


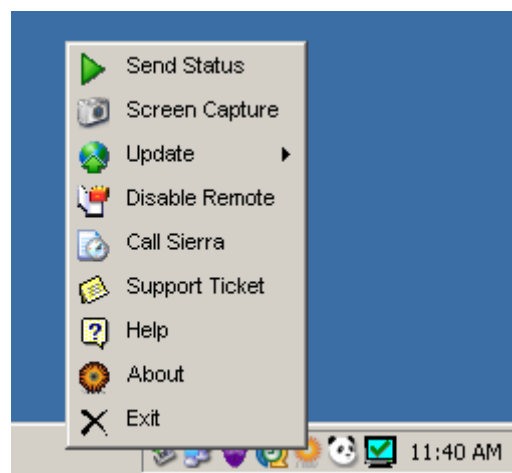


How to use Sierra Monitoring Agent

To help us provide even better and faster quality service to our clients we have installed the Sierra Monitoring Agent on your desktops. ***If you are missing the agent please call us so we can help you install it. It only takes a minute or two.*** This is a new way to deliver instant technical support to you, even if our technicians are not at your site. On your PC, in your taskbar, near the PC time, you will notice a small Sierra icon -  This is an agent that will report back to our servers the status of your PC on a daily basis. It also enables you to instantly communicate with us should you come across an issue.

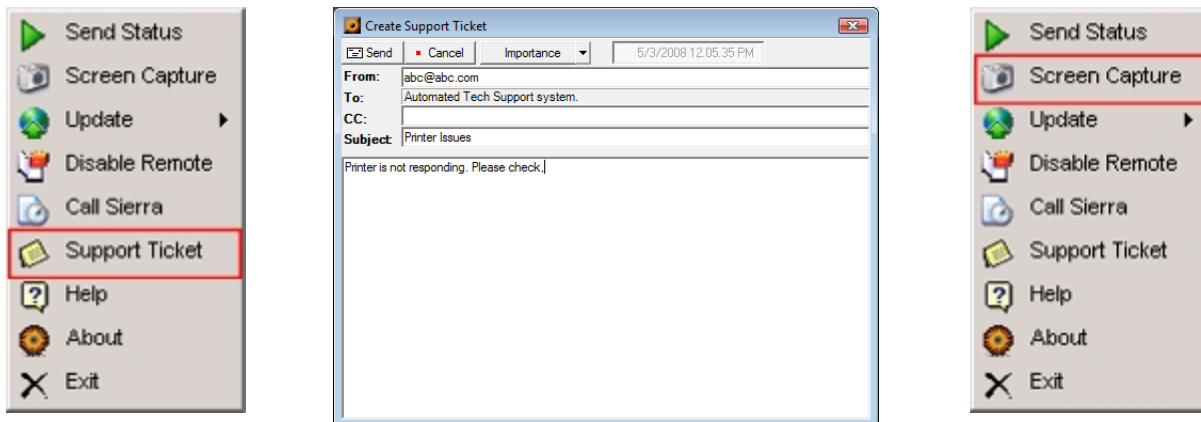


If you right click on Sierra's icon you will see several options. Please note below a sample screenshot.

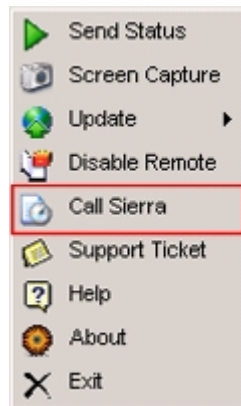




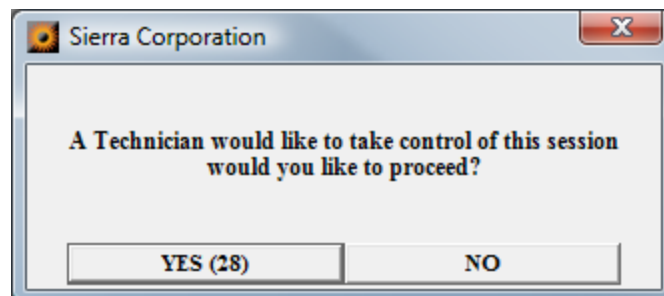
If you need to report an error or issue you can select “Support Ticket” from the menu and then a new screen will popup that allows you to type your e-mail address, subject, and details of the issue. If you want to send us a “Screen Capture” please click it only **once – we will be sent** the latest screenshot.



If you need to call us, you can simply select “Call Sierra” to see our contact telephone numbers to call and speak with one of our support engineers.

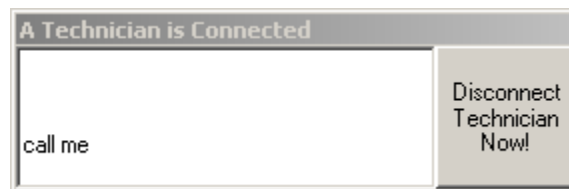


Should we need to connect to your PC to help you with the issues, we will send a command to your PC and you will have the option to accept connection or not.

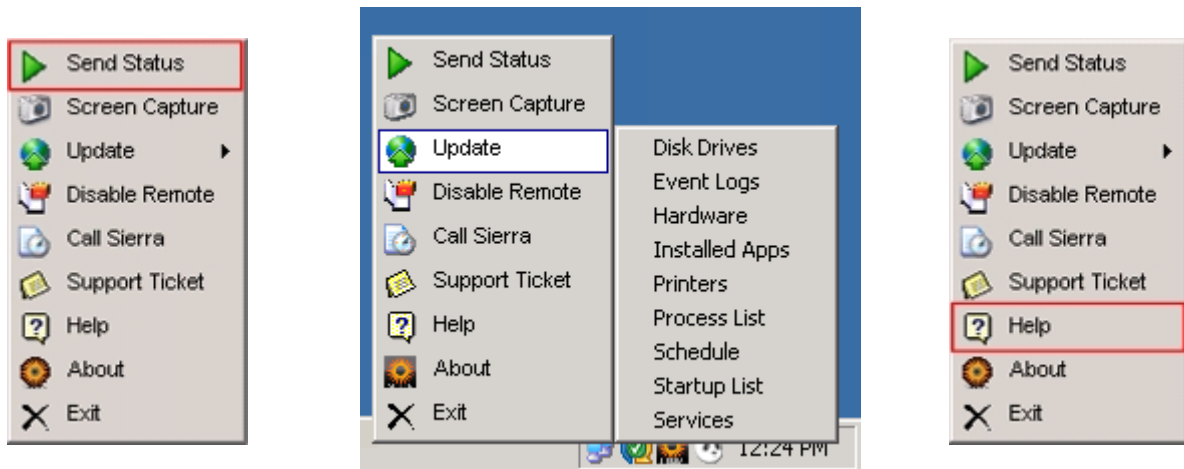




During the connection, you will also see a text box in the lower right-hand corner where you can communicate with our support staff by typing in the blank box or disconnect the connection.



By clicking “Send Status” you will be giving the Technician the current Status of your desktop. Clicking “Update” will take you to another option menu. Clicking on each will give the currently updated status of each option. Clicking on “Help” will send you to Sierra’s help page where if necessary, a team of technicians can connect to your device to resolve an issue should the need arise.



At Sierra we always are looking for better way to serve our clients!