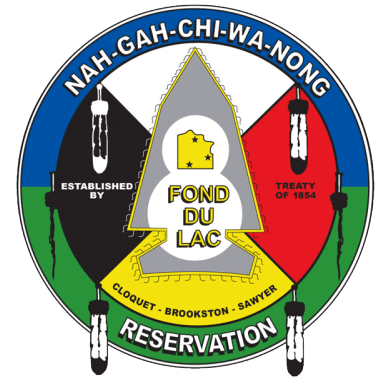


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# Employee Kaseya Remote Access First Time Logon

*[Information for Fond du Lac Personnel when logging into Kaseya Remote Access for the first time]*



### What is Kaseya Remote Access:

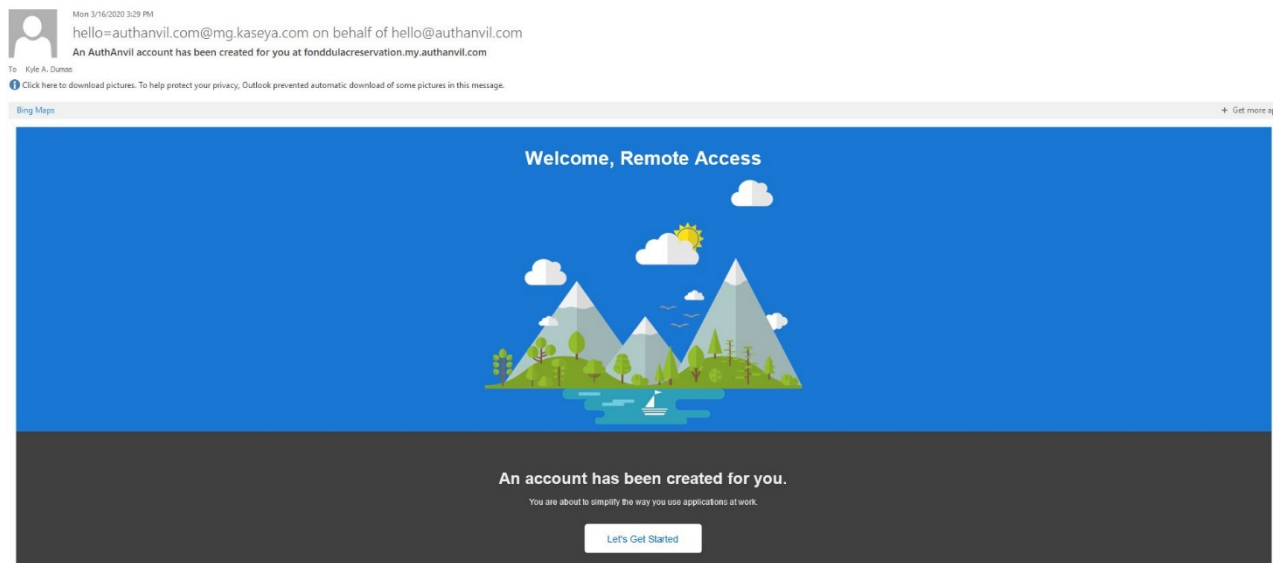
Kaseya Remote Access is the application that is used by the Fond du Lac Reservation IT Division when working remotely to resolve an end user's workstation issues. The same application can be access controlled to allow our end user's to remote into their workstations at work from home or anywhere in the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

### First Time Logon Setup:

When the IT Division sets a user up in AuthAnvil they will receive an email to their [@fdlrez.com](mailto:@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](mailto: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.

