

DESKALERTS CLIENT USER'S GUIDE

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INSTALLING DESKALERTS

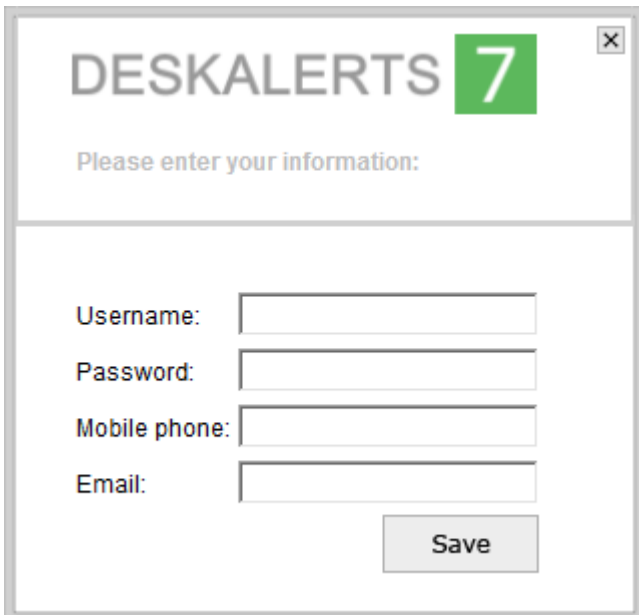
To install the DeskAlerts Client download [client.zip](#) file from the location your administrator provides. Unzip the file into any location on your computer and double-click the installer.

Active Directory/eDirectory

If DeskAlerts is operating in [Active Directory Mode \(or eDirectory\)](#), you will automatically be logged in to DeskAlerts when you log in to your system using your standard system username and password.

Registration mode

If your system is operating in Registration Mode, the screen will appear:



1. Enter [Username](#), [Password](#), [mobile phone number](#) (if SMS add-on installed) and [e-mail address](#) (if e-mail add-on installed)
2. Click [Save](#)
3. A message will appear, informing you that [Username](#) has been saved.
4. Click [Close](#). The DeskAlerts icon appears on your system tray.

Note: Username can be changed from client [Options](#).

Computer name

If your DeskAlerts version has Computer name add-on, DeskAlerts client can be auto-registered in DeskAlerts system by your COMPUTER NAME.

READING ALERTS

Once the DeskAlerts Client is installed on your computer, and if it is not disabled, you do not need to do anything to get messages. As soon as Administrator or Editor send you a message, it will be shown on your computer screen.

There is a set of messages types you can get. It depends on the DeskAlerts package you use.

Alert

Standard alerts can have any content like text, images, videos, documents, etc. Alerts pop-up in a window:



Ticker

Ticker can have the same content as alerts, but the content is truncated. You can scroll ticker forward and backward.



Wallpaper

Wallpaper alert changes your desktop background into corporate wallpaper.

Screensaver

Overwrites your screensaver, couldn't be changed. Screensavers can have rich content such as as images, text, HTML, clickable links, FLASH, video, scrolling text, PowerPoint slides.

Email

You can receive DeskAlerts messages in the same way. If Administrator and/or Editor send an alert to you as an E-mail message, it will appear in your e-mail box.

Note: You will not receive some alert types (e.g. surveys, RSS) through E-mail.

SMS

You can receive DeskAlerts messages in the same way. If Administrator and/or Editor send an alert to you as an SMS message, it will appear as a text message in your mobile device.

Note: You will not receive some alert types (e.g. surveys, RSS) through SMS.

Survey/quiz/poll

Surveys, quizzes, polls can have multiple answers, ability to input answer, and conditional questions. The survey can contain different questions and offer several response choices. Make your choice and click the button to submit the survey. You will see a confirmation message that will say something similar to **Your vote is submitted**.

Some surveys, known as **Polls**, enable you to see the vote results.

RSS

Feed news, headlines, videos from any RSS are send to your DeskAlerts client.

Alerts features

Alerts can be set with different features that define alerts behavior and possible actions.

Acknowledgement alert

When you have read the message, you can click the **X** button to dismiss it.

To acknowledge the message just click **OK** button at the end of message. Message will be closed automatically when you click this button.

Urgent alert

If Administrator and/or Editor have sent you an urgent alert, the alert will appear in front of any other alerts or surveys that may have been sent to you.

Urgent alerts are received even if you have disabled DA Client.

Self-destruct alert

Alert is removed from history after it is closed. You can't see it again.

