York

If it's a issue that's not created yet, they're gonna go to incidents new and then they're going to put themselves with the call or the user is the caller.

0:5:47.370 --> 0:5:55.960

James York

Put the issue can't connect to Sentinel one sensor one issues and then they're gonna create that ticket and send it to security.

0:5:56.520 --> 0:5:58.950

Jake Gould

OK, easy.

0:5:59.760 --> 0:6:0.280

Jake Gould

Easy peasy.

0:6:2.30 --> 0:6:3.600

Jake Gould

And so that's done.

0:6:4.950 --> 0:6:6.520

Jake Gould

So is this scaler?

0:6:8.230 --> 0:6:9.210

Jake Gould

I don't know what that is.

0:6:10.750 --> 0:6:22.540

James York

These girls are a little tricky because our AAD join machines have Z scaler already configured, so it's here.

0:6:22.850 --> 0:6:31.340

James York

It's on the computer and to uninstall it, there's actually a location within IT.

0:6:31.350 --> 0:6:31.510

James York

Glue.

0:6:32.570 --> 0:6:33.810

James York

Alrighty, glue for you.

0:6:37.930 --> 0:6:39.780

Jake Gould

Yeah, I'm super geeked about having access.

0:6:39.790 --> 0:6:41.590

Jake Gould

I have to I haven't messed with the ex.

0:6:41.600 --> 0:6:48.270

Jake Gould

I'm not on Prem and I'm not using my domain device, but uh, I'm pretty jazzed.

0:6:53.830 --> 0:6:54.150

James York

Yeah.

0:6:49.140 --> 0:6:55.770

Jake Gould

I hate I come from like helpdesk where you have local admin to everything to this being a user is really tough man.

0:6:55.820 --> 0:6:57.330

Jake Gould

That's probably the toughest change for me.

0:6:59.470 --> 0:7:0.210

Jake Gould

Like I can't.

0:7:0.220 --> 0:7:4.840

Jake Gould

I can't even do it is, so I use my own machine cause at least I can install stuff if I want to.

0:7:5.80 --> 0:7:5.340

James York

Yeah.

0:7:8.870 --> 0:7:19.740

James York

So I know you asked me, Zscaler how to us, but I'm just gonna go to the the Z scaler to uninstall it.

0:7:20.450 --> 0:7:22.390

James York

So have connector.

0:7:26.120 --> 0:7:27.210

James York

The VMS.

0:7:32.630 --> 0:7:33.20

James York

Yeah.

0:7:33.30 --> 0:7:37.100

James York

So this is to disable or uninstall these killer.

0:7:40.980 --> 0:7:41.320

Jake Gould

OK.

0:7:37.300 --> 0:8:18.150

James York

This is actually the location here, and IT glue in order to use to disable it because it comes with all AAD join machines as a umm, as a a package install because it has certain configurations, so we don't go in and install these scaler, but if we need to we can uninstall or disable it and then if we need to reinstall it we can go to the toolbox software, Zscaler and then we can use the most recent or the custom MSI.

0:8:21.80 --> 0:8:21.830

Jake Gould

Ohh OK.

0:8:24.430 --> 0:8:25.490

Jake Gould

Sure. So.

0:8:18.260 --> 0:8:29.60

James York

It depends on the the AP, but usually it's just using the the regular installer, but the the custom is configured for certain actual partners.

0:8:29.710 --> 0:8:30.160

Jake Gould

OK.

0:8:30.820 --> 0:8:32.500

Jake Gould

And login in disease scaler.

0:8:32.550 --> 0:8:34.370

Jake Gould

Is there a process that for that?

0:8:35.490 --> 0:8:44.780

James York

Yes, I'm gonna go ahead and open it, and then I'm going to log out and.

0:8:50.680 --> 0:8:51.550

James York

I didn't work.

0:9:6.570 --> 0:9:9.680

Jake Gould

I-1 time had an app that would not take the password.

0:9:9.730 --> 0:9:13.210

Jake Gould

If you control veed, you have to right click pasted it.

0:9:14.280 --> 0:9:15.840

James York

Yeah, I've seen a lot of those before.

0:9:15.530 --> 0:9:16.320

Jake Gould

That's crazy.

0:9:16.910 --> 0:9:17.150

James York

Yeah.

0:9:16.330 --> 0:9:17.160

Jake Gould

Like that's so dumb.

0:9:17.170 --> 0:9:18.400

Jake Gould

Like, how can that be a thing?

0:9:18.410 --> 0:9:20.820

Jake Gould

But it wouldn't take it from the clipboard like that way.

0:9:20.830 --> 0:9:21.600

Jake Gould

You couldn't shortcut.

0:9:21.610 --> 0:9:22.350

Jake Gould

It was weird.

0:9:22.450 --> 0:9:24.170

James York

It's like a whole nother level of security.

0:9:24.90 --> 0:9:25.230

Jake Gould

Yeah, it's like what?

0:9:27.310 --> 0:9:34.820

James York

So when you log into your AD account, Z scaler automatically picks up that acrisure identity and logs you in.

0:9:34.920 --> 0:9:44.580

James York

However, if you get logged out or you need to disconnect, you can simply log in using your redirected Acrisure LLC account.

0:9:44.650 --> 0:9:46.100

James York

That's a part of your browser.

0:9:46.180 --> 0:10:1.740

James York

So since I'm logged into my acrisure LLC account using Edge, which is my default browser, it automatically syncs and then it launches my Z scaler session for me using my extra identity.

0:10:2.210 --> 0:10:3.650

Jake Gould

Ohh sweet yeah.

0:10:2.420 --> 0:10:11.230

James York

So if you haven't logged into your default browser already, it will ask you on the page for your MFA.

0:10:12.10 --> 0:10:16.340

James York

It will ask you to log in with your Accenture identity and then you'll be logged in as well.

0:10:18.950 --> 0:10:19.480

Jake Gould

Some easy.

0:10:20.600 --> 0:10:20.940

James York

Umm.

0:10:22.430 --> 0:10:25.880

Jake Gould

So like Epic, there's a bunch of epic ones.

0:10:27.400 --> 0:10:27.600

James York

Yeah.

0:10:26.160 --> 0:10:32.470

Jake Gould

Epic uninstall, reinstall, login, restarting services and then epic Adobe.

0:10:34.680 --> 0:10:37.90

James York

So let me see if I can get into epic.

0:10:37.220 --> 0:10:41.470

James York

I used to be able to get in, but it may take a while because it has to download.

0:10:41.480 --> 0:10:44.10

James York

It's been a while, so let's go to.

0:10:43.630 --> 0:10:44.660

Jake Gould

Ohh, it has a lecture.

0:10:45.420 --> 0:10:48.250

James York

Yeah, let's go to services real quick.

0:10:48.340 --> 0:11:3.510

James York

And then while this is working and then I'm gonna go to services in my Start menu and this is the restart the the ASI service, I'm gonna run this as administrator, put in my finish at the password.

