



# Welcome to Decypher Managed Services

Decypher Technologies is your company's technology partner, here to help keep your systems working, supported, and secure.

This guide explains how to get support when you need it, including how to use the IT Support Panel, submit tickets, manage common security tools, and contact the Help Desk.



# How to Get Support



Decypher uses a ticketing system to track support requests, keep communication organized, and make sure issues are followed through to resolution.

There are three ways to submit a support request, in this preferred order

- IT Support Panel
- Email
- Phone

Please use the **IT Support Panel** whenever possible. It sends helpful computer information with your request, which allows our technicians to start troubleshooting faster.

Email is best for non-urgent requests.

Phone support is treated as urgent, so please call when an issue needs prompt attention.

## Help us troubleshoot faster

When submitting a request, include as much detail as you can:

- What happened and what you were trying to do
- Whether this is a new issue or a repeat issue
- Whether the issue affects only you or others as well
- Any screenshots or error messages

If you are not using the IT Support Panel, please also include your computer number or service tag, the best day and time for a technician to access your computer, and whether Decypher may access your machine if you are not present.

The more detail you provide, the faster our technicians can understand the issue and begin working toward a fix.

# Welcome to Decypher Help Desk

We're here to help.

Our Help Desk team is available to support you with the day-to-day technology issues that come up at work, from computer problems and access issues to questions that need a technician's guidance.

You can reach us by phone or email during normal business hours.

## Contact the Help Desk

**Phone: 855.414.6192**

**Call for urgent requests or issues that need prompt attention.** When calling, please use your **Priority Support Code** so our team can identify your organization and route your request quickly.

Your Priority Support Code can be found in the IT Support Panel on your computer.

When you call, please be ready to provide your name and service tag number. The service tag is the silver sticker found on the top of your computer tower or on the back or bottom of your laptop.

**Email: [helpdesk@decyphertech.com](mailto:helpdesk@decyphertech.com)**

**Email** is best for **non-urgent** requests. Our technicians answer emails in the order they are received and will work through your issue as quickly as possible.

When emailing, please include:

- Your name
- Your service tag number
- A short description of the issue
- The best number to call you back
- A preferred time for a technician to call, if applicable
- Whether you authorize us to remote into your machine at a certain time, such as when you will be away from your computer

## Business Hours

Regular business hours are Monday through Friday, excluding holidays, from 8:00 a.m. to 5:00 p.m., local time.

For emergency or after-hours support, please call **855.414.6192** and use your Priority Support Code to reach an on-call technician. Approval to work on your issue after hours may be needed from one of the approvers on the account.

# IT Support App Panel

## Welcome to the IT Support Panel



Please submit your next ticket using the **Create New Support Ticket** button in the IT Support Panel. This sends your computer information along with any screenshots you attach, which helps our team troubleshoot more efficiently.

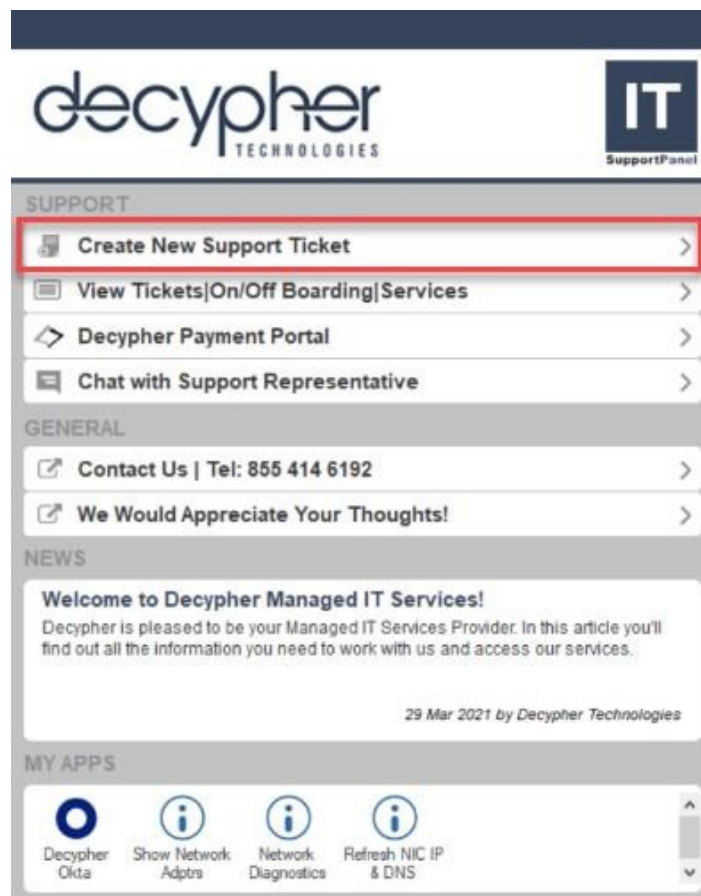
The IT Support Panel also includes the required forms for submitting onboarding and offboarding requests for users and computers.

