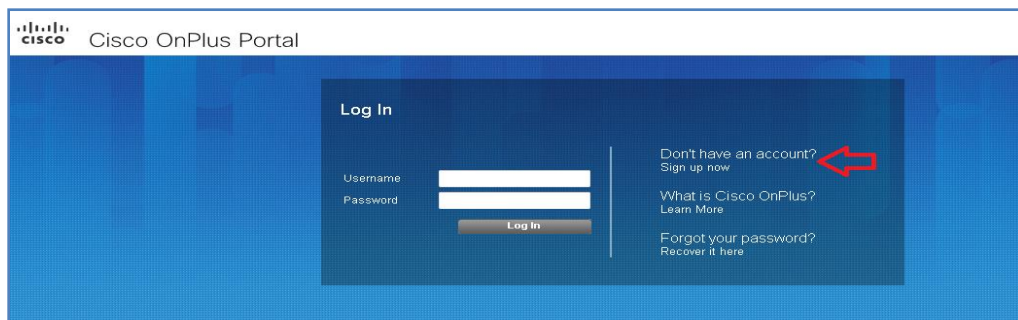




Cisco OnPlus™ is a cloud based platform that enables IT Solutions Providers serving small and medium businesses to easily and economically offer network assessments and managed network services through remote discovery, monitoring and management of customer networks from anywhere. OnPlus provides a deep view into the network with detailed network events & monitors.

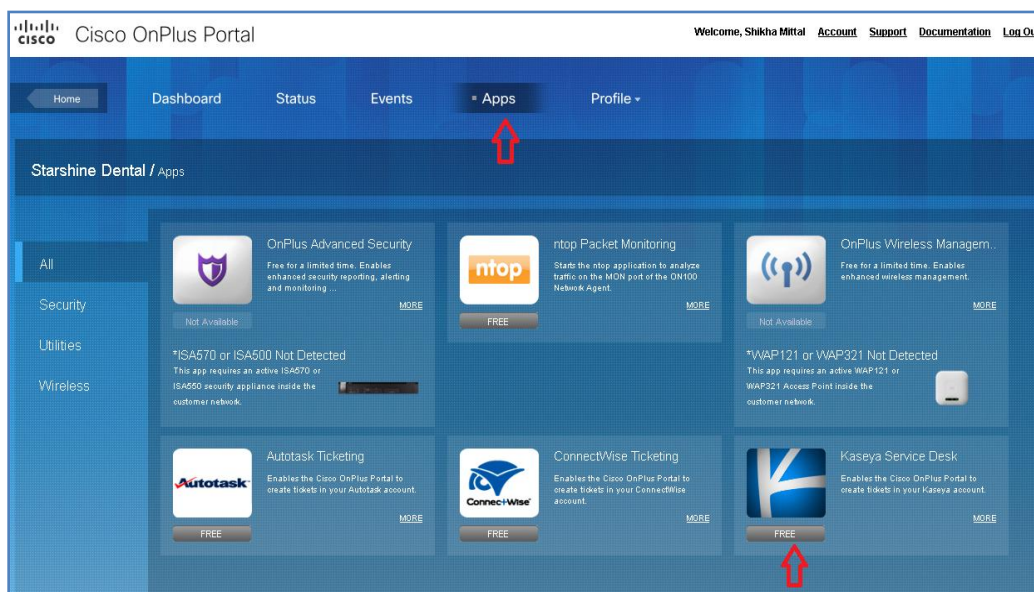
Now with Kaseya integration, partners can view OnPlus events and access the network devices directly from the Service Desk on the Kaseya portal!