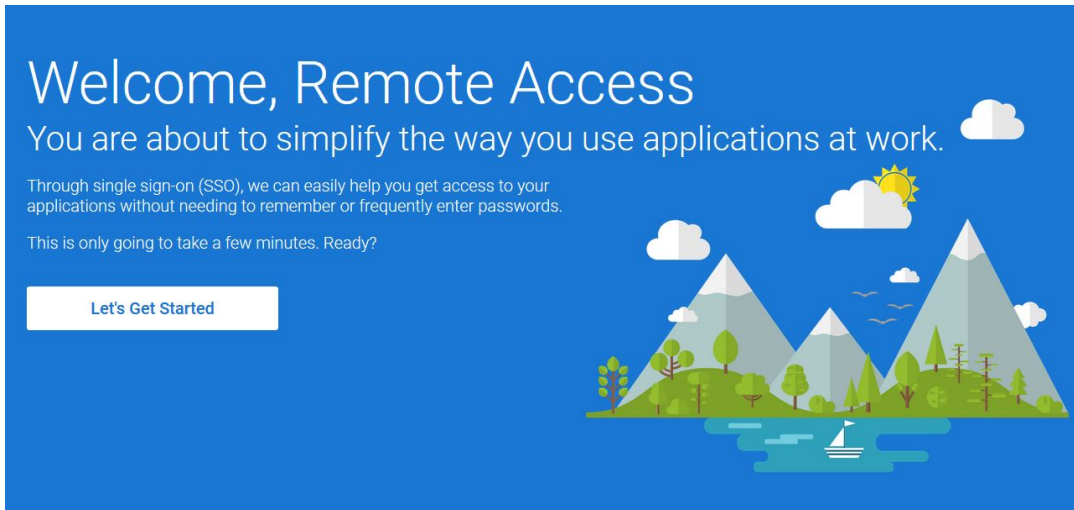


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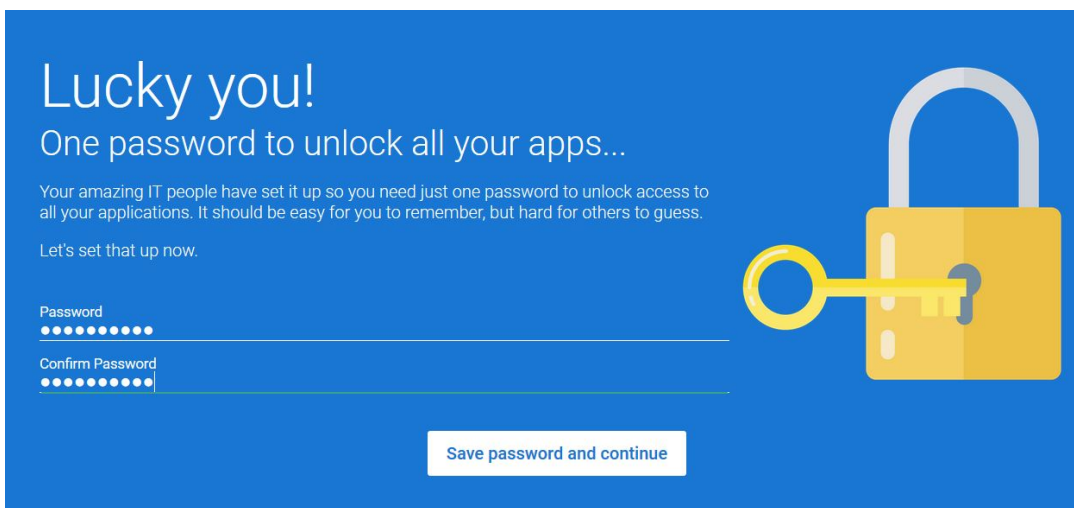
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Clicking the link will open a new tab and take the user to the “Let’s Get Started”

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....

