Employee Kaseya Remote Access First Time Logon

[Information for Fond du Lac Personnel when logging into Kaseya Remote Access for the first time]
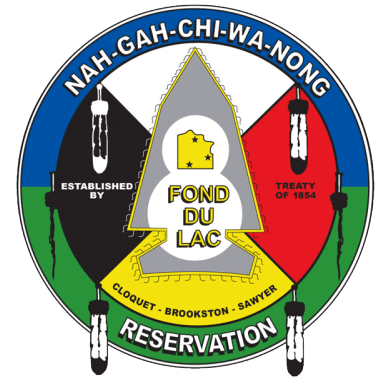
## What is Kaseya Remote Access:

Kaseya Remote Access is the application that is used by the Fond du Lac Reservation IT Division when working remotely to resolve an end user's workstation issues. The same application can be access controlled to allow our end user's to remote into their workstations at work from home or anywhere in the US.

First Time Logon Setup:

When the IT Division sets a user up in AuthAnvil they will receive an email to their @fdlrez.com account. This guide is to help set up getting logged into remote access for the first time.

The end user will receive an email from hello@authanvil.com like the one shown below.

Click on the "Let's Get Started" or the "try this link" if the main link is not working.
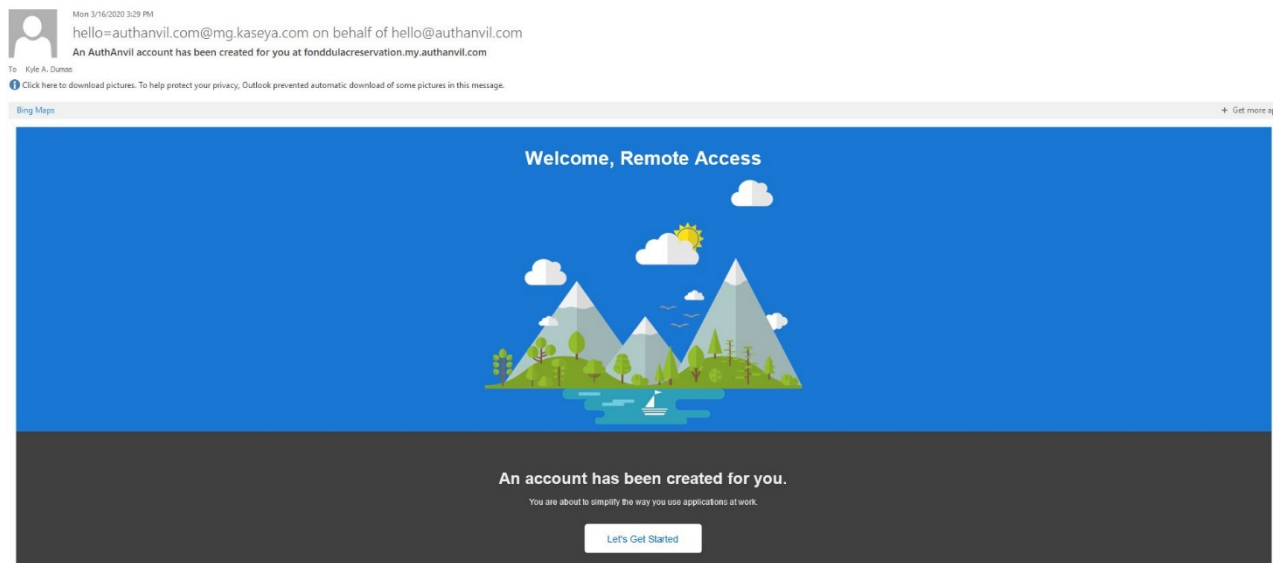
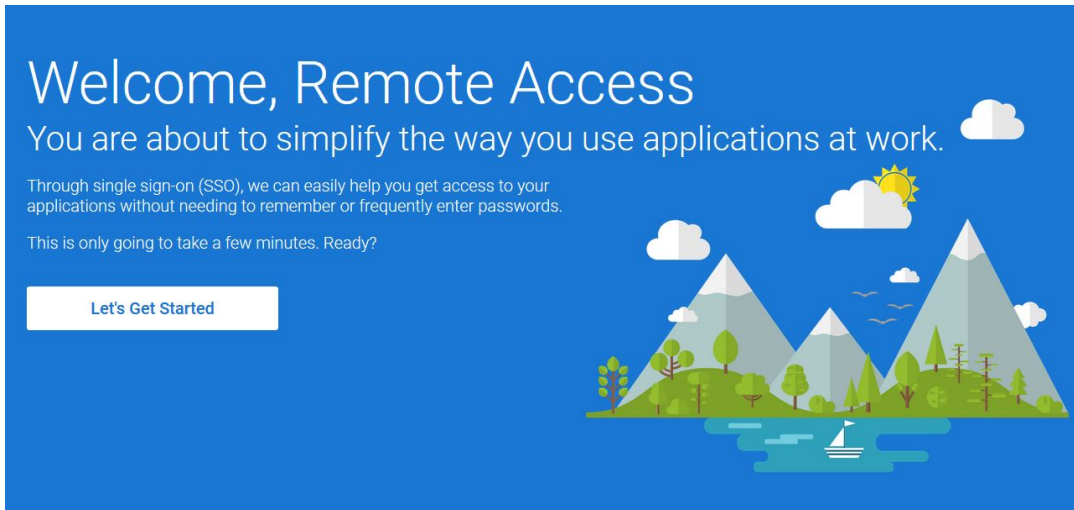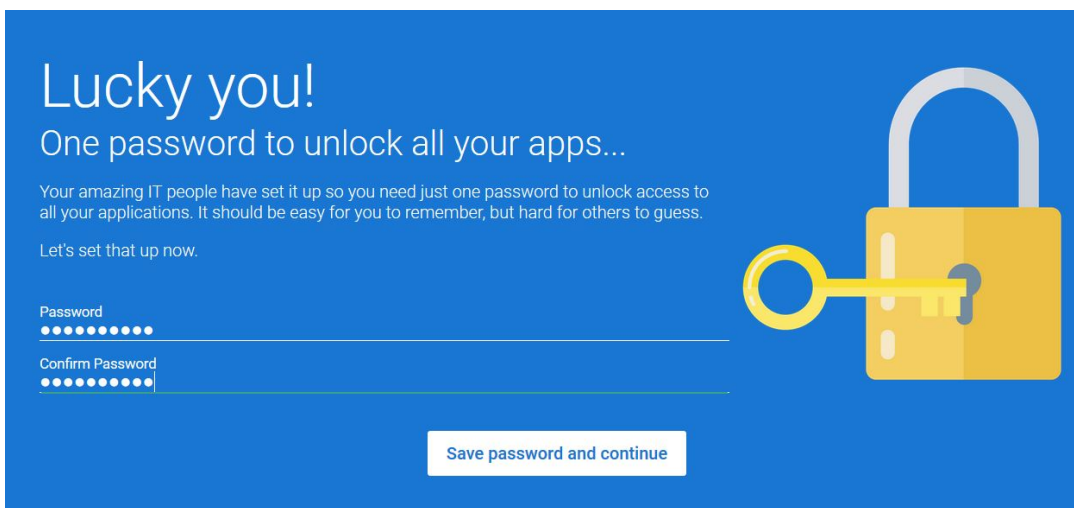Clicking the link will open a new tab and take the user to the "Let's Get Started"

Click the "Let's Get Started" link again.

The end user should set this password and remember it. Do NOT write it on a sticky note placed on the bottom of a keyboard…. We know this happens….