1. Sign up on Cisco OnPlus Beta at www.onplusbeta.com/

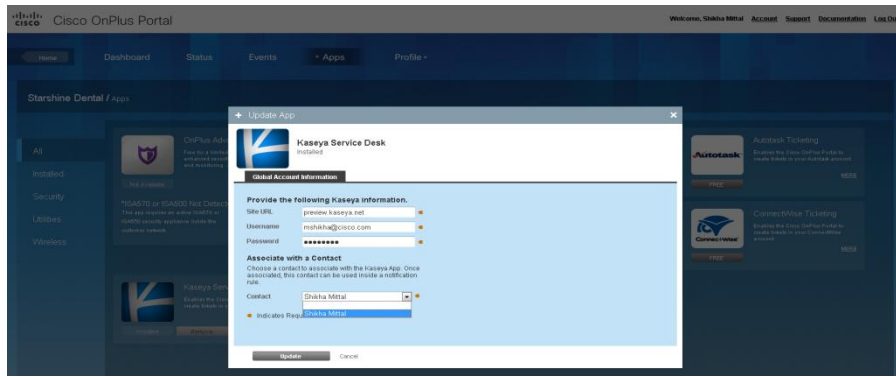


2. Create and activate Customer Account

3. Select “Kaseya Service Desk” App under “Apps” on the OnPlus customer Dashboard Menu

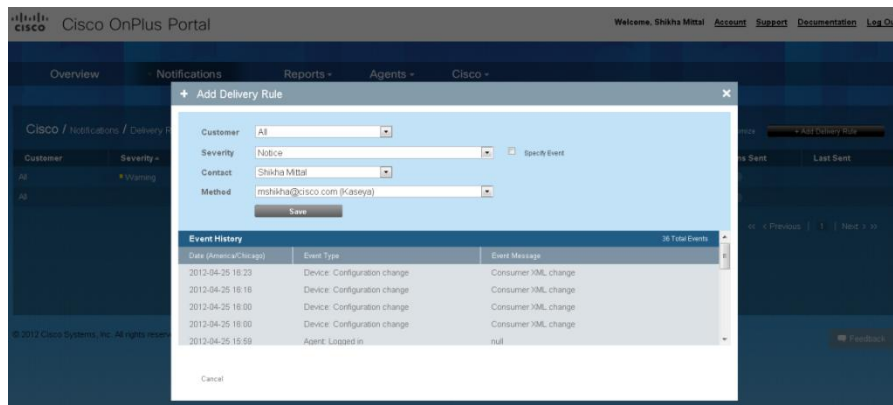


4. Add the “Kaseya Service Desk” App by entering the URL to Kaseya Instance, your Kaseya account credentials and an OnPlus contact to associate with the account (listed under OnPlus -> Notifications -> Delivery Contacts)



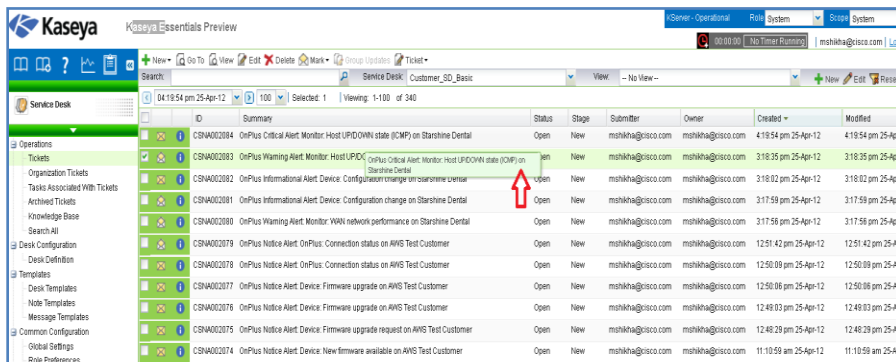
5. Verify if Kaseya Service Desk App is successfully installed

6. Add a Delivery Rule under OnPlus -> Notifications -> Delivery Rules, to set the severity level of OnPlus events to be generated as tickets in the Kaseya Service Desk (Use Kaseya Contact as Method)



7. Login to Kaseya Portal and go to Service Desk

8. View OnPlus events, generated as tickets in real-time in the Service Desk of Kaseya Portal



9. Click ticket to view more detail, including links to specific network device related to the event

