




Under the user info icon, you can look up more information and edit information 



X

Name

Username

RESET TMS PASSWORD

Email

Phone

Mobile phone

Customer search

+

Customer

Manager

Employee No

Other

Invoice

☐







VIP

☐

YELLOW PAGES

CREATE AND CLOSE

CREATE

- See user's past cases:  
- View user's last login from client:   On the download page under Settings, we've posted a visual basic scripts which you can download and add to the login script for their users. This script extracts WMI information about the client the user logs in to the domain from. If the script is in place, you can retrieve information about the user's client directly from the case by clicking this icon.
- See the System Map (CMDB) and the related objects in the user's user groups:  
- Chat with user via Skype / or remote control the user's desktop: 