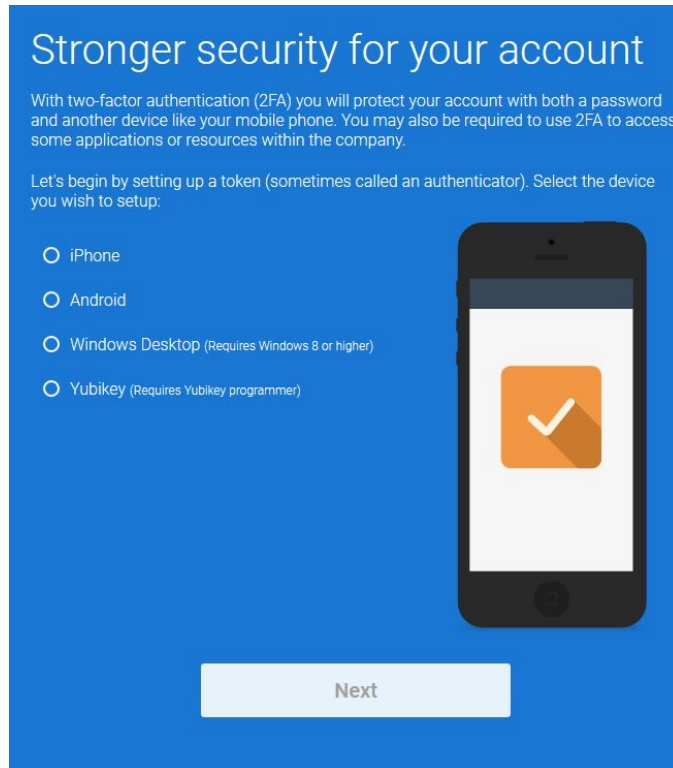


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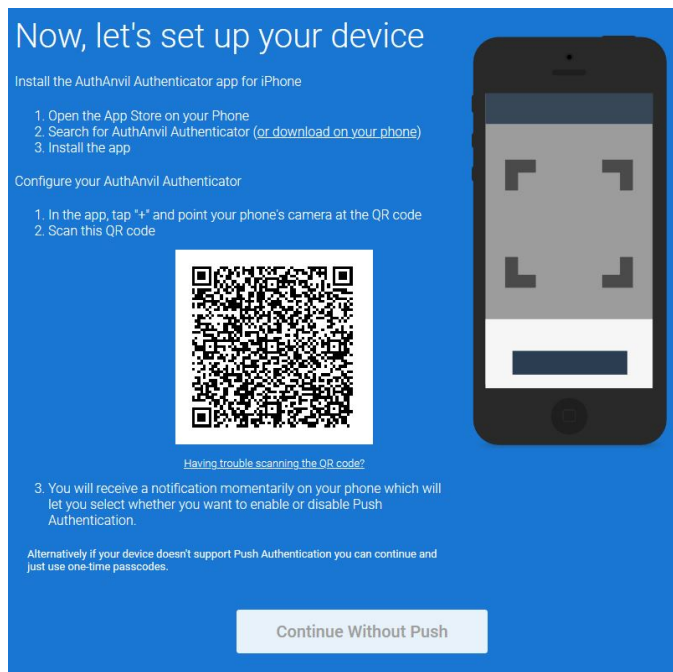
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Select “iPhone” or “Android” depending on the device that will be used for the Authenticator application.

Click “Next”



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



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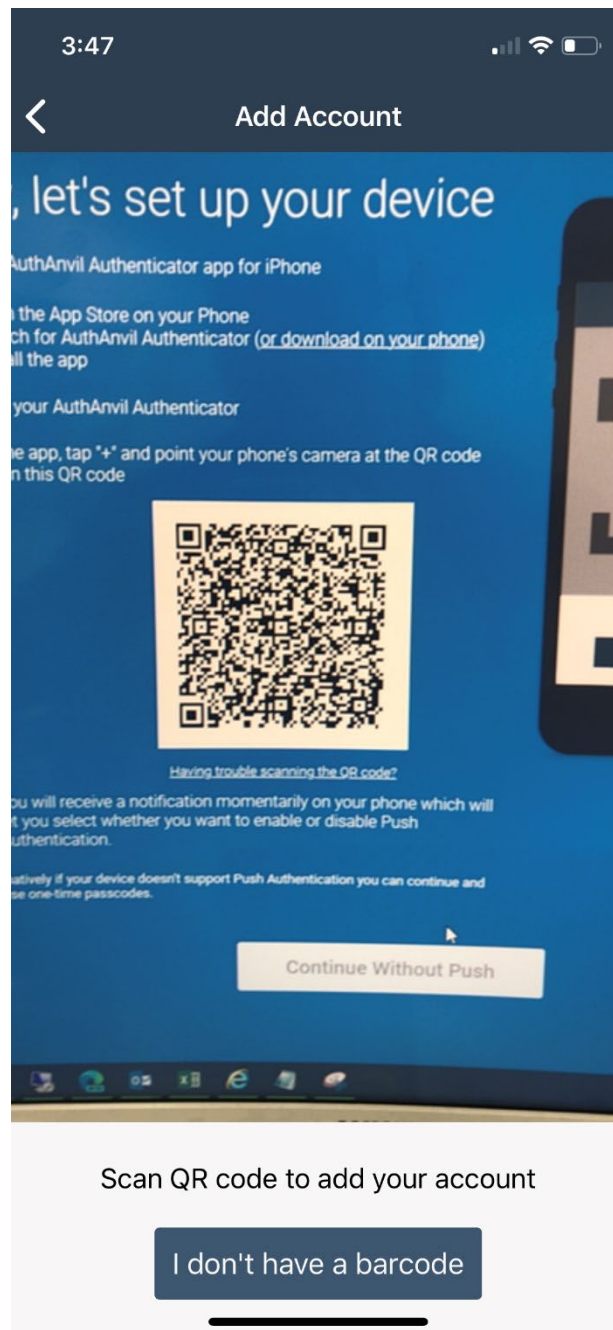
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Open the AuthAnvil Authenticator app once installed.