Your **Priority Support Code** is also shown in the IT Support Panel. Please use this code when calling Decypher for urgent support.

Below is a quick guide to each button in the IT Support Panel.

### 1 Create a New Support Ticket

To submit a ticket, open the IT Support Panel on your computer and select **Create New Support Ticket**.



2

## Ticket Type Selection

The **Ticket Type Selection** window will open. Select the option that best matches your issue, then click **Select** to continue.

3

## Submit Your Ticket

The **Ticket Type** field will now be filled in. On this screen, you can change the **Affected User** if you are submitting a ticket on someone else's behalf.

Add details about the issue in the **Issue Description** field. When you are finished, click **Log Ticket**.

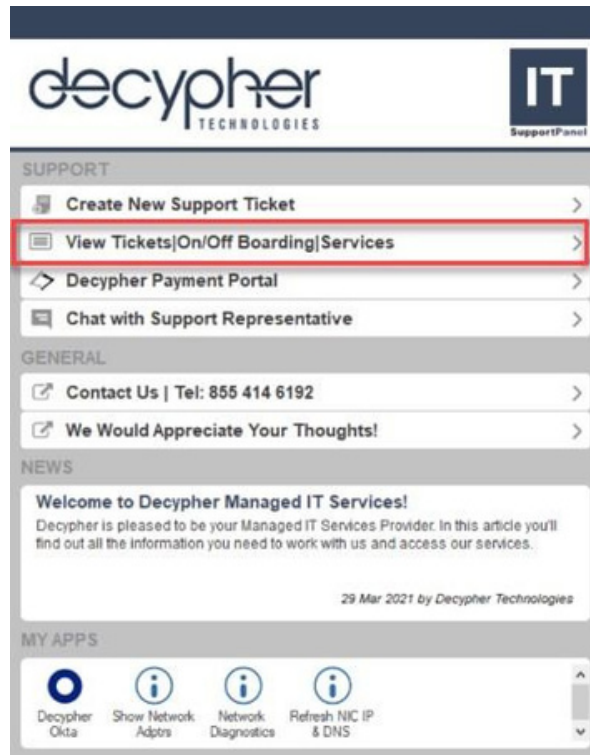
4

## View Tickets | On/Off Boarding | Services

When you launch the IT Support Panel, select **View Tickets | On/Off Boarding | Services**.

From this section, you can access your company's Help Desk tickets, view service tickets, and see closed tickets

To view closed tickets, choose a time frame and select **Show Closed Tickets**.



