

# HelpSTAR Training Seminar

*Date of Training*

## AGENDA

- Introductions
- Helpdesk Challenges Review
- HelpSTAR® Graphical User Interface
- Setup and Administration Tab
  - Team and Role Creation
  - Organizational Hierarchy
  - Role Based Access Control
- Working on Service Requests
  - Using the Ribbon
  - Workspace
- Knowledge Management Tab
- HelpSTAR® Home Page
- HelpSTAR® Customization Tab
  - User Defined Fields
  - Project Templates
  - Business Rules
  - Memo Template Designer
  - Active Directory Integration
  - HelpSTAR® System Email Accounts
  - HelpSTAR® Text Messaging
- Purchasing Tab
  - Purchase Requests
  - Purchase Orders
  - Receipt of Assets
- Configuration Management Tab
  - Auto Discovery
  - Asset Management
  - License Compliance
- Data Analysis Tab
  - Dashboards and Charts
  - Queries
  - Reporting

*You will receive a HelpSTAR Training Guide to take back to your office with you.*

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*Date of Training*

Las Vegas, NV


**Room: Location and Phone Number**

**Dress Code:** For the sessions, the dress code is ‘business casual’ attire.


## Daily Schedule:

	Tuesday	Wednesday	Thursday	Friday
9:00 a.m.	Session Begins	Session Begins	Session Begins	Session Begins
9:30 a.m.				
10:00 a.m.				
10:30 a.m.				
11:00 a.m.				
11:30 a.m.				
12:00 p.m.	Lunch Served in the Atrium	Lunch Served in the Atrium	Lunch Served in the Atrium	Lunch Served in the Atrium
12:30 p.m.				
1:00 p.m.				
1:30 p.m.	Session Begins	Session Begins	Session Begins	Session Begins
2:00 p.m.				
2:30 p.m.				
3:00 p.m.				
3:30 p.m.				
4:00 p.m.				
4:30 p.m.	Adjournment	Adjournment	Adjournment	Adjournment

**Tuesday**
**6:30-8:30 p.m.**



Join the HelpSTAR Team at the Envy Lounge for drinks - a great opportunity to meet with us in an informal setting. Details will be provided during training on Tuesday.



*“Help Desk Best Practices - Right out-of-the-box!®”*