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.

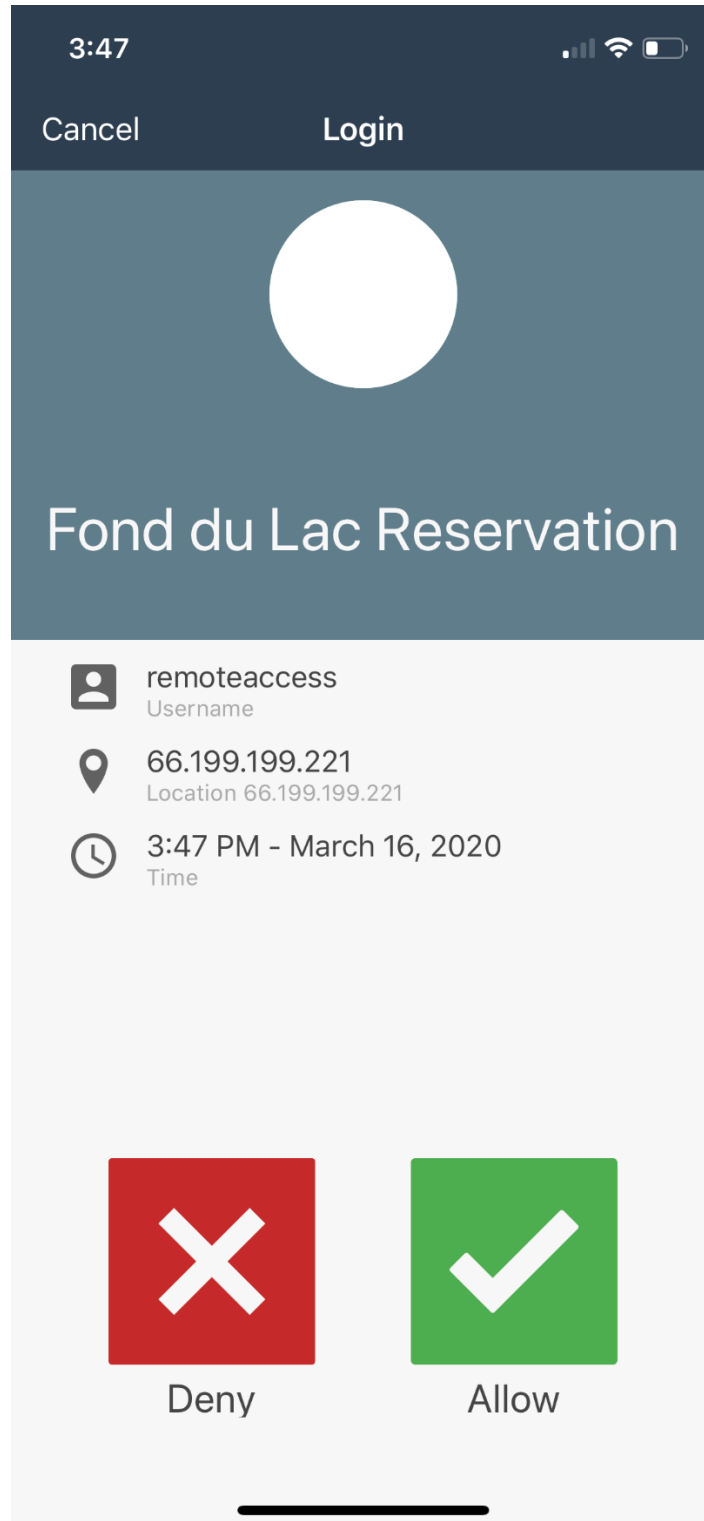


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The AuthAnvil Authenticator app will ask for permission to allow the login attempt.