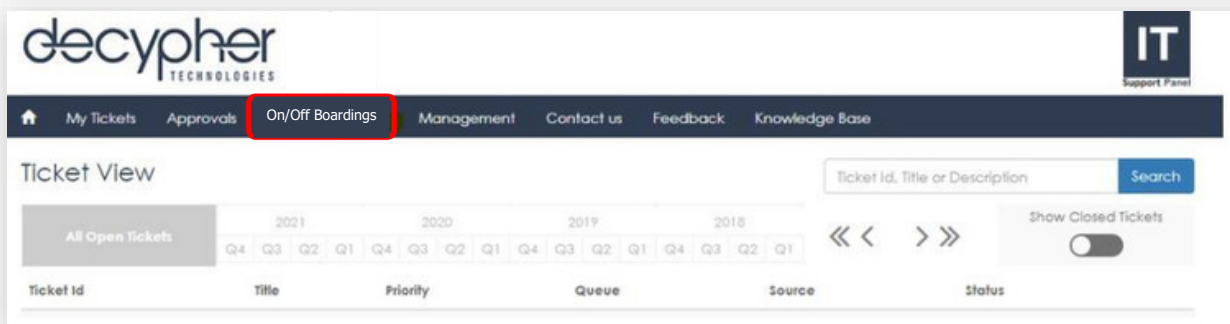
5

## On/Off Boarding

Use **On/Off Boarding** to submit user and computer onboarding or offboarding requests.

This section is available to approved users. If you need access, please ask an approver on the account to let us know.

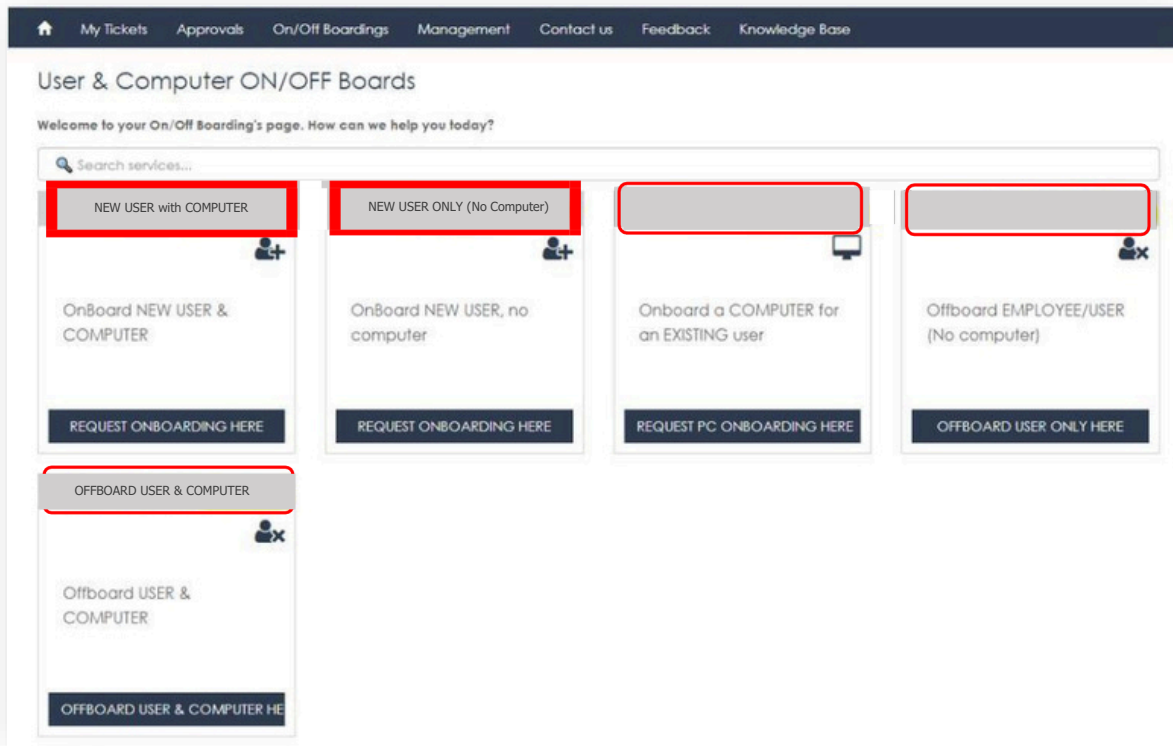
To begin, select **On/Off Boardings** from the blue bar at the top.



6

## Select the Right Form

Select the form that best matches your request, then click **Request Onboarding Here** or the matching request button.



7

## Submit the Form

Complete the form and click **Submit**.

For time-sensitive offboarding requests or offboarding requests involving security concerns, please continue to **call Decypher at 855.414.6192 and use your Priority Support Code**. This helps our team identify and route the request quickly.

