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# Helpdesk Assistant

- Simple end-user requests can be handled by helpdesk staff
- Advanced *iManage Work* functionality
- Logging mechanism that tracks activity

## Enable helpdesk staff to perform a variety of end-user support functions without requiring NRTAdmin access

*Helpdesk Assistant* enables helpdesk staff to perform advanced *iManage Work* functions without the need to have NRTAdmin access. All actions are performed securely across multiple databases with an effective logging mechanism that tracks activity.

*Helpdesk Assistant* allows the delegation of end-user support functions to helpdesk staff, without requiring NRTAdmin access. Because *Helpdesk Assistant* ensures that actions are performed securely and activity is tracked, organizations can be confident that helpdesk staff can assist individual end-users without gaining access to information beyond their permission level.

### Product Features

- Remotely checking-in *iManage Work* documents from a user's PC
- Changing metadata and security of workspaces, folders and documents in bulk
- Advanced methods for searching for documents using metadata properties (such as documents that are checked out, in the flatspace or have private security)
- Identifying potential risks or analyzing reported issues with document usage (by searching for content based on *iManage Work* history activities such as "export", "mail", "last used by", "check out/in", "delete", etc.)
- Searching for workspaces, updating metadata and deleting folders
- Adding workspace shortcuts (to a selected user's workspace shortcuts' list)
- Checking-in or unlocking documents that users cannot access

## Requirements

**System compatibility:** 32- or 64-bit *iManage Work* environments

**Client (OS):** Windows 7, 8.x and Windows 10 OS (64-bit only)

**Server (OS):** Windows Server 2008 through 2016

**iManage requirements (Client):** Desksite/Filesite 8.5 through 9.3

**iManage requirements (Server):** *Work Server* 8.5 through *Work 10*

**Other requirements (WSM):** (64-bit) Version 2.05.00 or later of WSM / (32-bit) Version 2.04.00 or later WSM

*Helpdesk Assistant is a WorkSite System Manager snap-in. The RBRO WorkSite System Manager (WSM) is a proprietary enterprise administration solution that allows organizations to gain a greater degree of control over their WorkSite system through a single source. It is provided at no charge with the purchase of Helpdesk Assistant or other snap-in tools.*

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### About RBRO Solutions

RBRO Solutions, a leading unification software solution provider, headquartered in Pickering, Ontario, is a Canadian operation founded in 2003 by John Russell and Howard Russell, with a mission to make it easier for business users to obtain maximum value from enterprise content.

RBRO Solutions provides market-leading solutions and integration tools to enable law firms, corporations and professional services firms around the globe to realize the full potential of the *iManage Work* document management system. The company has 17 global channel partners and staffed locations in the United Kingdom and Australia, in addition to their Canadian headquarters. For more information, visit [rbrosolutions.com](http://rbrosolutions.com)

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