0:11:15.580 --> 0:11:26.880

James York

And I'm going to maximize this and then these are the services that are run with EPIC.

0:11:27.10 --> 0:11:37.590

James York

So I usually go through and just restart all of these by clicking the restart, right clicking and then going to restart.

0:11:37.690 --> 0:11:39.660

James York

If these services need to be restarted.

0:11:40.0 --> 0:11:43.860

Jake Gould

You don't have to do them in a certain order, it just you can go tap down ohboy it's fine.

0:11:47.640 --> 0:11:47.930

Jake Gould

No.

0:11:48.280 --> 0:11:48.670

Jake Gould

Yeah.

0:11:44.980 --> 0:11:49.330

James York

I don't go in certain order, I just go top down and just restart.

0:11:52.780 --> 0:11:53.30

James York

Umm.

0:11:48.680 --> 0:11:53.430

Jake Gould

So, OK, yeah, some systems make you do it a certain way, but if you don't have to, that's perfect.

0:11:58.0 --> 0:12:1.190

Jake Gould

And then there's like log in and then a C++ package install.

0:12:3.110 --> 0:12:5.470

James York

There I didn't let me go back to that cause.

0:12:10.560 --> 0:12:13.230

James York

Yeah, the C plus visual package install.

0:12:13.240 --> 0:12:14.650

James York

I have no idea what that is.

0:12:14.650 --> 0:12:15.10

Jake Gould

Alright.

0:12:15.490 --> 0:12:19.110

James York

That might be something that the helpdesk does, but I don't.

0:12:15.20 --> 0:12:19.510

Jake Gould

Well, then we if you don't know what it is, yeah, we're gonna.

0:12:19.120 --> 0:12:20.460

James York

I don't think I've done that before.

0:12:24.0 --> 0:12:24.790

Jake Gould

Not worry about it then.

0:12:35.250 --> 0:12:35.830

Jake Gould

Yeah, sure.

0:12:31.370 --> 0:12:36.300

James York

And then I guess we can come back to like maybe log in into EPIC could cause that's on the list, right?

0:12:37.40 --> 0:12:38.90

James York

Cause it's got an update.

0:12:36.750 --> 0:12:39.820

Jake Gould

Yeah, log in and then you can't.

0:12:39.880 --> 0:12:45.470

Jake Gould

Probably is there it so they'll be is like A and add on or something for the app.

0:12:46.690 --> 0:12:47.180

James York

Yeah.

0:12:46.660 --> 0:12:47.210

Jake Gould

Epic Adobe.

0:12:47.190 --> 0:13:1.590

James York

So like it it I think that when you get into, umm, the proposals and the client information within Adobe it has PDF.

0:13:2.430 --> 0:13:2.960

Jake Gould

Ohh OK.

0:13:1.940 --> 0:13:3.470

James York

So one thing.

0:13:3.540 --> 0:13:4.30

James York

Yeah.

0:13:4.40 --> 0:13:13.280

James York

And you know how when you open a new document and you've never chosen a PDF viewer before, it asks you?

0:13:20.510 --> 0:13:20.740

Jake Gould

Sure.

0:13:13.390 --> 0:13:23.260

James York

I can't do it because I don't have any clients, but it'll prompt you for a default PDF reader which should be already Adobe when you go in there.

0:13:22.790 --> 0:13:23.590

Jake Gould

Ohh, OK.

0:13:23.870 --> 0:13:25.520

James York

So sometimes that has to be set.

0:13:27.910 --> 0:13:28.560

Jake Gould

OK.

0:13:28.570 --> 0:13:33.170

Jake Gould

And so, are there ever instances where that staff doesn't have Adobe on their machine?

0:13:34.480 --> 0:13:35.220

James York

Yes, that.

0:13:34.320 --> 0:13:36.670

Jake Gould

Because then it would probably go to their Chrome or something, right?

0:13:36.920 --> 0:13:40.370

James York

Yeah, it goes to like edge or something or to give her like an error.

0:13:40.480 --> 0:13:48.540

James York

So in those cases we have to either download Adobe reader for the user if they don't need anything special, or we have to give them a license.

0:13:53.430 --> 0:13:55.190

James York

Right. Umm.

0:13:44.300 --> 0:13:56.310

Jake Gould

And ohh so this isn't really this is an integrated into EPIC as much as making sure that Adobe is on the machine right as the default PDF viewer.

0:13:56.320 --> 0:13:56.690

Jake Gould

Yeah.

0:13:56.740 --> 0:13:59.740

Jake Gould

OK, that's easy enough.

0:13:59.620 --> 0:13:59.820

James York

So.

0:13:59.750 --> 0:14:0.870

Jake Gould

Those are pretty much generic.

0:14:2.940 --> 0:14:3.230

James York

Yeah.

0:14:0.880 --> 0:14:4.460

Jake Gould

You can do that stuff generically, yeah.

0:14:5.550 --> 0:14:8.120

James York

And so logging into epic.

0:14:8.210 --> 0:14:13.610

James York

So opening applied epic and typing in your acrisure identity.

0:14:19.300 --> 0:14:22.760

James York

It will prompt you again for your identity and password.

0:14:26.740 --> 0:14:30.880

James York

And your MFA, whether you use a code or a prompt.

0:14:47.630 --> 0:14:48.390

Jake Gould

Ohh. Well that's.

0:14:48.400 --> 0:14:49.230

Jake Gould

Yeah, that's fair enough.

0:14:43.840 --> 0:14:50.480

James York

And it's a curve because I don't have access to get it. Yeah.

0:14:49.240 --> 0:14:50.780

Jake Gould

Then I guess the actual installs.

0:14:55.920 --> 0:14:56.410

Jake Gould

Right.

0:14:56.540 --> 0:14:59.370

Jake Gould

Uh, so you don't do anything with Rs.

0:14:59.380 --> 0:15:0.740

Jake Gould

So we'll make that a different color.

0:15:3.810 --> 0:15:4.460

Jake Gould

Adobe.

0:15:5.240 --> 0:15:6.150

Jake Gould

Uh, LastPass.

0:15:8.510 --> 0:15:9.50

Jake Gould

Thank you.

0:15:8.220 --> 0:15:9.410

James York

So we don't.

0:15:9.780 --> 0:15:10.100

James York

Yeah.

0:15:9.60 --> 0:15:12.510

Jake Gould

I think there's, I think there's content on that already, like for less pass.

0:15:15.530 --> 0:15:15.750

Jake Gould

Yeah.

0:15:13.140 --> 0:15:17.370

James York

Yeah, it's some like, hey, bees on it, we don't really deal with LastPass too much.

0:15:17.520 --> 0:15:23.0

James York

I mean, we just do like troubleshooting, umm, you know, makes you sure the user can log in?

0:15:26.280 --> 0:15:26.500

Jake Gould

Yeah.

0:15:23.10 --> 0:15:27.250

James York

I don't even use LastPass myself, so I don't like.