Tap the “Allow” checkbox



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Select “Nice, Let’s Move On”

# Hey, it really IS you!

...and you've successfully set up 2FA

You may be asked to use 2FA to prove that it's really you the next time you sign in.

You may also need 2FA if your awesome IT people decide they want to enforce 2FA when accessing sensitive applications or resources.



[Nice, Let's Move On](#)


Select “Go to your application portal”

# That's it!

(Told you it wouldn't take long)

From now on when you sign into your application portal you will automatically be able to access all your apps. No need to remember how to get there, or what the password is. We've simplified your experience using single sign-on (SSO).

Pretty neat eh?



[Go to your application portal](#)

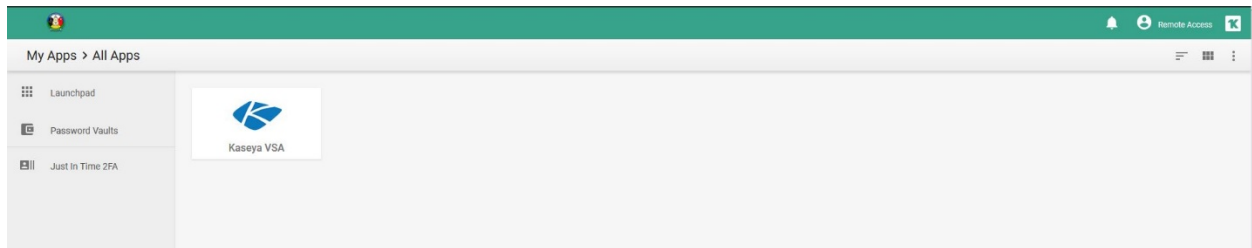
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The Launchpad will be displayed with Kaseya VSA

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”

A screenshot of a web application interface for 'FOND DU LAC MIS Division'. The page title is 'Change Logon'. On the left, there is a sidebar menu with a search bar and several items: 'Audit', 'Remote Control', 'Desktop Control', 'Control Machine', 'System', 'User Settings', 'Preferences', and 'Change Logon'. The 'System' item is selected, and the 'Change Logon' item is highlighted. The main content area contains a form with the following fields: 'Logon Name' (remoteaccess), 'Old Password' (passwords masked with dots), 'New Password' (passwords masked with dots), 'Confirm Password' (passwords masked with dots), 'Security Question' (What is name of your childhood pet?), and 'Security Answer' (Super Secret Answer). There is a 'Suggest' button next to the 'New Password' field and a 'Change' button at the bottom of the form.

Click “System” on the left hand side to collapse the menu.

Click “Remote Control” then “Desktop Control” then “Control Machine”

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Click the circle highlighted 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.

The screenshot shows the Live Connect interface for the Fond du Lac MIS Division. On the left is a navigation menu with 'Remote Control' selected. The main area displays a table of machines. A red box highlights a yellow status icon for the machine 'w-tc-mis-01136.workstati...'. A legend box is open, listing various status icons and their meanings:

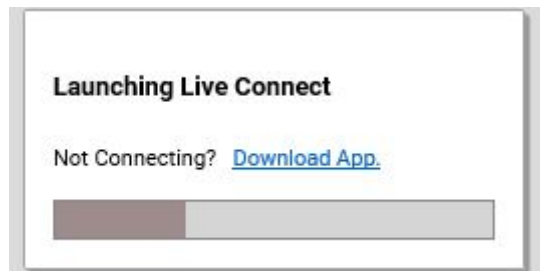
- Online but waiting for first audit to complete
- Agent online
- Agent online and user currently logged in and active
- Agent online, not active but currently logged in
- The Agent is currently offline
- The Agent has never checked in
- Agent is online but remote control has been disabled
- This account has been suspended

Below the legend is a checkbox for 'Enable verbose relay'.

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.