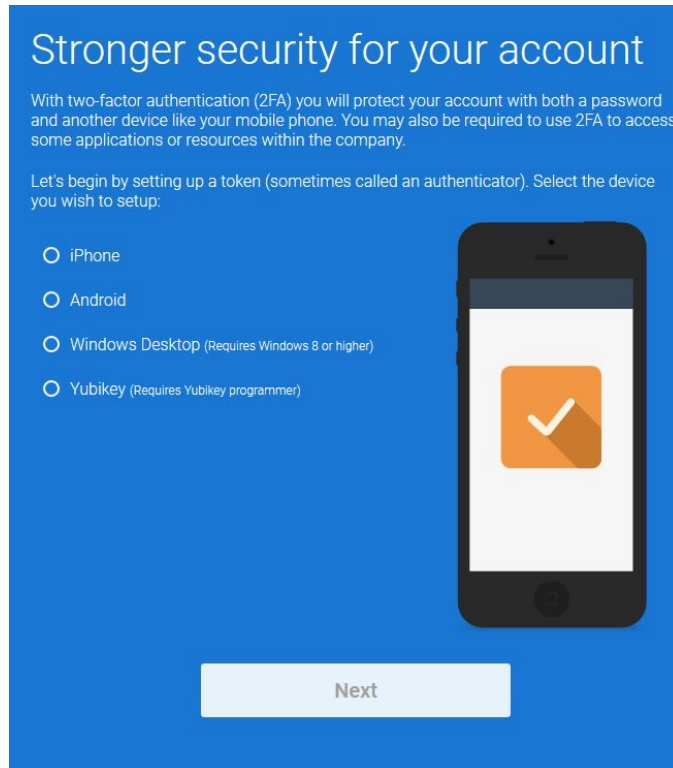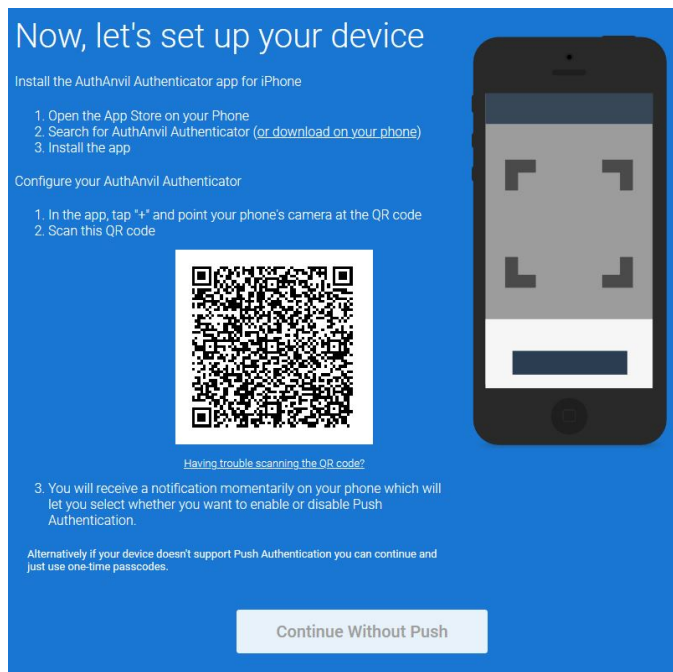# IT Documentation

Select "iPhone" or "Android" depending on the device that will be used for the Authenticator application.

Click "Next"

Follow the instructions on the screen to download the AuthAnvil Authenticator on the designated device.
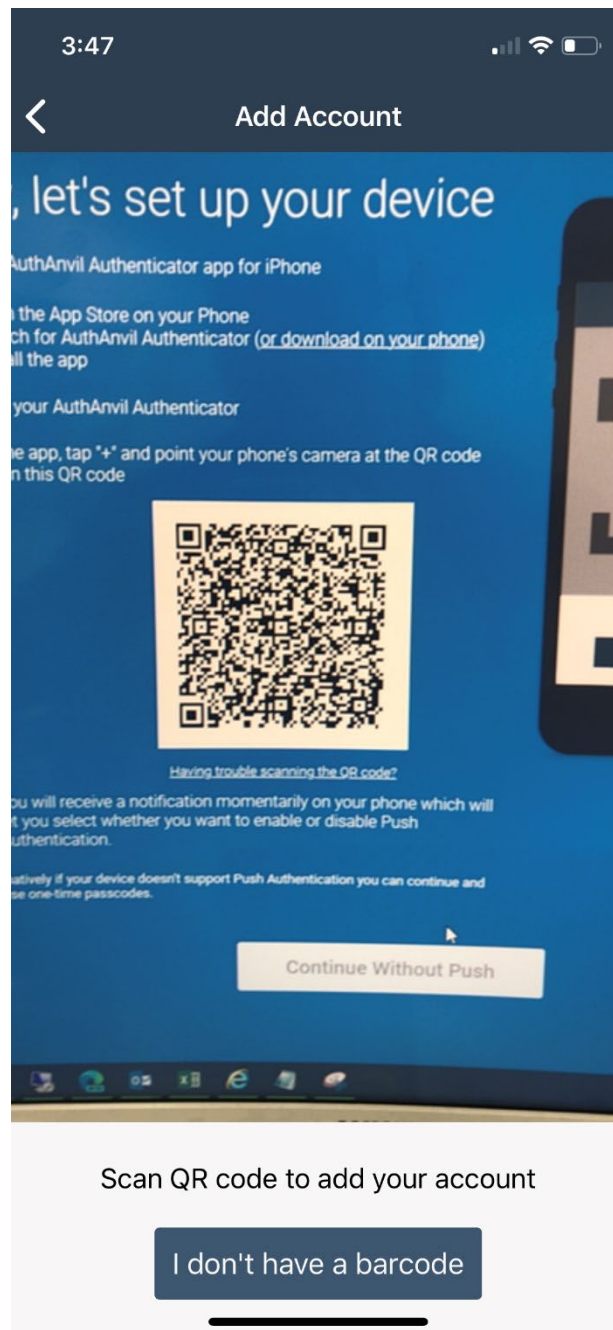
IT Documentation