## Which form should I use?

<b>New User with COMPUTER</b>	Use this when a new user needs both an account and a computer set up.
<b>New User ONLY (No Computer)</b>	Use this when a new user needs an account, but no computer setup is needed.
<b>PC SET-UP ONLY (Existing User)</b>	Use this when an existing user needs a new or existing computer set up. No user setup is needed.
<b>OFFBOARD USER ONLY (No PC)</b>	Use this when a user needs to be offboarded, but no computer is involved.
<b>OFFBOARD USER &amp; COMPUTER</b>	Use this when a user and their computer both need to be offboarded.

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In addition to completing the form, please call our office at **855.414.6192** and use your **Priority Support Code** if the offboarding request is time-sensitive or involves a security concern.

Your Priority Support Code can be found in the IT Support Panel.

These forms must be used for user and computer changes so we can help keep your account secure, software licensing accurate, and computer support and invoicing up to date.

# Decypher Ticketing System

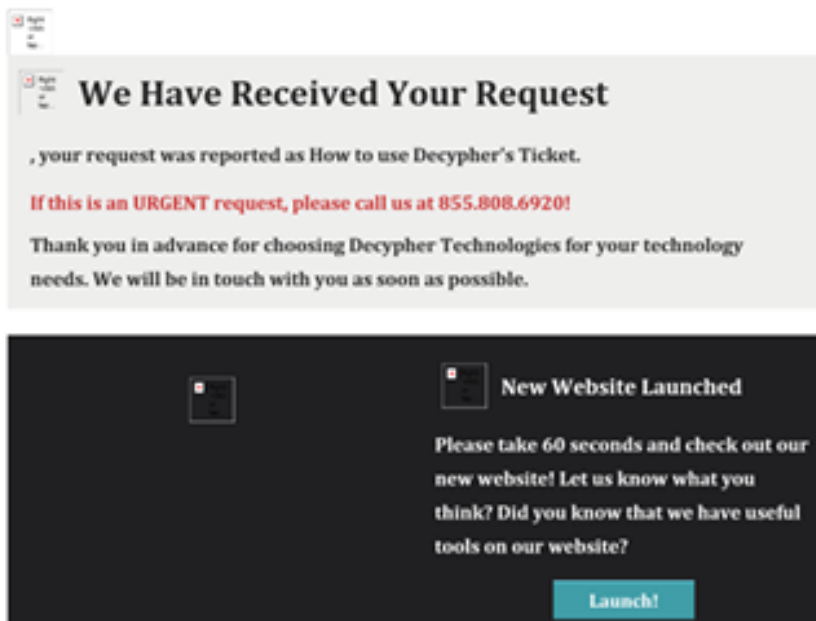
Decypher uses a ticketing system to track support requests, keep communication organized, and make sure your issue is followed through to resolution.

**Once a ticket is submitted, you will receive an email confirmation letting you know it was received.**



--REPLY above this line to respond--

[About](#) [Services](#) [News](#) [Support](#) [Customer Portal](#) [Contact](#)



Please reply directly to the [decyphertech.com](mailto:decyphertech.com) email address and keep the ticket number in the subject line.


If the ticket number is removed, the system will create a new ticket and send a new confirmation email. Keeping the same ticket number ensures all communication about that issue stays in one place for you and the technician working on it.

## When you reply to a ticket email, you may see:

Send	To...	Decypher Business Development <bizdev@decyphertech.com>
	Cc...	
	Bcc...	
Subject		RE: Ticket#258176/Catchall/How to use Decypher's Ticket -- has been updated

**Jessica Friedenberg**  
Account Manager  
d: 970.429.5376 x1038

Once we reply, you will see something like the below. As the communication thread grows, the email you receive can have a long discussion attached. You only need to read the update at the top and reply back if necessary.

 Decypher Business Development <bizdev@decyphertech.com> | Jessica Friedenberg | 1:40

**Ticket#258176/Catchall/How to use Decypher's Ticket -- has been updated**

If there are problems with how this message is displayed, click here to view it in a web browser.

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REPLY above this line to respond—  
[This ticket has been updated by Jessica Friedenberg](#)

Thank you so much!