0:15:31.490 --> 0:15:32.360

Jake Gould

Yeah, you can add the.

0:15:28.830 --> 0:15:32.540

James York

I know it's like within the browser, so right here I don't know my master password.

0:15:34.180 --> 0:15:34.940

James York

I forgot it.

0:15:34.340 --> 0:15:36.570

Jake Gould

I think it's it should be a.

0:15:36.920 --> 0:15:38.400

Jake Gould

Ohh your your password isn't.

0:15:40.710 --> 0:15:41.420

James York

Yeah.

0:15:38.440 --> 0:15:41.560

Jake Gould

Ohh you're right, it's sets independently like you have to have a password to it.

0:15:42.200 --> 0:15:42.400

Jake Gould

Yeah.

0:15:42.350 --> 0:15:43.130

James York

Yeah.

0:15:43.440 --> 0:15:43.860

Jake Gould

So yeah.

0:15:45.770 --> 0:15:45.950

Jake Gould

Yeah.

0:15:43.570 --> 0:15:46.260

James York

And I never put in a ticket to like reset it.

0:15:47.40 --> 0:15:49.10

Jake Gould

Uh, So what do you use for password management?

0:15:50.420 --> 0:15:50.990

James York

My hair?

0:15:49.20 --> 0:15:54.380

Jake Gould

Is set to remember him, but we never amnesia.

0:15:51.0 --> 0:15:54.530

James York

Yep, I'm just old school like that.

0:15:54.390 --> 0:15:56.90

Jake Gould

Yeah. Yeah.

0:15:56.330 --> 0:16:1.810

Jake Gould

Well, it's it's the most reliable ways is to remember them, but sometimes you can't.

0:16:1.820 --> 0:16:3.50

Jake Gould

Then you're screwed, you know?

0:16:3.440 --> 0:16:4.140

James York

Yeah, yeah.

0:16:4.40 --> 0:16:6.450

Jake Gould

But as long as you're using them enough, you can remember your passwords.

0:16:7.860 --> 0:16:8.190

James York

Yep.

0:16:8.180 --> 0:16:8.730

Jake Gould

The problem is.

0:16:8.200 --> 0:16:10.560

James York

And the majority of them use in everyday so.

0:16:11.150 --> 0:16:11.590

Jake Gould

Yeah.

0:16:11.690 --> 0:16:13.60

Jake Gould

So you're like, you just your pants.

0:16:13.70 --> 0:16:15.880

Jake Gould

Just do it and then sometimes if you have to write it down, you think about it.

0:16:15.890 --> 0:16:18.960

Jake Gould

Ever think whatever my fingers doing when I type it in?

0:16:18.460 --> 0:16:19.940

James York

It is like.

0:16:19.370 --> 0:16:22.0

Jake Gould

You have to imagine the keyboard in front of you is like, what do I do next?

0:16:22.10 --> 0:16:22.200

Jake Gould

Yeah.

0:16:23.670 --> 0:16:25.870

Jake Gould

So imagine there's like Adobe manager approval.

0:16:31.400 --> 0:16:31.700

James York

Yeah.

0:16:25.880 --> 0:16:32.410

Jake Gould

That's probably just a ticket you have to open a ticket for if someone requesting Adobe like Acrobat, I imagine or something.

0:16:33.130 --> 0:16:38.670

James York

Yeah, so here is the form that we have and I can put this in a link as well.

0:16:39.790 --> 0:16:40.460

James York

Ohm.

0:16:44.640 --> 0:16:54.750

James York

So this is the actual form that we use to submit to Home Office who takes care of the non Federated SSO employee licenses.

0:16:54.920 --> 0:17:2.930

James York

Just what that means is the users who who didn't come through Home Office because when you come through Home Office you automatically get one.

0:17:2.940 --> 0:17:3.490

James York

Yeah.

0:17:1.50 --> 0:17:3.850

Jake Gould

Billing API's, yeah, yeah.

0:17:3.880 --> 0:17:11.50

James York

So it just need their UPN accessory identity and then we need a ticket number and then which product they use.

0:17:11.60 --> 0:17:19.40

James York

The most common is standard on Pro is only used for redacted and then if you need Indesign or other you can indicate that as well.

0:17:19.900 --> 0:17:20.60

Jake Gould

Huh.

0:17:19.50 --> 0:17:21.770

James York

For those other Adobe offerings.

0:17:22.550 --> 0:17:23.30

Jake Gould

OK, cool.

0:17:25.800 --> 0:17:31.200

Jake Gould

So basically they need a ticket first if they're you can't request for self, you have to request through a manager.

0:17:32.440 --> 0:17:35.640

James York

You can, but we just wanna take it to track it.

0:17:35.830 --> 0:17:36.290

Jake Gould

Ohh OK.

0:17:37.720 --> 0:17:39.480

Jake Gould

And then the uninstall. Reinstall.

0:17:39.490 --> 0:17:43.290

Jake Gould

That's probably the same process is going through control panel and then going through the toolbox.

0:17:44.180 --> 0:17:44.380

James York

Yep.

0:17:46.490 --> 0:17:47.460

Jake Gould

And then they have a repair.

0:17:47.470 --> 0:17:49.460

Jake Gould

Do you often repair it, or do you just do the uninstall?

0:17:49.470 --> 0:17:50.330

Jake Gould

Reinstall most the time.

0:17:51.70 --> 0:17:52.60

James York

Umm we have.

0:17:52.70 --> 0:18:4.740

James York

So if we do repair, we just go to control panel again and then go to programs and features and then go to change this time instead of uninstall.

0:18:5.60 --> 0:18:6.950

James York

And then you're gonna go through next.

0:18:7.500 --> 0:18:13.960

James York

You're gonna go through repair and then next, and it's going to go through a repair process for Adobe.

0:18:16.10 --> 0:18:16.860

Jake Gould

Ohh cool. Alright.

0:18:21.610 --> 0:18:24.490

Jake Gould

Uh, so let's see here.

0:18:29.550 --> 0:18:29.830

James York

Yep.

0:18:25.160 --> 0:18:30.710

Jake Gould

And so is that the same process for uninstalling it, reinstalling epic, go through control panel still.

0:18:36.430 --> 0:18:37.230

Jake Gould

AMS 360.

0:18:39.120 --> 0:19:3.90

James York

So AMS 360 is going to be installed here in the toolbox as well, so we'll go to software installers AMS

and then it would be the AMS 360 client installer 11 that there are some AP's that may use 10, but that would be specified.

0:19:3.140 --> 0:19:5.90

James York

Usually it's just the most recent.

0:19:6.60 --> 0:19:22.710

James York

There's also a vertafore package because Ms 360 uses these offshoot products like plugins like Producer Plus and this is another form of AMS which is 18 R two.

0:19:22.880 --> 0:19:27.530

James York

I haven't dealt with any API's, they use it, but they're specific to those partners.