Open the AuthAnvil Authenticator app once installed.

Select the "+" icon

The app will ask for permission to use the camera to scan the QR code displayed on the computer screen.

Grant the app access to the camera and scan the code on the screen like the image below.
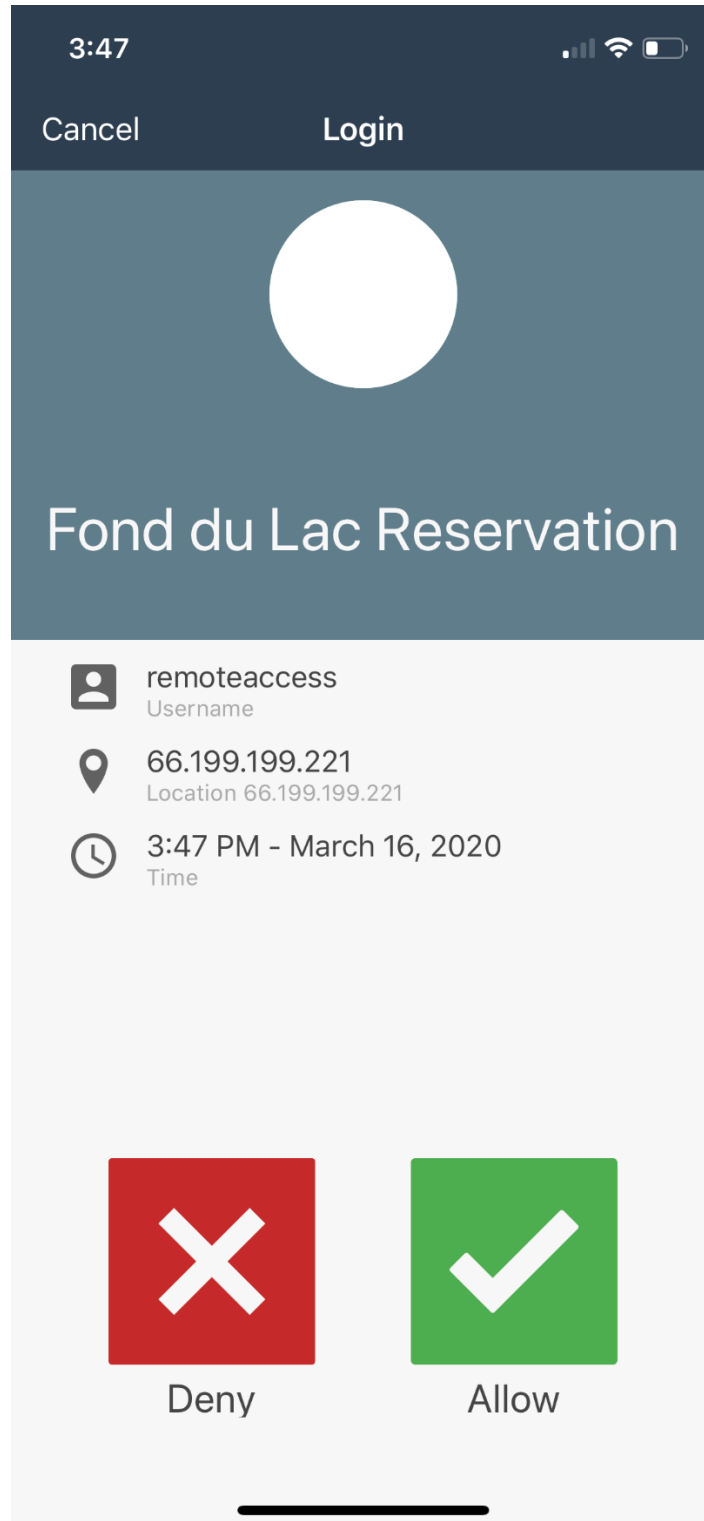
IT Documentation