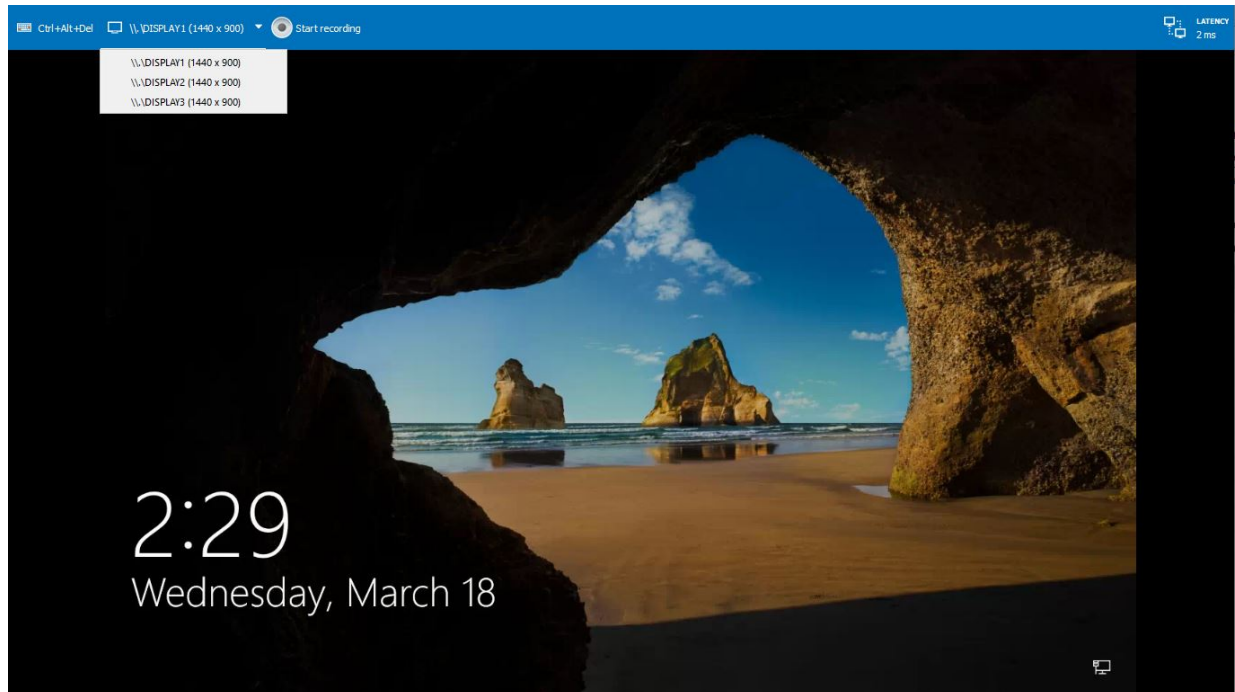




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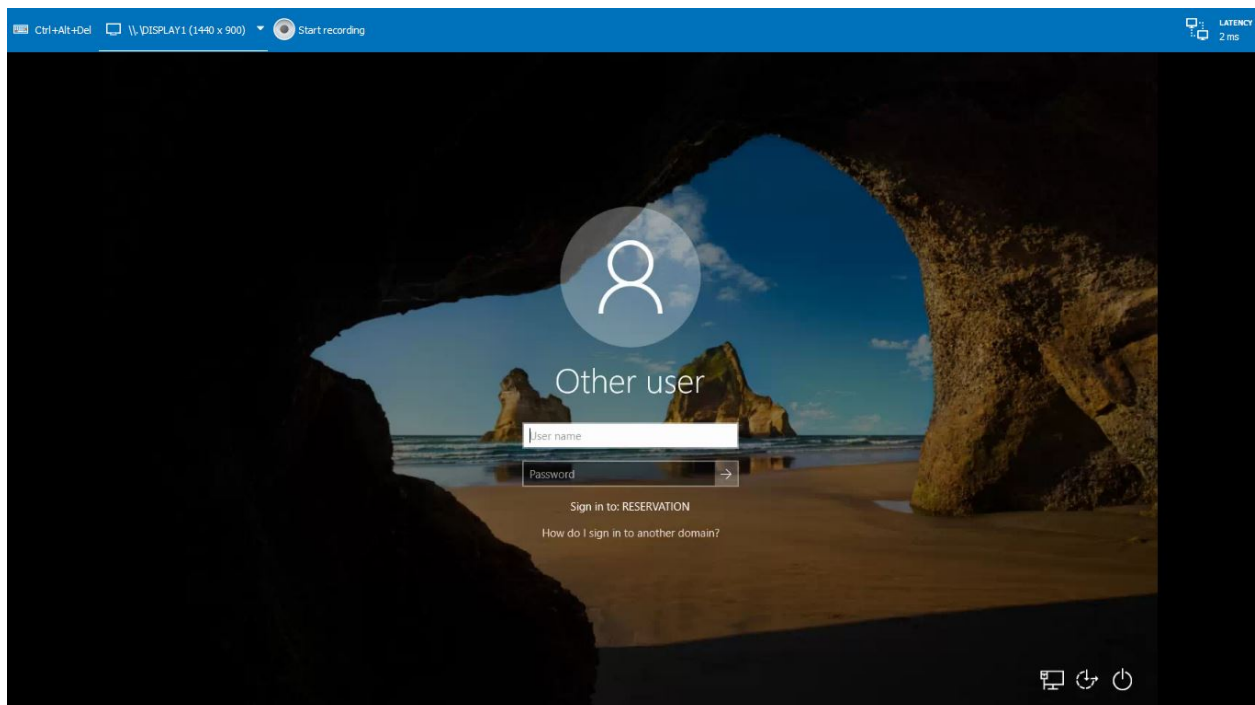
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If the workstation has multiple displays select the display in the top left hand corner until the login page is shown.