0:19:34.280 --> 0:19:34.680

James York

Umm.

0:19:30.470 --> 0:19:36.130

Jake Gould

Can you go through the process for the just so I can grab the screenshots for the epic uninstall and reinstall?

0:19:37.940 --> 0:19:39.60

James York

What epic. OK.

0:19:41.600 --> 0:19:49.130

James York

So we'll go through control panel and we'll go to programs and features.

0:19:53.940 --> 0:19:54.700

James York

Note epic.

0:19:57.620 --> 0:20:1.630

James York

And install put in the admin password.

0:20:10.180 --> 0:20:10.780

James York

Messed that up.

0:20:19.160 --> 0:20:21.960

James York

And then you're going to install, uninstall the thin client.

0:20:24.330 --> 0:20:30.510

James York

Click yes, it's going to go through and delete all those files.

0:20:33.810 --> 0:20:37.90

Jake Gould

Yeah, teams blocked out that admin prompt.

0:20:38.450 --> 0:20:39.610

Jake Gould

It froze your screen.

0:20:38.350 --> 0:20:39.700

James York

Yeah, I don't know.

0:20:40.550 --> 0:20:46.710

James York

I don't know if we can get that in there without like maybe I can do is try to do like a screen share the screen.

0:20:45.800 --> 0:20:46.950

Jake Gould

Ohh it's not a big deal.

0:20:46.960 --> 0:20:50.510

Jake Gould

It's OK, I can just put the text where like please enter the admin password.

0:20:51.140 --> 0:20:51.420

Jake Gould

I just.

0:20:55.80 --> 0:20:55.500

James York

Yeah.

0:20:51.430 --> 0:20:59.580

Jake Gould

I was interesting, like if it's probably by design that they don't want people seeing how many, at least so many characters are in it, or if you have like a show password.

0:21:3.260 --> 0:21:8.320

James York

And then it's gonna say uninstall complete and epic is removed.

0:21:13.940 --> 0:21:16.310

Jake Gould

Then they reinstall would be through the IT glue toolbox again.

0:21:17.770 --> 0:21:20.520

James York

Yes, now we can go back to that.

0:21:26.300 --> 0:21:43.990

James York

So we go to the toolbox, go back to software installers, agency management systems, Epic VE 61, installer thin client installer VE 61 external click on that.

0:21:46.220 --> 0:21:48.830

James York

It's again prompting for admin privileges.

0:22:4.20 --> 0:22:5.990

James York

And then it's going to download the files.

0:22:6.360 --> 0:22:9.930

James York

It's usually takes about like 5 minutes for it to download everything.

0:22:28.290 --> 0:22:42.30

James York

And then and the enterprise ID ACR IS sorry, ACR IS 03.

0:22:42.130 --> 0:22:44.530

James York

It's gonna be the ID for all of acrisure.

0:22:47.380 --> 0:22:53.460

James York

Click next and then it is going to prompt for to download all the files that are applicable.

0:22:54.460 --> 0:22:55.930

Jake Gould

Yeah, it's not my whole screen.

0:22:55.940 --> 0:22:59.780

Jake Gould

This is blacked it out as soon as you got the admin prompt it like cut off.

0:23:2.230 --> 0:23:3.880

James York

They cut out the AC.

0:23:3.920 --> 0:23:4.410

Jake Gould

It cut out.

0:23:4.420 --> 0:23:5.100

Jake Gould
Yeah, it could out.

0:23:5.110 --> 0:23:5.820

Jake Gould
I don't have any video.

0:23:8.100 --> 0:23:9.0

James York
It's still blacked out.

0:23:9.400 --> 0:23:9.640

Jake Gould
Yeah.

0:23:10.850 --> 0:23:12.720

James York
Dang it, can you?

0:23:12.790 --> 0:23:13.730

James York
You can't see that either.

0:23:14.630 --> 0:23:15.260

Jake Gould
I don't see.

0:23:15.270 --> 0:23:15.610

Jake Gould
Oh, I see.

0:23:15.620 --> 0:23:16.220

Jake Gould
Is black screen.

0:23:16.230 --> 0:23:16.980

Jake Gould
I don't see anything.

0:23:17.70 --> 0:23:19.170

Jake Gould
I don't see any movement, no cursors or nothing.

0:23:20.20 --> 0:23:20.390

James York
OK.

0:23:20.400 --> 0:23:21.570

James York

Hold on one second.

0:23:21.580 --> 0:23:23.400

James York

Let me stop sharing.

0:23:27.940 --> 0:23:28.350

James York

Alright.

0:23:28.360 --> 0:23:28.970

James York

Can you see it now?

0:23:32.470 --> 0:23:32.920

James York

OK.

0:23:32.930 --> 0:23:33.520

James York

Yeah, though.

0:23:29.840 --> 0:23:34.150

Jake Gould

It says I see the updating software window.

0:23:34.260 --> 0:23:34.720

Jake Gould

Yeah.

0:23:34.780 --> 0:23:37.60

Jake Gould

Ohh yeah, I see desktop now, yeah.

0:23:38.670 --> 0:23:39.100

James York

Thank you.

0:23:39.110 --> 0:23:40.180

James York

I wanted you to get that.

0:23:40.190 --> 0:23:47.110

James York

UM, that one in there with the uh with the enterprise ID.

0:23:50.510 --> 0:23:58.380

Jake Gould

I might be able to just because you you talked out the text, so might just be able to put the text in there
ACR ISO 03.

0:23:59.400 --> 0:23:59.680

James York

OK.

0:24:0.500 --> 0:24:1.500

Jake Gould

We'll see if that's good enough.

0:24:6.180 --> 0:24:7.580

Jake Gould

Yeah, we'll have to go with that for now.

0:24:11.210 --> 0:24:11.770

Jake Gould

Uh.

0:24:11.850 --> 0:24:16.530

Jake Gould

And then I think the other thing is, like the ServiceNow tab, there's some stuff in ServiceNow.

0:24:16.540 --> 0:24:17.430

Jake Gould

Hopefully you can help me with.

0:24:18.490 --> 0:24:18.710

James York

Yeah.

0:24:27.100 --> 0:24:27.630

Jake Gould

Already did that.

0:24:37.760 --> 0:24:38.60

Jake Gould

So.

0:24:38.140 --> 0:24:46.930

Jake Gould

So let's see some of the things are navigating the service catalog, locating tickets, copy incident, and then that whole related records section.

0:24:51.280 --> 0:24:53.830

James York

OK, so let's start with catalogs.

0:24:54.810 --> 0:24:55.10

Jake Gould

Yeah.

0:24:53.840 --> 0:24:58.120

James York

First, what exactly would the catalogs are we looking forward just?

0:25:7.180 --> 0:25:7.520

James York

Yeah.

0:24:59.830 --> 0:25:8.440

Jake Gould

This is just navigate navigating to them, so it might just be a simple as yeah, this is the catalog mostly you just go under catalogs, yeah.