The AuthAnvil Authenticator app will ask for permission to allow the login attempt.

Tap the "Allow" checkbox

Select "Nice, Let's Move On"

Select "Go to your application portal"

IT Documentation

The Launchpad will be displayed with Kaseya VSA

Select "Kaseya VSA"

This will launch the Kaseya VSA and automatically log the user in
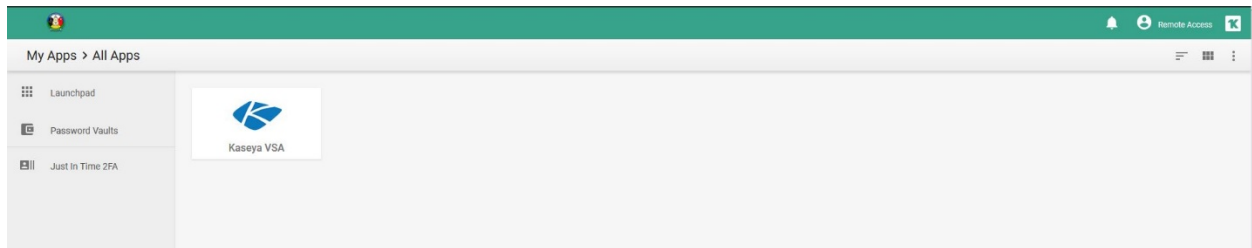
The user will land on the System > Change Logon tab.

Old Password: Password1!

New Password: Choose a password this, it can be the same password set during AuthAnvil setup.

Confirm Password: Retype the chosen password.

Security Question: Set a security question

Security Answer: Set a security answer

Select "Change"

Click "System" on the left hand side to collapse the menu.

Click "Remote Control" then "Desktop Control" then "Control Machine"

Click the circle highlited in the red box to the left of the workstation name. This circle can be Green, Yellow, or Blue depending on the state of the workstation.

If the circle is grey the workstation is offline and will not be able to remote control.

When the box comes up to launch Live Connect click "Download App"

Let the app download and then install the app.

