

Click the 'ITarian' logo at the top left to view the dashboard

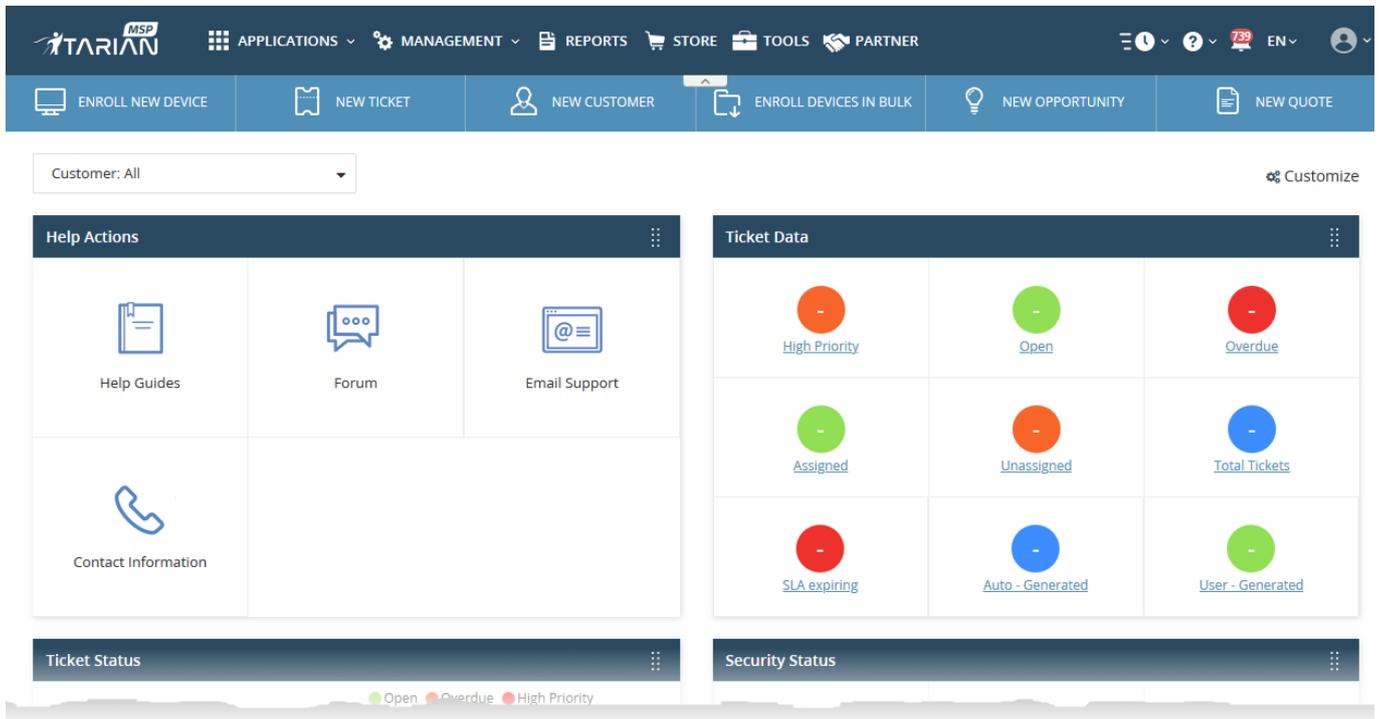
- The dashboard contains statistics and information from all ITarian modules. This includes service desk tickets, endpoint patches, operating system info, security policies, and more.
- You can select which charts which are shown and choose the page layout.