0:25:7.530 --> 0:25:14.190

James York

So we're just going to, yeah, we're going to all and all the way down towards the bottom.

0:25:17.740 --> 0:25:22.680

James York

We should have service catalogs and under catalogs.

0:25:22.740 --> 0:25:33.160

James York

Click that and we have IT support services IT security IT, internal services and the rest of these are for the other departments within it.

0:25:33.310 --> 0:25:34.460

James York

But these are the three we use.

0:25:36.180 --> 0:25:38.90

Jake Gould

Alright, cool a locating tickets.

0:25:40.800 --> 0:26:1.980

James York

So locating tickets, we can go to all and then we can navigate up to incidents, been incidents and then we can put in the ticket number, the ticket description or the caller to find the ticket.

0:26:5.460 --> 0:26:7.330

Jake Gould

Awesome copy incident.

0:26:10.360 --> 0:26:12.70

James York

See me go to a ticket.

0:26:18.250 --> 0:26:25.680

James York

If we go to the ticket and then we go to the hamburger menu, we can go to copy incident here.

0:26:28.180 --> 0:26:37.800

James York

And it will actually generate a totally different ticket number, but with the identical ticket information in from the previous ticket.

0:26:38.410 --> 0:26:40.70

James York

Since I don't wanna do that, I'm gonna go back.

0:26:38.730 --> 0:26:42.680

Jake Gould

What's in what scenario would they copy an incident?

0:26:44.950 --> 0:26:45.270

James York

Hmm.

0:26:47.300 --> 0:26:58.250

James York

If there is maybe a issue with a user's computer and two different departments with two different teams have to work on the issue.

0:27:0.20 --> 0:27:21.170

James York

I know with like new hires, there is precedent to copy the incident because you need to keep it in your queue to do a specific task, like maybe configuring the computer and then you need to also escalate it to a different team in order for them to say, create a Webex phone extension.

0:27:24.470 --> 0:27:24.890

Jake Gould

OK.

0:27:21.720 --> 0:27:25.120

James York

So there's a couple different cases where it'll come in handy.

0:27:29.470 --> 0:27:29.810

James York

Umm.

0:27:26.60 --> 0:27:35.820

Jake Gould

Or like a ticket has like 7 different requests and they're handled by 7 different teams instead of like creating 6 new tickets, you can just copy it six times and add a note.

0:27:35.740 --> 0:27:36.320

James York

Exactly.

0:27:36.890 --> 0:27:37.740

Jake Gould

And sent it to the team.

0:27:37.850 --> 0:27:40.770

Jake Gould

OK, related records.

0:27:43.130 --> 0:27:44.390

James York

So the related records.

0:27:43.260 --> 0:27:49.800

Jake Gould

So watchlist, yeah, it's like watchlist identify ticket fields and there's a bunch of other stuff in there.

0:28:17.360 --> 0:28:17.530

Jake Gould

Uh.

0:27:51.320 --> 0:28:18.80

James York

So related records is going to be here and if this ticket had a parent incident like that, it was copied from or it was other incidents that were relating to that ticket, it would be here ohm also the problem if there is a generated problem or major incident those would be associated with the related records also.

0:28:17.530 --> 0:28:19.60

Jake Gould

It was like a parent child relationship.

0:28:20.30 --> 0:28:20.650

James York

Yes.

0:28:20.700 --> 0:28:28.440

James York

So anytime there's a major incident, there's gonna be a parent incident and all of the child's incidences are gonna go under that.

0:28:29.10 --> 0:28:37.800

James York

So it will be in the related records and also if there's a change request and there's the ticket that fail under that change request, it would go here.

0:28:42.60 --> 0:28:42.450

Jake Gould

Right.

0:28:42.500 --> 0:28:43.520

Jake Gould

Uh watch list.

0:28:51.750 --> 0:28:52.500

James York

Excuse me?

0:28:52.810 --> 0:28:55.320

James York

The watch list is going to be right here.

0:28:55.570 --> 0:29:2.120

James York

You can add yourself to the watchlist or an incident and the work notes list for incident.

0:29:2.130 --> 0:29:13.160

James York

So if I wanted to sign myself to this ticket by that's assigned to Zach, I would just click this and then I would save and then I can add myself to the watchlist.

0:29:13.450 --> 0:29:34.540

James York

If I wanted to unlock the watch list and remove myself, I can do that or I can actually add a another individual, say if I was not on this ticket, I can add myself or someone else, but my email address in there and then lock it and then save it.

0:29:35.570 --> 0:29:36.960

Jake Gould

So that's the basically alert.

0:29:40.260 --> 0:29:40.490

James York

It.

0:29:36.970 --> 0:29:46.430

Jake Gould

Someone who's not the requester like to add people who were probably invested in the ticket but aren't actually the requester of the ticket.

0:29:47.260 --> 0:29:47.540

James York

Yep.

0:29:48.320 --> 0:29:57.440

Jake Gould

OK, so like if I wanted to see see someone's supervisor or let someone else know that this is going on even though it's they're not assigned the ticket, they can still have visibility into it.

0:29:58.170 --> 0:29:59.90

James York

Yeah, exactly.

0:29:59.880 --> 0:30:3.810

Jake Gould

Alright, uh, I think identifying ticket fields.

0:30:3.820 --> 0:30:4.720

Jake Gould

Think you've already kind of.

0:30:4.730 --> 0:30:5.640

Jake Gould

Ohh attaching files.

0:30:7.350 --> 0:30:11.470

James York

So attaching files is going to be up here in the top right hand corner.

0:30:11.740 --> 0:30:19.600

James York

If you go to manage attachments, you can click on that and then you can choose a file and then you could open that from here.

0:30:19.680 --> 0:30:19.800

James York

Yeah.

0:30:21.350 --> 0:30:24.890

James York

So I want to get this one and then.

0:30:25.20 --> 0:30:26.790

Jake Gould

Is that where you detach like screenshots?

0:30:26.800 --> 0:30:28.790

Jake Gould

Because you can't just paste them into the field.

0:30:28.800 --> 0:30:31.200

Jake Gould

The body or can you paste them into the body of the notes?

0:30:35.680 --> 0:30:36.350

Jake Gould

OK.

0:30:32.60 --> 0:30:38.180

James York

Yeah, I've never been able to pay some into the body of the notes, so this was where this is where you would attach them.

0:30:36.780 --> 0:30:39.50

Jake Gould

Ohk that's really attached screenshots that you wanted, OK.

0:30:39.450 --> 0:30:40.150

James York

Yep.

0:30:40.230 --> 0:30:42.290

James York

So I'm gonna go ahead and remove that.

0:30:42.570 --> 0:30:47.910

James York

So it has no bearing for this and update.

0:30:51.500 --> 0:30:52.870

Jake Gould

Who's touching my ticket? Yeah.

0:30:48.20 --> 0:30:53.890

James York

He's probably wondering why my even messing with this at all exactly.