We will be calling at 2pm. Please let me know if that does not work.

Thank you

[Full ticket details](#)

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**Ticket #258176**  
View Ticket: [How to use Decypher's Ticket](#)  
Status: Account Management

Company: Catchall (DO NOT RENAME)  
Contact:  
Phone:  
Address: 123 Main Street  
Hometown, CO 81612

**Discussion:**  
**Ned 9/19/2018/1:38 PM UTC-06/ Jessica Friedenberg-**  
forgot to give you the number to call me to discuss my issue!

Jessica Friedenberg  
Account Manager  
d: 970.429.5376 x1038

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**Ned 9/19/2018/1:36 PM UTC-06/ Jessica Friedenberg-**  
Once you submit a ticket, you will receive an email letting you know it was received. Once our team picks it up, we will respond asap. This is Decypher's means to keep our entire team updated, to keep track of communication and to keep you updated.

As the communication thread grows, the email you receive can have a long discussion attached. You only need to read the update or response at the top of the ticket and reply back above the \_\_\_\_\_ line. Once you write back, by hitting reply so that the decyphertech.com address is still in the Send To line and the ticket number is still in the subject line, we will be alerted.

Your reply will go directly into our ticketing system, and everyone involved on the ticket will be notified.

You do not need to add the same users separately. Doing so may send duplicate alerts.

# Password Policy



Your password is one of the primary ways your account, email, files, and company systems stay protected. We recommend using a passphrase instead of a single word because it is easier to remember and harder to guess.

Example: **WeL0veTechn0l0gy!**

- **Password history = 4 passwords remembered**  
Your new password must be different from your last 4 passwords.
- **Maximum password age = 180 days**  
You will be required to change your password every 6 months.
- **Minimum password age = 1 day**
- **Minimum password length = 12 characters**
- Use a passphrase whenever possible.

## Lockout Policy

- **Account lockout threshold: 5 invalid login attempts**  
After 5 invalid login attempts, your account will be locked for 15 minutes
- **Computer wipe threshold: 15 invalid login attempts**  
After 15 invalid login attempts, the computer will be wiped as a security measure.

**Please call Decypher before you reach that point. We can help you regain access safely.**

# Outages

## Maintenance Notification

Decypher performs routine maintenance to keep your systems secure, stable, and up to date. This may include patching, server updates, monitoring updates, security improvements, or other work needed to help reduce avoidable disruptions.

Most maintenance is automated and performed only during the maintenance windows established with your organization. If work needs to happen outside that window, such as emergency patching for a critical security issue, Decypher will send a maintenance notification with the reason, impacted systems, expected duration, and any steps you should take.

Below is an example of the type of notice you may receive.

### Maintenance Notification Example

#### **PURPOSE:**

We will be updating the server. During this maintenance window, listed services will be unavailable for approximately 60 minutes.

#### **WHEN:**

Start: May 4, 2020 @ 10:00am MST  
End: May 4, 2020 @ 11:00am MST  
Estimated duration: 1 Hour

#### **IMPACT:**

The following services may be unavailable:

1. QuickBooks
2. Microsoft 365
3. Login services/Active Directory
4. Backup services

#### **REMINDER:**

Please save your work, close active programs, and leave your computer powered on. Unsaved data may be lost if programs remain open during maintenance.

#### **QUESTIONS:**

If you have any questions regarding this update, contact the Help Desk at 855-414-6192 or [helpdesk@decyphertech.com](mailto:helpdesk@decyphertech.com).

Thank you for your patience and understanding,

The Decypher Help Desk Team

# Auto Elevate

Research has shown that 85% of Microsoft Windows vulnerabilities can be mitigated by changing user permissions and enabling User Access Control, or UAC.

As part of Decypher's security process, we use AutoElevate to help manage when software requests administrator-level access on your computer. This mainly applies when you are installing new software that has not already been approved for your organization.

This does not mean every program you use will require approval. Once software is reviewed and approved for your organization, authorized programs can be installed or used without the same review process each time.

When new or unapproved software requests elevated permissions, the Decypher Help Desk is notified automatically. A ticket is opened, and our team reviews the request within minutes to confirm the software meets the following criteria:

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1. The software comes from the original manufacturer or a trusted source.

