

Using the CSE Service and Asset Manager Demo System – Start Here

Getting Started

The CSE Asset Manager and Service Manager demo system exists to allow you to explore the system at your own pace. We have provided guides that you can use to help you navigate and explore the various features of the system.

You can request logins for the three demo portals (see below) via our Asset Manager microsite at www.cseassetmanager.co.uk.

The demo system itself is accessed at demo.cseassetmanager.co.uk.

The three portals are: **Admin Portal**; **Technician Portal**; **End User Portal**.

Admin Portal

This is the main management console, with access to the full set of management and configuration facilities. The portal also has all the standard technician and end-user facilities and as such we recommend that you start here.

Technician Portal

This is the main portal that your technicians will use. In its standard form, it is designed to provide technicians with the tools they need to do their jobs and to respond to user requests. However, this portal can customise the feature sets available to technicians, enabling you to delegate specific management tasks to trusted individuals.

End User Portal

This portal provides a much simplified set of features and facilities to your end users, which centre particularly on providing them with the tools they need to input and manage their own helpdesk service requests.

Demo System Setup

The Demo System has been configured to provide a representation of what you would typically see when using the system within a school, academy, or college. The asset database has been populated with a range of asset types to demonstrate the capabilities of the system, and includes datasets that demonstrate the various functions available (Reports, Knowledge Base, News, Downloads, Service Requests, and of course Assets).

You are free to explore, alter, or add whatever you want, but to ensure that the system is available in a standard form to other users, the database will be reset back to its default settings every night.

If you do make modifications, or add your own assets, please be aware that these will be wiped automatically from the system when the system restore takes place.

Documentation

We have provided a number of documents to help you evaluate the system. These are all available for download from our microsite at www.cseassetmanager.co.uk.

In addition to specific application notes covering topics such as user management, using reports, performing network scans, and more. We have also provided demo guides that you might wish to follow, as these will help guide you through the highlights of the system.

Support

If you have any questions, or just need help, please feel free to ask us!

You can email your support requests or questions to assetmanager@cse-net.co.uk. If you would like to talk to somebody, please ring 01993 886688 during office hours.

Finally, we can offer you a remote walk through and demonstration of the system with one of our technicians. Again, please ring 01993 886688 to arrange this.