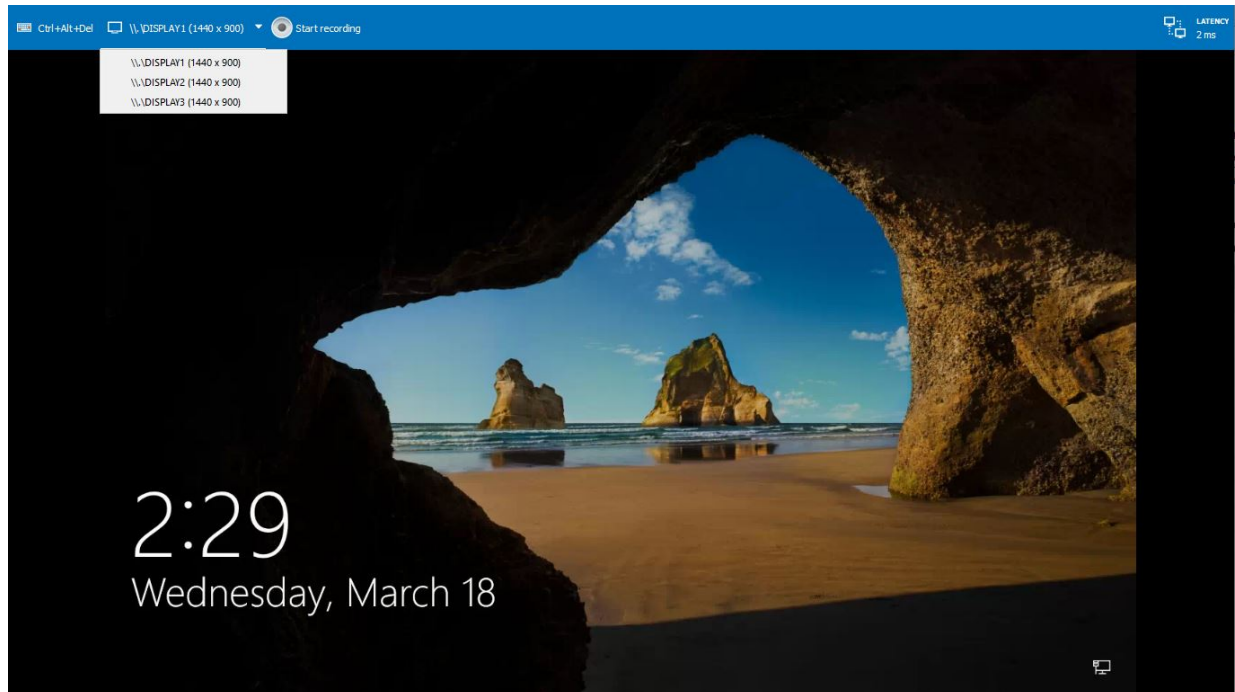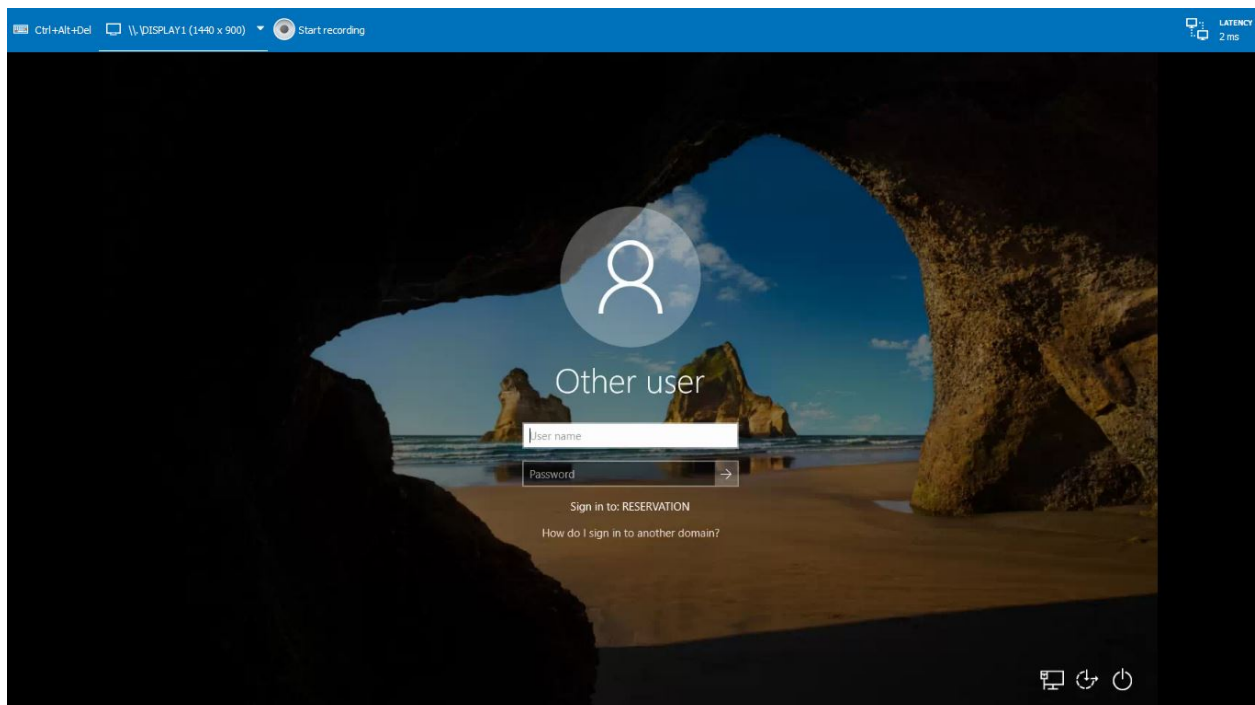Once installed click the circle again and the remote session should start.
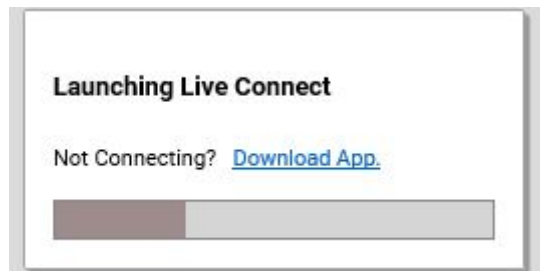
IT Documentation