Click the “Ctrl+Alt+Del” in the top left hand corner

Log in like usual

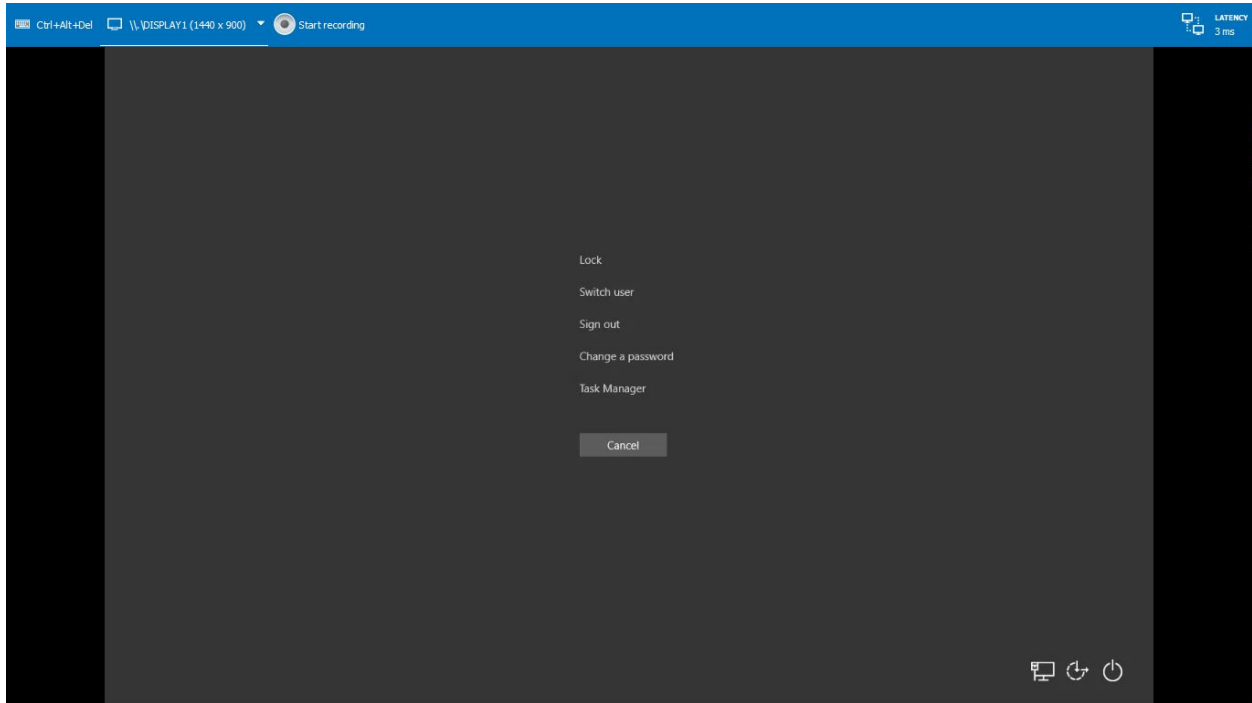


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When done with the session select the “Ctrl+Alt+Del” again in the top left hand corner.

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