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2. Antivirus protection is enabled and up to date on your computer during installation.

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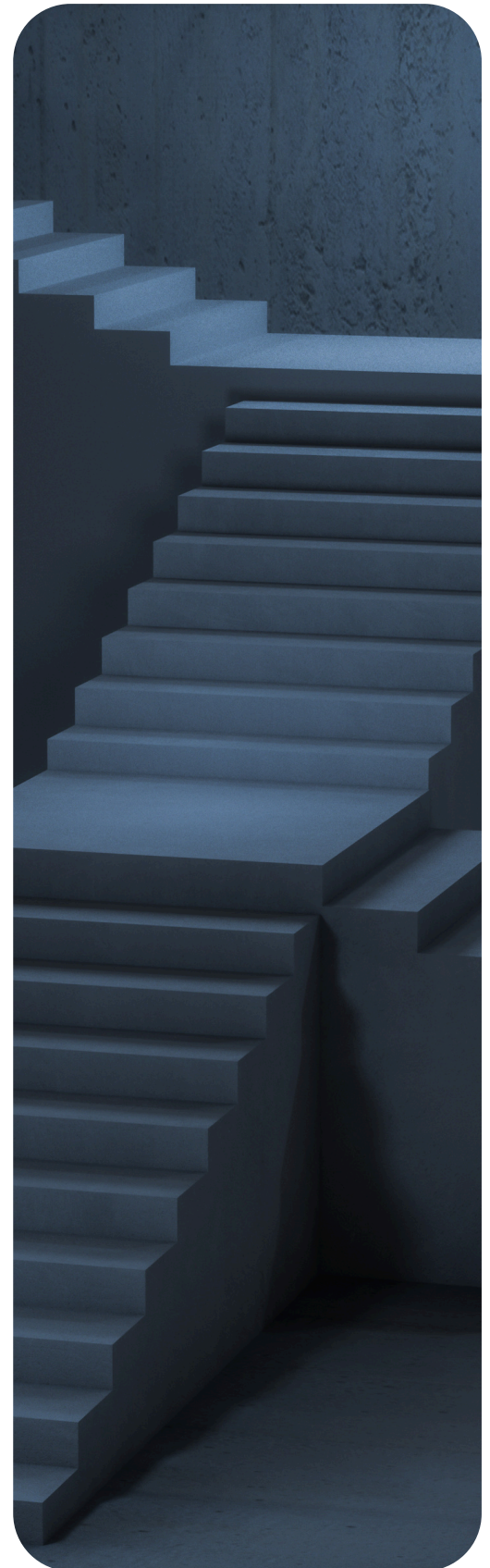
3. System Restore is enabled before installation so the computer can be rolled back if needed.

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4. Your organization approves the use of the software.

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AutoElevate helps strengthen security while still allowing approved business software to be installed with less delay.





This approval process applies to new software or software that has not already been approved for your organization. It does not mean every program you use will require review each time.

The process does not require a technician or a user with administrative privileges to remotely access your computer, even if you are out of the office.

Once a program is approved for your organization, it can usually be installed or used without additional review. This helps improve security while making it faster to access approved business applications.

Decypher uses AutoElevate to strengthen your security posture, streamline software approvals, and reduce delays when you need trusted programs to do your work.

## FAQ

01

**Q: Will this prevent any of my existing programs from running?**

A: No. AutoElevate is focused on software that requests elevated permissions, especially new or not-yet-approved software.

02

**Q: When I install a program, will I have to call or email the Help Desk?**

A: No. The approval process will automatically open a ticket and notify the Help Desk.