Autoclose alert

Alert with autoclose is closed only after the time Administrator/Editor set. Alert can have the ability of manual close.

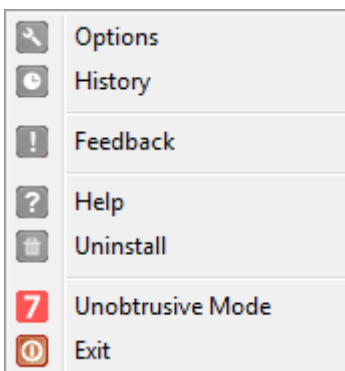
Print alert

You can print the alert by clicking on the button 'Print' if it is available in alert.

DESKALERTS CLIENT OPTIONS

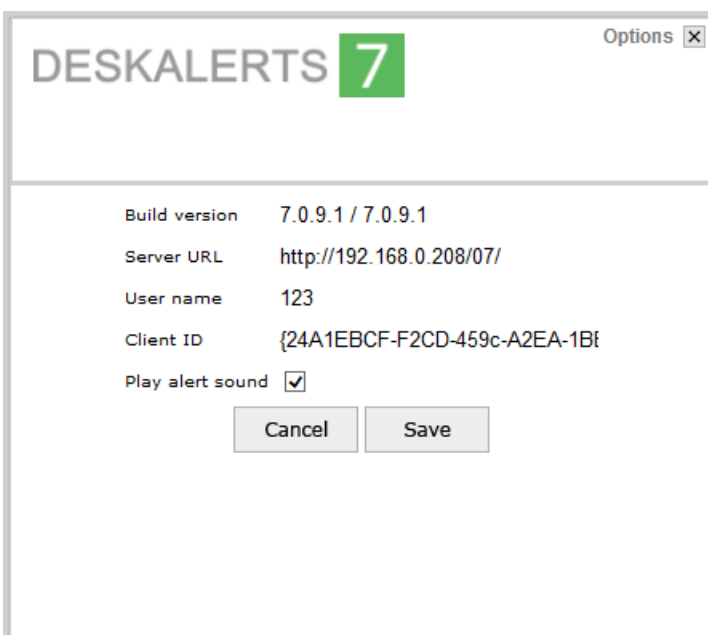
While you do not need to do anything once the DeskAlerts Client has been installed and you have logged into it in order to receive alerts and surveys, you do have some options to adjust your DeskAlerts experience.

To access the list of options, right-click on the exclamation-point icon **7** in your computer's task bar. A menu will display. The number of available actions depends on how your administrator has configured your DeskAlerts Client.



Options

Select Options to manage your DA client.



User name: You can change your user name if DeskAlerts is used in Registration mode.

Play alert sound: An audible sound will let you know whenever a new alert has arrived.

History

You can always re-read a message you have received (if alert is not self-destruct): see the entry on [DeskAlerts History](#). If you select this option, you will see a window with a list of all the alerts you have received. You can use the search field to find the alert you want based on a word or phrase it contains.



Feedback

Feedback option is often enabled during the software trial period in order to receive comments from end users. You may leave your comment about the software performance, which will be transferred to the DeskAlerts server and presented to a person responsible for product administration in your company.

Uninstall

Click here to remove DeskAlerts from your computer. A wizard will guide you through the removal process.

Unobtrusive mode

If DeskAlerts Client is in unobtrusive mode  when a message comes in, the taskbar icon will change to . Messages which are coming while the client is in Unobtrusive mode are not popping up on the screen, but can be viewed from History later.

You will receive **urgent alerts** even if your DeskAlerts is disabled.

The Unobtrusive mode is useful for a kind of activities which can be seriously interrupted by a messages popping up on the screen, such as fullscreen presentations.

Exit

Select this option if you need to close the DeskAlerts Client. You will not receive any alerts until you start the client again or restart your computer.

STANDBY (AWAY) MODE

The standby(away) mode can be set up in DeskAlerts to allow the software to become idle following a specified period of inactivity. If you have not moved the mouse or hit a key on the keyboard for a sufficiently long period of time, DeskAlerts temporarily ceases to check messages, or uses an alternate specified time period between message checks.

When activity using the mouse or keyboard resumes, DeskAlerts leaves standby mode and resumes its normal activity.

REMOVING THE DESKALERTS CLIENT

To uninstall the DeskAlerts Client, right click on the small icon (icon tray) in your computer's task bar and select **Uninstall**. A wizard will lead you through the process of removing the DeskAlerts Client from your computer.