0:31:0.480 --> 0:31:2.220

Jake Gould

VIP color coding.

0:31:4.220 --> 0:31:6.580

James York

So let me see if I can find a VIP ticket.

0:31:9.270 --> 0:31:13.970

Jake Gould

That looks like it sounds like these are like hot tickets because of the person's, uh, VIP.

0:31:14.930 --> 0:31:18.650

James York

Yeah, we'll see caller Benjamin.

0:31:20.740 --> 0:31:22.460

James York

So this is 1 right here.

0:31:22.820 --> 0:31:28.220

James York

Umm, so Benjamin godbold.

0:31:28.370 --> 0:31:30.420

James York

He is from advantage title.

0:31:30.430 --> 0:31:35.320

James York

So this is one example here of a VIP agency.

0:31:35.570 --> 0:31:39.210

James York

It comes in and shows in red, so these are to be prioritized.

0:31:39.220 --> 0:31:42.180

James York

That's high urgency advantage.

0:31:42.190 --> 0:31:48.160

James York

Title is one of those agencies and elevated title is one of those agencies.

0:31:49.380 --> 0:31:50.230

James York

And if I go back?

0:31:50.580 --> 0:31:52.980

James York

Uh, let me see if I can find another caller.

0:31:53.950 --> 0:32:14.120

James York

Uh Barb Wilson is a VIP, so if you see in this little section right here, she has VIP by her name and her caller tag is actually in red, indicating she's VIP.

0:32:14.430 --> 0:32:18.580

James York

So Barb is one of the higher ups at Haggard Associates.

0:32:19.910 --> 0:32:22.420

James York

So we'd like to prioritize these tickets as well.

0:32:22.100 --> 0:32:22.980

Jake Gould

Ohh OK.

0:32:35.580 --> 0:32:36.180

James York

Pick it feels.

0:32:27.460 --> 0:32:36.390

Jake Gould

They have a one in here identifying ticket fields, but that seems like and a generic like they're they're the fields they have.

0:32:36.620 --> 0:32:39.160

Jake Gould

Yeah, ticket fields like, they're they're already labeled so.

0:32:40.60 --> 0:32:40.500

James York

Yeah.

0:32:40.510 --> 0:32:49.560

James York

I mean, if you're creating like a new ticket, you would have to like kind of put in the fields.

0:32:50.660 --> 0:32:52.250

James York

So it comes just like this.

0:32:50.910 --> 0:32:54.610

Jake Gould

I think I think we already had some content that kind of talks about what to put where.

0:32:55.760 --> 0:32:56.130

James York

Yeah.

0:32:55.780 --> 0:33:00.970

Jake Gould

Yes, I don't think we need to do that one then converting a request.

0:33:4.10 --> 0:33:5.250

James York

Wait one second.

0:33:15.610 --> 0:33:19.620

James York

So if we have a ticket, let me see if I have any.

0:33:19.890 --> 0:33:20.560

James York

Yeah.

0:33:21.190 --> 0:33:33.260

James York

So we have this ticket here, which is already been resolved, but we can go to the top left hand corner hamburger menu and then we can create a request from that item.

0:33:33.590 --> 0:33:37.340

James York

Say if this user needed a laptop, go here.

0:33:37.350 --> 0:33:50.610

James York

IT support services, hardware procurement, procurement, new computer and then we will put the additional details from the ticket and then we would use order now.

0:33:51.0 --> 0:34:2.870

James York

So then this request would come from that user give the shipping address where she's correlated and then it would actually have a a readout of the city.

0:34:9.200 --> 0:34:9.680

Jake Gould

OK.

0:34:3.330 --> 0:34:11.830

James York

So if you needed to go back to that ticket because it gets cancelled, should I go through the entire process or just?

0:34:10.710 --> 0:34:16.580

Jake Gould

That's basically no, that's I think we actually covered this a little bit in another one where you convert a ticket into a purchase.

0:34:18.780 --> 0:34:20.630

Jake Gould

Yeah, I think that's that's angry good there.

0:34:20.640 --> 0:34:25.830

Jake Gould

So I think we have other content that kind of goes into the details password policy.

0:34:27.940 --> 0:34:39.330

James York

So we don't have anything that's like actually stating the password policy, but let me see if we have like a KB cause I've actually curity for that like before.

0:34:39.380 --> 0:34:42.550

James York

Like, hey, you know, what's our password policy?

0:34:42.850 --> 0:34:49.730

James York

Because I know it's like it went from like 15 characters to 12 characters, uppercase, lowercase.

0:34:49.740 --> 0:34:55.780

James York

But now I don't know if we have anything that says like that defines the password policy.

0:34:57.60 --> 0:35:4.380

Jake Gould

Yeah, we have to reach out to like maybe Brandon or or Ron would know.

0:35:5.430 --> 0:35:5.610

James York

Yeah.

0:35:7.650 --> 0:35:10.270

Jake Gould

Because mostly just keep doing it until it works.

0:35:10.990 --> 0:35:12.120

James York

Yeah, yeah.

0:35:12.90 --> 0:35:15.440

Jake Gould

That's not really a policy. Alright?

0:35:15.450 --> 0:35:17.50

Jake Gould

Yeah, because at least she should be able to tell cause.

0:35:20.950 --> 0:35:21.340

James York

Umm.

0:35:17.60 --> 0:35:24.0

Jake Gould

Sometimes you get frustrated because their passwords aren't acceptable, and if you can't actually tell them what the requirements are, that's even more frustrating.

0:35:24.850 --> 0:35:25.210

James York

Yep.

0:35:26.320 --> 0:35:29.450

Jake Gould

But yeah, try keep you keep doing until it works isn't really unanswered.

0:35:29.600 --> 0:35:32.560

Jake Gould

Alright, how to build list filters?

0:35:34.730 --> 0:35:35.960

Jake Gould

And save them as favorites.

0:35:37.500 --> 0:35:40.730

James York

List filters what is?

0:35:41.90 --> 0:35:41.520

Jake Gould

I don't know.

0:35:41.540 --> 0:35:42.310

James York

What would that be for?

0:35:41.530 --> 0:35:45.680

Jake Gould

I saw it says how to build list filters if you don't know what it is I'm gonna get.

0:35:45.690 --> 0:35:46.380

Jake Gould

I'm gonna delete it.

0:35:47.170 --> 0:35:48.640

James York

Yeah, I'm not sure what that is.

0:35:49.300 --> 0:35:49.750

Jake Gould

OK.

0:35:50.80 --> 0:35:53.650

Jake Gould

And then of course, if you don't know a little filters are we can't build and make them as favorites.

0:35:53.900 --> 0:35:57.50

Jake Gould

So what's the warm hand off process for high and critical priority tickets?

0:35:58.620 --> 0:36:5.240

James York

So that I don't know if we're gonna be able to walk through it, but I can explain it so.