Use the following links to jump to the area you need help with:

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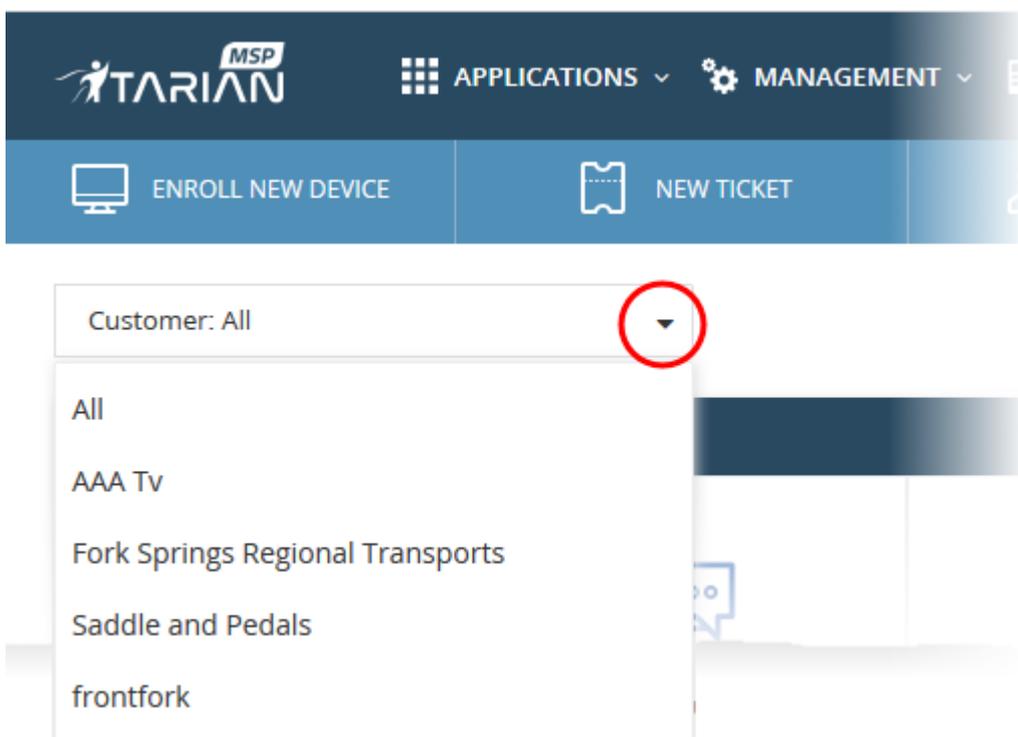
## **The Dashboard**

- Click the 'ITarian' logo at top-left to open the dashboard at any time.



**MSP customers** - The dashboard shows combined stats for all companies you have added to the account. You can change this to show individual companies if required:

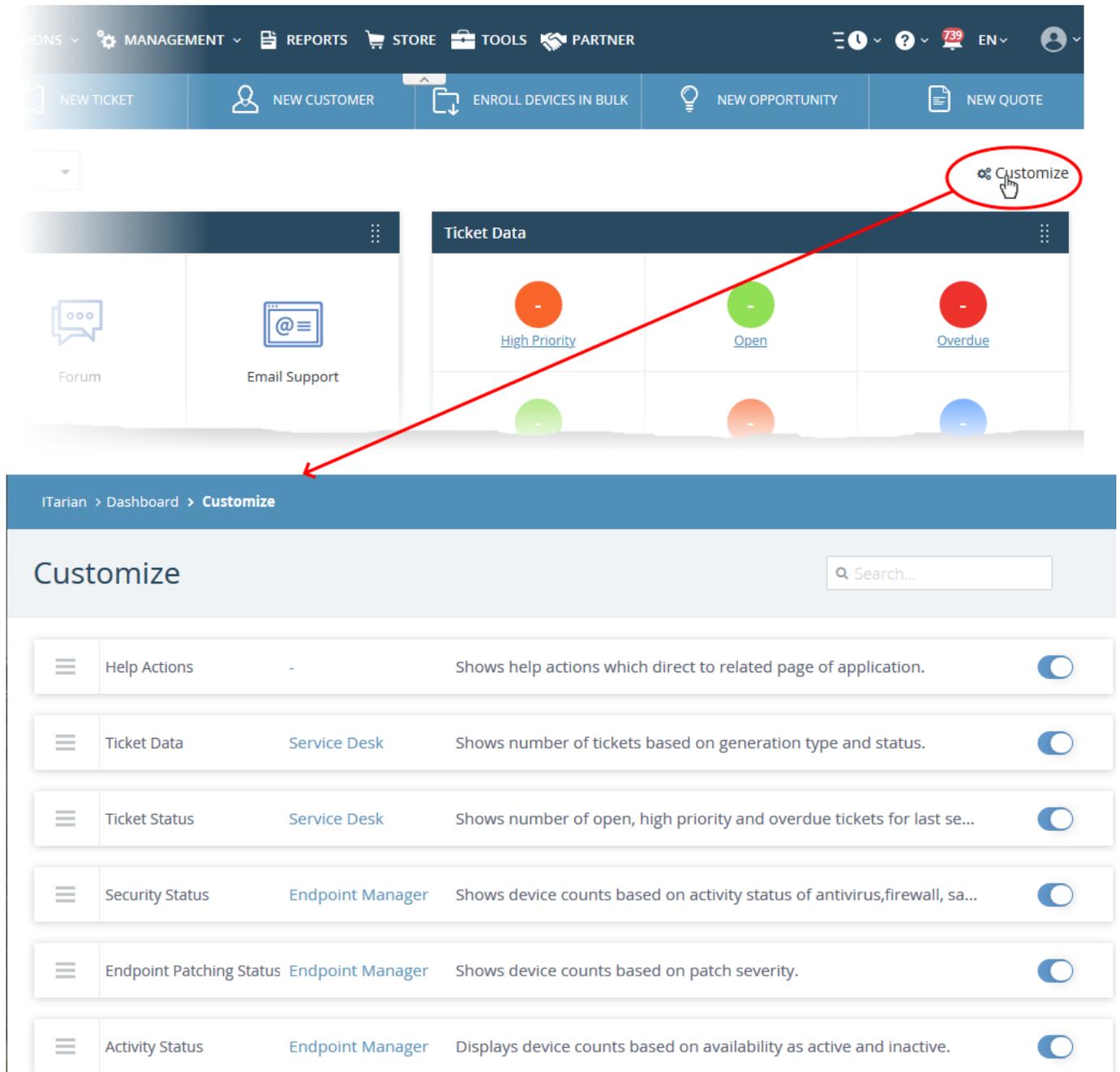
- Click the 'Customer' drop-down on the left



- 'All' - View statistics for all companies  
or
- Select a specific a company. The dashboard will auto-update with your chosen statistics.

## Customize dashboard charts

- Click 'Customize' at the right of the interface:

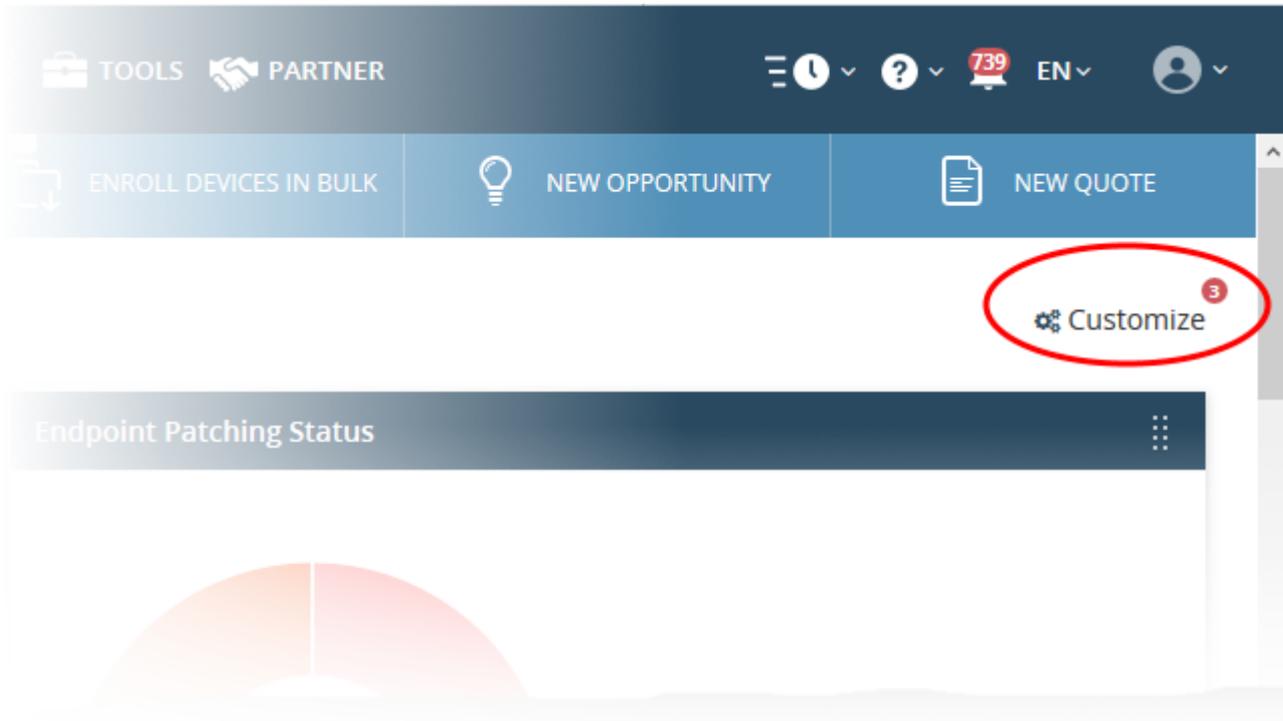


The screenshot shows the ITarian dashboard interface. At the top, there is a navigation bar with options like 'MANAGEMENT', 'REPORTS', 'STORE', 'TOOLS', and 'PARTNER'. Below this is a secondary bar with buttons for 'NEW TICKET', 'NEW CUSTOMER', 'ENROLL DEVICES IN BULK', 'NEW OPPORTUNITY', and 'NEW QUOTE'. The main dashboard area contains several widgets, including 'Forum', 'Email Support', and a 'Ticket Data' widget. The 'Ticket Data' widget displays a grid of colored circles representing different ticket statuses: High Priority (orange), Open (green), and Overdue (red). A red circle highlights the 'Customize' button in the top right corner of the dashboard, with a red arrow pointing to the 'Customize' section below.

The 'Customize' section is titled 'ITarian > Dashboard > Customize' and features a search bar. Below the search bar is a table of dashboard components with toggle switches to show or hide them.

Component	Category	Description	Toggle
Help Actions	-	Shows help actions which direct to related page of application.	<input checked="" type="checkbox"/>
Ticket Data	Service Desk	Shows number of tickets based on generation type and status.	<input checked="" type="checkbox"/>
Ticket Status	Service Desk	Shows number of open, high priority and overdue tickets for last se...	<input checked="" type="checkbox"/>
Security Status	Endpoint Manager	Shows device counts based on activity status of antivirus, firewall, sa...	<input checked="" type="checkbox"/>
Endpoint Patching Status	Endpoint Manager	Shows device counts based on patch severity.	<input checked="" type="checkbox"/>
Activity Status	Endpoint Manager	Displays device counts based on availability as active and inactive.	<input checked="" type="checkbox"/>

- Use the switches on the right to show or hide an item.
- Drag-and-drop a row to re-order it on the dashboard.
- The changes are automatically applied. Click the 'ITarian' logo to return to the dashboard.
- The number of disabled components is shown next to the 'Customize' link.



You can also rearrange the tiles by dragging and dropping them to desired position

- Click the vertical ellipses at the top right of a tile and move it to the desired location



## Dashboard charts

There are 15 available charts in ITarian dashboard:

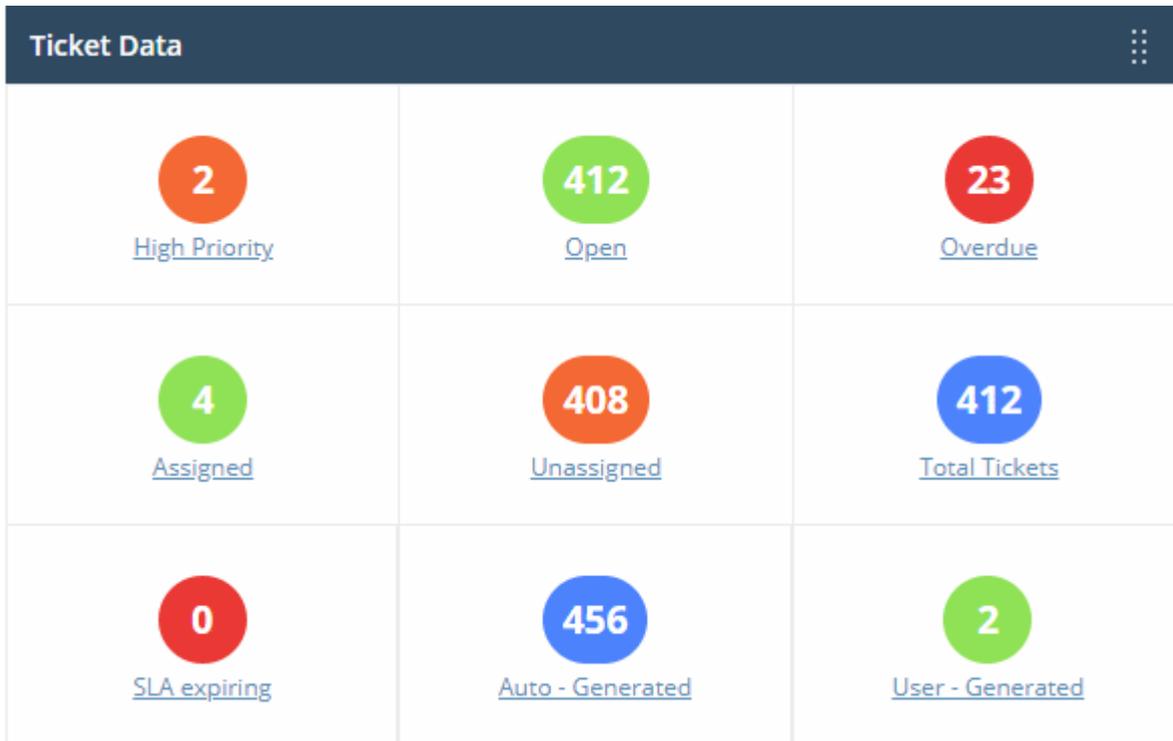
- [Ticket data](#)
- [Ticket status](#)

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## **Service Desk Ticket data**

Key data about your [service desk](#) tickets. Statistics include:

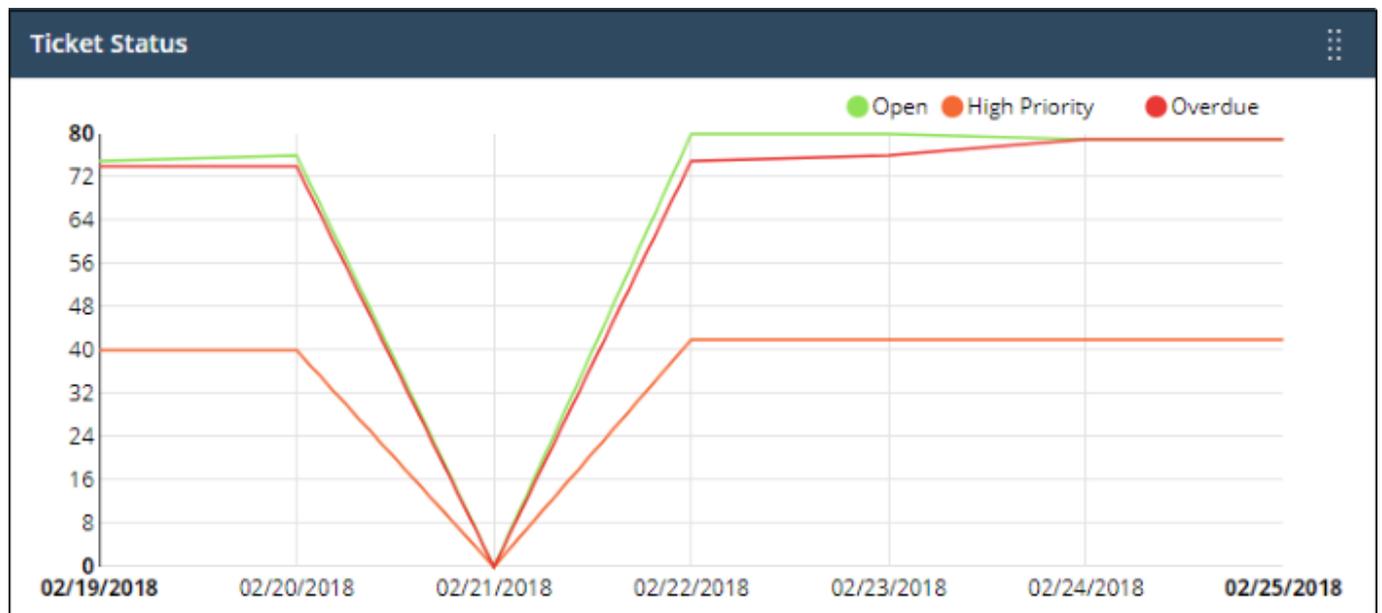
- How many tickets are open, overdue and so on.
- Number of tickets auto-created by ITarian apps like Endpoint Manager.
- Number of tickets created by users.