If the workstation has multiple displays select the display in the top left hand corner until the login page is shown.

Click the "Ctrl+Alt+Del" in the top left hand corner
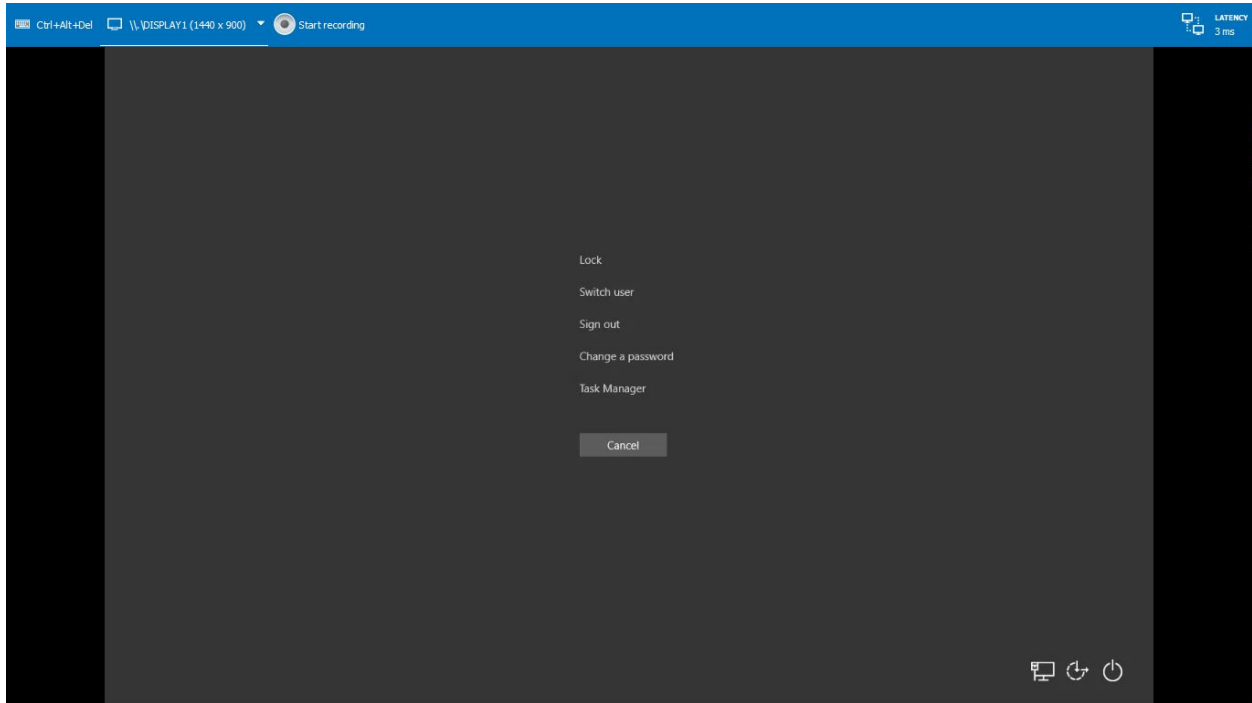
Log in like usual

IT Documentation

When done with the session select the "Ctrl+Alt+Del" again in the top left hand corner.

Choose either "Lock" or "Sign Out"

Log out of Kaseya in the top right hand corner

Log out of AuthAnvil in the top right hand corner