Navigating the NetSource Service Agent Menu

1. Click on **Show Hidden icons** if necessary to show your hidden icons.

2. **Right-click** on the **NetSource One Service Agent** Icon

3. The following options appear and are explained in detail below :
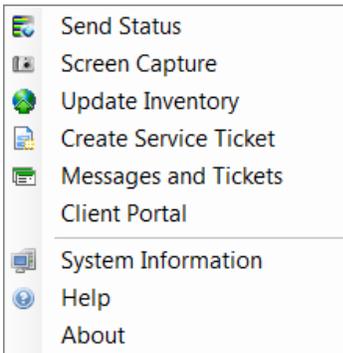
Send Status:	Sends the status of your agent to NSO, updating the Last Contact date and time
Screen Capture:	Sends a screen capture to NetSource One for troubleshooting.
Update Inventory:	Sends the Software and Hardware information of your machine to NetSource One
Create Service Ticket:	Allows you to send a service ticket directly to NetSource One. This does not utilize your email to send the request to NSO.
Messages and Tickets:	Allows you to view messages sent from NetSource One. Allows you to view tickets that were sent by you to NetSource Once. For detailed ticketing you should use the **Client Portal.**
Client Portal :	Allows you to access open tickets with NetSource One
System Information:	Displays the system information of the agent computer (e.g., computer name, domain, username, operating system, IP address, etc.)
Help:	Takes you to NetSource One's homepage: https://nsoit.com
About:	Displays information that can be provided to NetSource to identify your machine. Providing ID number will help NSO quickly pull up your machine for troubleshooting.

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4. Choosing **Create Service Ticket** will present a ticket window:
   Note you can **Attach Screenshot**. This can be useful when you have an error messages on your screen.
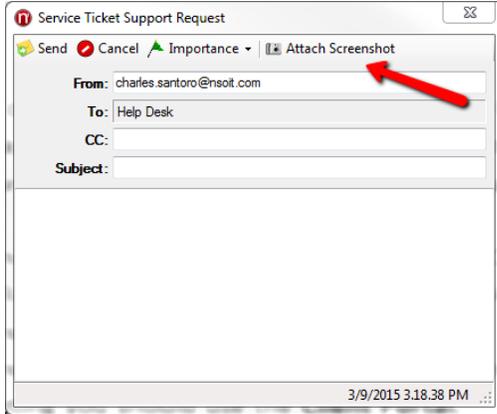
5. **Messages and Tickets** will display the following screen:
   Note: For detailed information on open tickets you should use the **Client Portal** option.
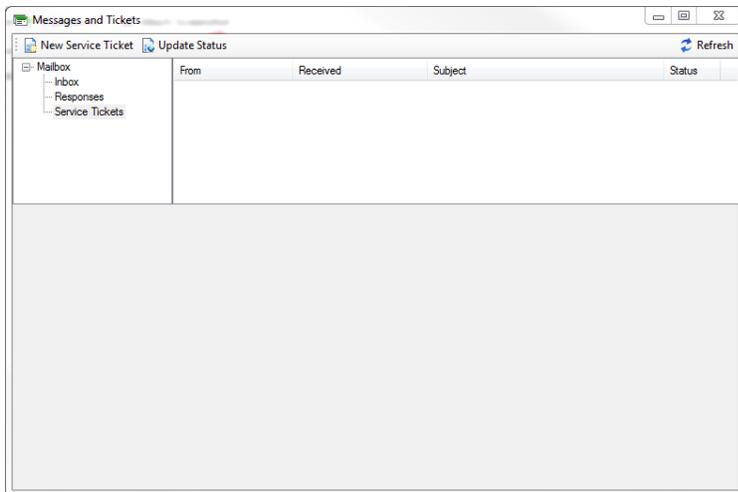
6. The **Client Portal** will take you to **https://cw.netsource-one.com**. This is our main ticketing system.
   Note you can check the **Remember Me** box if you choose.
   Please contact NetSource One if you need or forgot your username and password.

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