- Click any link to view the relevant list of tickets in Service Desk.
- See [this wiki](#) for help to manage tickets.

### Ticket status

The number of overdue, open and high priority tickets at various points in time.



- Place your mouse cursor over a section to see the status of tickets for that particular date.
- If no tickets are available, you instead will see link - 'Click Here to Create New Ticket'.
- See [this wiki](#) for help to manage tickets.

## Endpoint Manager - Security status

Security information about devices you have added to Endpoint Manager. Statistics include

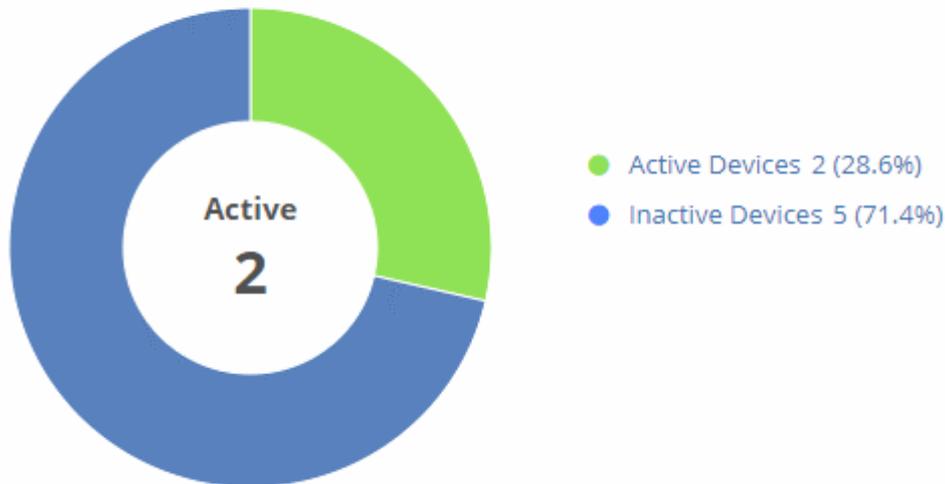
- How many devices have the firewall, antivirus or sandbox disabled
- How many devices need virus database updates
- How many devices are infected and how many are clean
- How many devices have operating system patches outstanding



- Click any link to view the relevant list of devices in the Endpoint Manager.
- You can take required actions on the devices from this EM interface.
- See [this page](#) for help to manage the devices

## Endpoint Manager - Activity status

- Shows how many of your devices are currently connected to Endpoint Manager.
- 'Inactive' means devices that have not connected for more than a day.



- Place your mouse on a sector to view the number of endpoints with that status.
- Click a link on the right to view the relevant list of devices in Endpoint Manager.
- See [this page](#) for help to manage the devices

### Device type

Shows enrolled devices by device type.

- Types include PC, servers, smartphones and tablets.
- Device types are on the X-axis and count on the Y-axis.



- Place your mouse on a bar to view the number of endpoints of that type.
- Click a bar to view the relevant list of devices in Endpoint Manager.
- See [this page](#) for help to manage the devices

### Operating systems

Shows enrolled devices by operating system.