0:36:3.30 --> 0:36:9.750

Jake Gould

Yeah, just explain it and then I'll have like a text only cause it's like, it's not like you can everyone's kind of special.

0:36:9.800 --> 0:36:10.510

Jake Gould

It's like a snowflake.

0:36:11.820 --> 0:36:12.290

James York

Yeah.

0:36:12.300 --> 0:36:14.350

James York

So we have more.

0:36:14.360 --> 0:36:15.970

James York

It should be a hot handoff.

0:36:16.520 --> 0:36:17.670

James York

There's two handoffs.

0:36:17.680 --> 0:36:20.870

James York

There's a warm handoff, and then there's a hot handoff.

0:36:20.920 --> 0:36:25.390

James York

Say for instance, the helpdesk was assisted with this ticket.

0:36:25.640 --> 0:36:28.350

James York

They got a call in for the help desk line.

0:36:28.360 --> 0:36:37.530

James York

There were assisting with the ticket and they found out that it was an urgent matter and they needed this matter to be resolved ASAP.

0:36:37.600 --> 0:36:54.520

James York

They helped us only has about 15 minutes to resolve a matter before they have to escalate it, so we have a chat within teams called hot handoff and the on call individual for that week is put into that chat as well as the secondary.

0:36:55.280 --> 0:36:57.210

James York

It was just the backup for the on call.

0:36:57.220 --> 0:36:59.670

James York

Who was gonna be the on call for the next week?

0:36:59.820 --> 0:37:7.610

James York

So those two are in the chat and they are responsible for those incoming hot handoff from the help desk.

0:37:7.690 --> 0:37:17.450

James York

So the helpdesk lead, which is Luke Davy, he usually coordinates with us in our support and let us know we have a hot handoff coming.

0:37:17.510 --> 0:37:25.490

James York

Can someone feel this and then the help desk technician puts the ticket number in the chat?

0:37:25.730 --> 0:37:29.240

James York

Let us know brief you know amount of information you need back story.

0:37:29.550 --> 0:37:30.580

James York

That's users down.

0:37:30.590 --> 0:37:44.120

James York

They need help and then they transfer the call over to whoever is available between the primary and secondary on call technician from level Tier 1.5.

0:37:44.910 --> 0:37:48.140

Jake Gould

So that's uh, doesn't matter if it's business hours or not.

0:37:48.150 --> 0:37:49.930

Jake Gould

That's the process of 24/7.

0:37:51.20 --> 0:37:55.70

James York

Well, that is only with within business hours.

0:37:57.230 --> 0:38:1.970

Jake Gould

OK, so they wouldn't even be involved if it was off hours, so it wouldn't ever.

0:38:2.120 --> 0:38:3.80

Jake Gould

It would never go to them.

0:37:55.120 --> 0:38:3.230

James York

The Help desk works from I believe 6 Eastern 6:00 AM Eastern to yeah, they wouldn't be involved.

0:38:11.660 --> 0:38:11.950

Jake Gould

OK.

0:38:4.50 --> 0:38:12.10

James York

So if there's any type of urgent matters after hours, that would go directly to whoever's on call for that week.

0:38:12.830 --> 0:38:13.140

Jake Gould

All right.

0:38:13.940 --> 0:38:23.490

Jake Gould

And so it does require that the helpdesk lead initiates, because otherwise there's no way to know what's been vetted or not correct, OK.

0:38:22.510 --> 0:38:34.630

James York

That and then the warm handoff would just be the individual would have signed that ticket to the primary secondary without actually transferring the phone call.

0:38:36.90 --> 0:38:39.50

Jake Gould

Do they notify them any other way other than sending them the ticket?

0:38:47.10 --> 0:38:48.110

Jake Gould

That's a live caller, yeah.

0:38:40.200 --> 0:38:51.440

James York

Yes, they would still notify them within the hot handoff chat, but it wouldn't be a hot handoff because they're not giving them the yeah, the live caller, they're just giving them the ticket for them.

0:38:51.450 --> 0:38:51.900

James York

The call.

0:38:52.100 --> 0:38:52.590

Jake Gould

Alright.

0:38:53.20 --> 0:38:53.370

Jake Gould

Yeah.

0:38:53.380 --> 0:38:56.50

Jake Gould

So they're just notified that there is a ticket in your queue.

0:38:56.360 --> 0:38:59.690

Jake Gould

So the urgency for the hot handoff is the the caller never disconnects.

0:39:0.600 --> 0:39:2.540

Jake Gould

They're simply handed off in real time.

0:39:0.890 --> 0:39:3.680

James York

Right, yeah.

0:39:2.860 --> 0:39:5.220

Jake Gould

OK, alright.

0:39:6.650 --> 0:39:8.590

Jake Gould

Sweet was very helpful.

0:39:9.810 --> 0:39:10.110

James York

Problem.

0:39:8.600 --> 0:39:11.410

Jake Gould

James, I think you've given me enough to go on for sure.

0:39:12.80 --> 0:39:21.180

Jake Gould

So I think I can go with this and then run with it and then I might follow up again with any other questions I have.

0:39:21.490 --> 0:39:24.340

Jake Gould

But basically the process will be similar to the same to this.

0:39:26.790 --> 0:39:27.980

Jake Gould

I don't wanna take all your time.

0:39:28.130 --> 0:39:38.530

Jake Gould

Then I think the Webex one is probably next, so if you go left to right on those tabs, you'll see the like the items that are still outstanding, KB clean.

0:39:38.540 --> 0:39:42.360

Jake Gould

And so the REVO and seller Cisco Jabber, do we even do Jabber anymore?

0:39:42.370 --> 0:39:43.90

Jake Gould

Is that even a thing?

0:39:43.930 --> 0:39:46.800

James York

Not really like we had like 5 agencies left.

0:39:46.850 --> 0:39:48.250

James York

We can just leave that offer there.

0:39:48.980 --> 0:39:52.150

Jake Gould

Yeah, I'm just gonna delete the 1:00 because I didn't think so.

0:39:54.130 --> 0:39:54.340

James York

Yeah.

0:39:52.160 --> 0:39:54.870

Jake Gould

I thought Jabber was gone, so even better.

0:39:55.640 --> 0:39:56.600

Jake Gould

Webex, we did that.

0:39:58.160 --> 0:39:59.360

Jake Gould

What is your attribute 7?

0:40:1.50 --> 0:40:9.410

James York

So like within, UM, Active Directory, let me see if I could pull it up real quick and put my password in.

0:40:27.520 --> 0:40:28.300

James York

That finger in it.

0:40:49.900 --> 0:40:50.220

James York

OK.

0:40:51.30 --> 0:40:53.30

James York

And let me put this over here.

0:40:53.210 --> 0:40:53.990

James York

So you can see it.

0:40:55.180 --> 0:41:4.380

James York

So within Active Directory, if I go to and my name no.

0:41:4.390 --> 0:41:5.720

James York

If it's gonna let me do it.