- Operating systems include Android, iOS, Windows, Mac OSX and Linux.
- Device types are on the X-axis and count on the Y-axis.



- Place your mouse on a bar to view the he number of endpoints of that OS.
- Click a bar to view the relevant list of devices in Endpoint Manager..
- If you haven't added any devices yet, then this area will instead show a link - 'Click Here to Add Devices'. See [this wiki](#) for help to enroll new devices.

### Profile status

How many devices of each operating system have an active Endpoint Manager profile installed.

- Operating systems are on the X-axis. The number of devices is on the Y-axis.



- Place your mouse on a bar to view the he number of endpoints of that category.
- Click a bar to view the relevant list of devices in Endpoint Manager.
- See [this page](#) for help to manage devices

### Endpoint Manager - Status per company (MSP customers only)

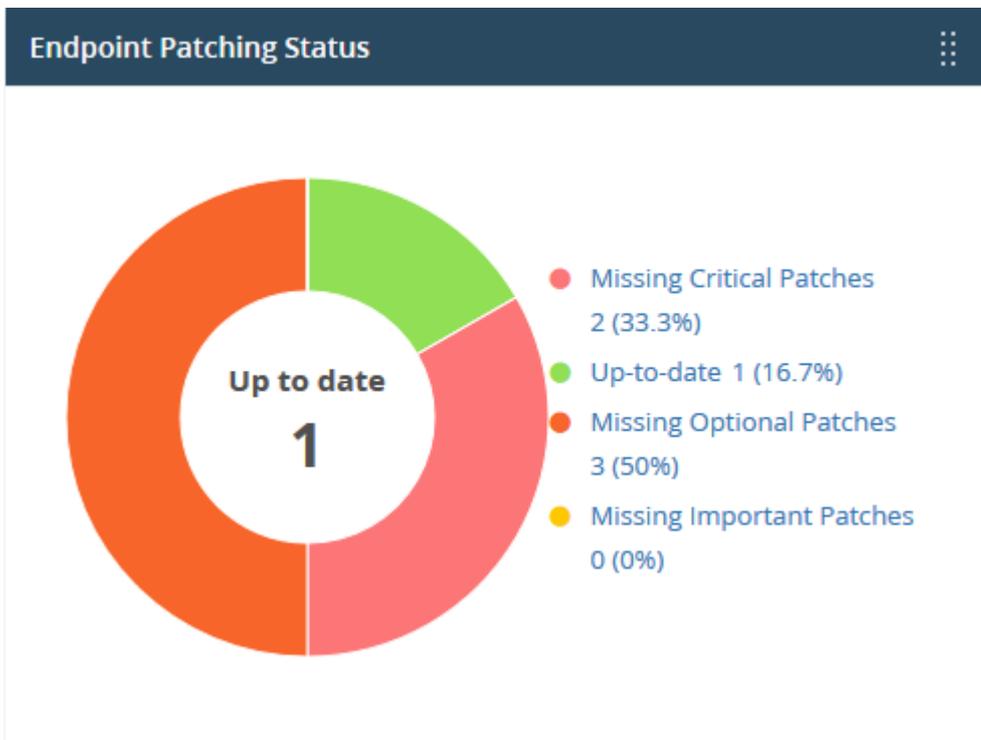
Summary of device status for each company you have added to ITarian.

- number of devices online/offline (connected to Endpoint Manager)
- number of devices with a profile installed
- number of devices that require patches.

Status Per Company					
	ONLINE DEVICES EM	OFFLINE DEVICES EM	PROFILES EM	OPTIONAL PATCHES EM	CRITICAL PATCHES EM
Stem Forks	2	1	5	0	0
Saddle and Pedals	1	4	5	3	2
herculespopular				0	0

### Endpoint Manager – Endpoint patching status

Shows how many of your Windows devices are missing patches, and how many are fully patched.



- Place your mouse on a sector to view the number of endpoints with the respective patch status.
- Click a link on the right to view the affected devices in Endpoint Manager.
- See [this page](#) for help with device management.

### EM - OS Patches by classification

Shows how many of your Windows devices are missing operating system patches of different categories.



- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that require them.
- See [this wiki](#) for help to install missing patches.

## EM - Patch management - third party applications

Shows how many Windows devices need updates for third party applications.



- Place your mouse over a bar to view the number of endpoints that need patches for a specific application.
- Click on a bar to see view the missing patches, and the devices that need them.
- See [this wiki](#) for help to install missing patches and updates.

## Endpoint Manager - Total security patches - Needed by severity

Shows how many of your Windows devices are missing security patches by criticality.

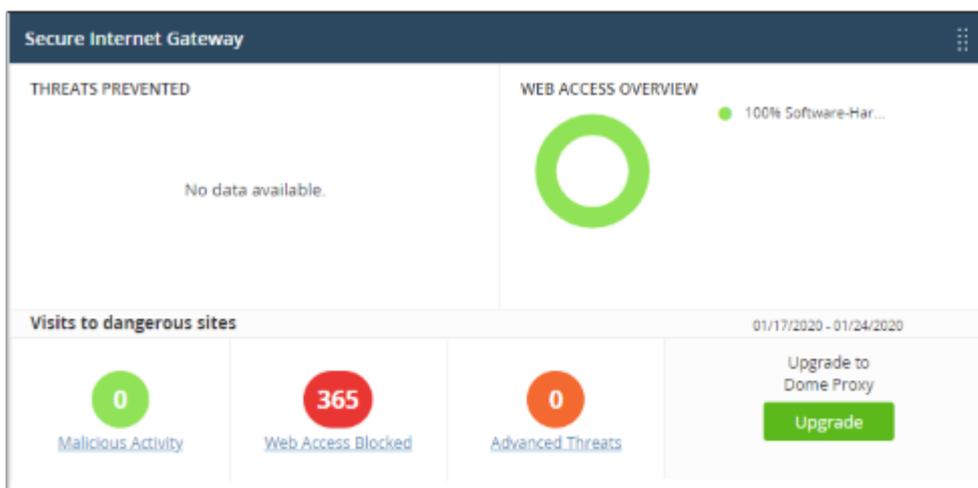


- Place your mouse over a bar to view the number of endpoints that need patches of that type.
- Click on a bar to view the missing patches, and the devices that need them.
- See [this wiki](#) for help to install missing patches and updates.

## Secure Internet Gateway

Shows threats blocked and the internet browsing patterns of devices in your network. This section is only populated if Comodo Secure Internet Gateway is active on your account.

- See the [Comodo Secure Internet Gateway guide](#) for more about the product.



- Click any bar chart to open the relevant detail page in Comodo Secure Internet Gateway.

- The links below 'Visits to dangerous sites' take you to the reports page in Comodo Secure Internet Gateway.
- The 'Upgrade' button allows you to subscribe for other Comodo Secure products, including Comodo Secure Web Gateway and Comodo Data Loss Prevention.

### Quote Manager - Sales funnel

The number of quotes that have been accepted, published and are in draft status.

- This widget is only available if Quote Manager is enabled.

The screenshot shows a widget titled "Sales Funnel (Last 30 days)". In the center, there is a link that says "Click Here to Add New Quote". Below the link, there are three status indicators: a grey circle for "Draft 0", a blue circle for "Published 0", and a green circle for "Accepted 0".

- Click a link on the right to open the relevant list of quotes in Quote Manger.

### Help actions

In case of any issues or clarifications regarding the application, admins can refer to help guides or write to ITarian support to resolve them.

The screenshot shows a widget titled "Help Actions" with four buttons arranged in a 2x2 grid. The top row contains "Help Guides" (with a document icon), "Forum" (with a speech bubble icon), and "Email Support" (with an email icon). The bottom row contains "Contact Information" (with a telephone handset icon). The rightmost cell in the bottom row is empty.

- **Help Guides** - View help guides for ITarian modules such as Service Desk and Endpoint Manager.
- **Forum** - Opens the MSSP consortium forum page where you can ask questions or join in discussions.
- **Email Support** - Send email to our support staff for any issues.
- **Contact Us** - Details of support information.