0:41:12.300 --> 0:41:18.480

James York

Yeah, I need to go to someone who is in their own container.

0:41:22.710 --> 0:41:25.530

James York

So if I go to attribute editor.

0:41:28.250 --> 0:41:29.260

James York

Phil loads.

0:41:29.970 --> 0:41:32.180

James York

There is a attribute 7.

0:41:36.650 --> 0:41:37.410

James York

There's that.

0:41:46.220 --> 0:41:49.250

James York

Attributes 7 here.

0:41:49.640 --> 0:42:22.70

James York

Now this determines the users Webex address and their acrisure identity and a bunch of other stuff I need to ask Trey cause he's like one of the people that knows about this a lot, but this attribute 7 needs to be that this field needs to be filled out in order for them to have like their Webex name to come up for it to be associated with their acrisure identities and a host of other things.

0:42:22.250 --> 0:42:23.880

James York

So this is very important field.

0:42:22.500 --> 0:42:24.720

Jake Gould

OK. Sure.

0:42:28.810 --> 0:42:28.970

James York

Yes.

0:42:24.760 --> 0:42:31.770

Jake Gould

So that's basically all they would ever do is verify that it's populated, and if it's not then they would escalate to that team.

0:42:33.60 --> 0:42:35.170

James York

Yeah, I mean we can populate it.

0:42:40.720 --> 0:42:42.170

Jake Gould

Ohh what needs to be in there?

0:42:35.220 --> 0:42:42.890

James York

You can actually put that that field in which you gotta verify what needs to go there, yeah.

0:42:42.180 --> 0:42:45.370

Jake Gould

OK, so email is the same thing.

0:42:45.380 --> 0:42:49.450

Jake Gould

That's the tab or as under like contacts for verifying email and I just directory.

0:42:50.730 --> 0:43:2.10

James York

So yeah, so email, it's going to be attribute editor, proxy address ohm.

0:43:2.20 --> 0:43:6.460

James York

So this person, obviously they're not here anymore, but let's try this person.

0:43:16.860 --> 0:43:17.10

Jake Gould

Yeah.

0:43:7.730 --> 0:43:20.820

James York

So they're going to go to attribute editor proxy address and that primary SMTP address should be there primary email address.

0:43:19.920 --> 0:43:22.170

Jake Gould

OK, alright.

0:43:21.470 --> 0:43:22.230

James York

Verify that.

0:43:24.90 --> 0:43:25.930

Jake Gould

Umm and confirm MFA.

0:43:28.190 --> 0:43:31.530

Jake Gould

How would you confirm and if they were somebody?

0:43:28.600 --> 0:43:36.670

James York

So it's to confirm MFA, I'm gonna use Beth, for example.

0:43:37.840 --> 0:43:41.550

James York

Go to her profile within AAD.

0:43:41.600 --> 0:44:0.280

James York

So if we go to users, go to type in Beth, and click on Beth's name, and then we go to authentication

method, we can see she has four different authentication methods for her Microsoft Authenticator and her phone number.

0:43:59.680 --> 0:44:4.630

Jake Gould

OK, so as long as you have something in there then it confirms multi factor.

0:44:5.620 --> 0:44:5.840

James York

Yes.

0:44:6.730 --> 0:44:8.630

Jake Gould

Alright, cool.

0:44:9.410 --> 0:44:10.700

Jake Gould

Alright man, I'll let you go.

0:44:10.710 --> 0:44:11.890

Jake Gould

This is so much.

0:44:11.900 --> 0:44:12.700

Jake Gould

Thank you so much.

0:44:12.710 --> 0:44:14.750

Jake Gould

You've saved in my life here with all this stuff.

0:44:14.750 --> 0:44:16.760

James York

No, no problem. No problem.

0:44:16.870 --> 0:44:17.500

James York

Yeah, this was.

0:44:17.390 --> 0:44:20.90

Jake Gould

And then yeah, yeah.

0:44:22.310 --> 0:44:23.0

Jake Gould

Yeah.

0:44:23.50 --> 0:44:23.760

Jake Gould

Yeah, it's.

0:44:17.510 --> 0:44:27.660

James York

This was easier than trying to trying to do it either on my own or ask for each Saeed to do it cause it, I know I probably would have gotten confused and he would have to like, hey, what do we need?

0:44:26.910 --> 0:44:28.900

Jake Gould

Yeah, there's so many different.

0:44:28.910 --> 0:44:30.820

Jake Gould

Like, what do you exactly want?

0:44:30.830 --> 0:44:31.860

Jake Gould

Or is this what you need?

0:44:35.570 --> 0:44:35.830

James York

Yeah.

0:44:31.870 --> 0:44:38.760

Jake Gould

And there's so much back and forth, it's hard to even get any progress, but this is tackling most of those items.

0:44:39.10 --> 0:44:47.770

Jake Gould

And I guess too one thing you could do is actually if you can review some of the content in this JTA and if it doesn't even make sense for you.

0:44:48.440 --> 0:44:48.950

Jake Gould

Umm.

0:44:49.420 --> 0:44:57.600

Jake Gould

Perhaps we can note that and figure out if it really needs to even be in here, because like someone that stuff like the jabber stuff like that, there's no need for jabber training to happen.

0:44:53.320 --> 0:44:59.10

James York

Yeah, right.

0:44:59.60 --> 0:45:4.180

James York

And like I'm looking at this now like renaming Cisco Spark files like.

0:45:4.190 --> 0:45:5.260

James York

I don't know where that came from.

0:45:6.230 --> 0:45:6.470

Jake Gould

Yeah.

0:45:6.660 --> 0:45:10.930

James York

Umm, so we don't, we don't need to train you for that cause we don't.

0:45:11.240 --> 0:45:12.560

James York

I don't even think we do that.

0:45:13.200 --> 0:45:13.560

Jake Gould

Yeah.

0:45:19.770 --> 0:45:19.940

James York

Yeah.

0:45:13.570 --> 0:45:20.590

Jake Gould

So that's The thing is, some of this may have been, uh, viable that one time, but no longer is accurate because things change so quickly.

0:45:21.100 --> 0:45:22.940

Jake Gould

Alright, excellent.

0:45:22.950 --> 0:45:23.640

Jake Gould

Thanks so much, James.

0:45:24.690 --> 0:45:25.540

James York

No problem, Jake.

0:45:25.900 --> 0:45:27.940

Jake Gould

Hey, sure.

0:45:25.550 --> 0:45:28.710

James York

Umm, let me know when you wanna do this again with the the rest of the stuff.

0:45:29.120 --> 0:45:29.810

Jake Gould

Yeah, no problem.

0:45:29.820 --> 0:45:30.210

Jake Gould

Thank you.

0:45:30.400 --> 0:45:31.80

Jake Gould

I'll talk to you later.

0:45:31.890 --> 0:45:32.360

Jake Gould

Alright, bye bye.

0:45:30.900 --> 0:45:32.480

James York

Alright, alright, bye bye.