03

**Q: When will this take place?**

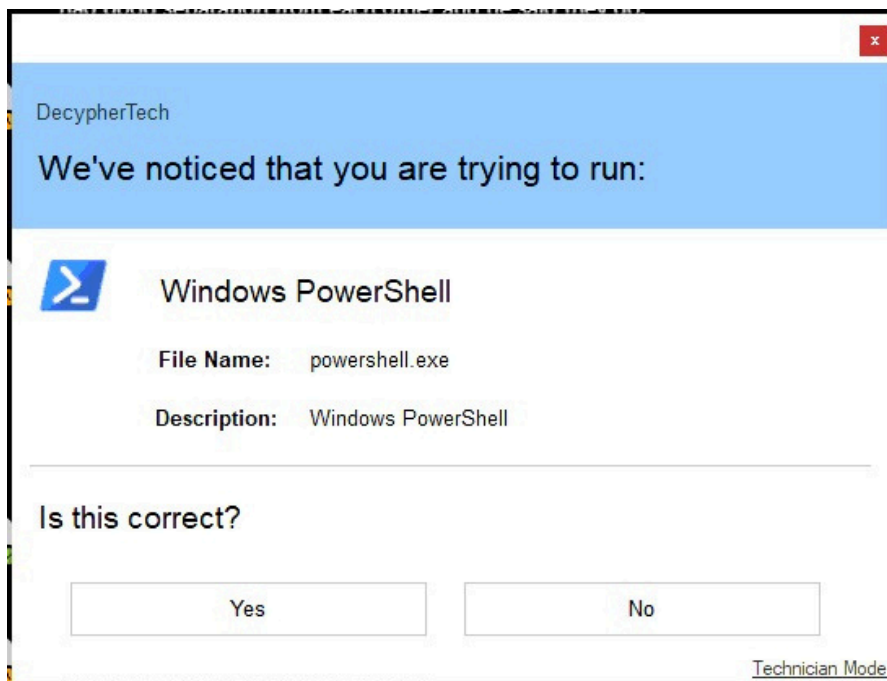
A: Decypher will enable this security feature within the next two weeks. A maintenance notification will be sent within one week of the change.

**More information:**

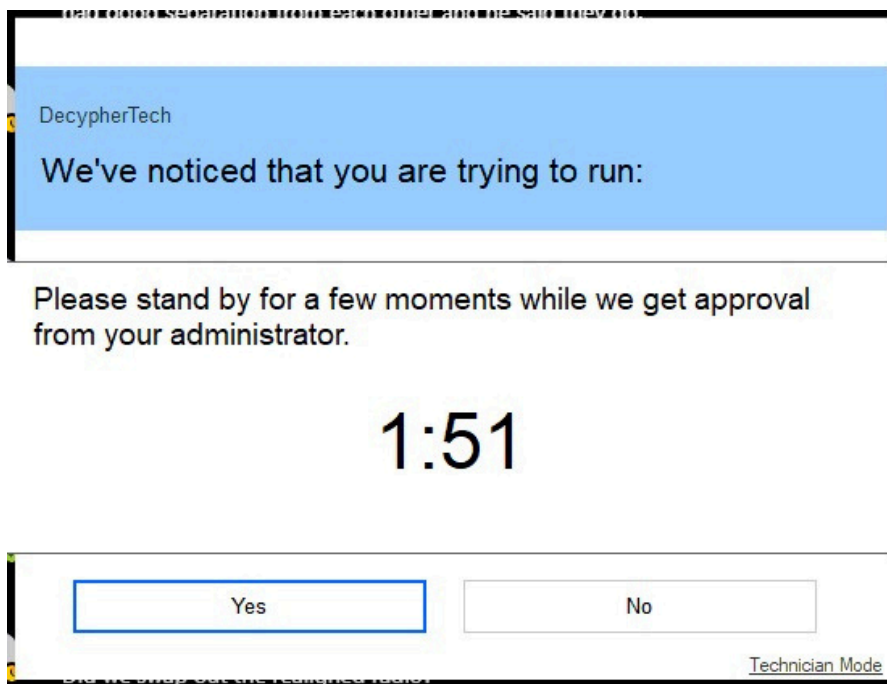
<https://www.forbes.com/sites/thomasbrewster/2017/09/18/ccleaner-cybersecurity-app-infected-with-backdoor/#65d261a6316a>

AutoElevate allows Decypher technicians to review new or not-yet-approved programs that request elevated permissions. This helps prevent unauthorized software, including threats like ransomware, from running with administrator-level access.

When a user tries to run a program with elevated permissions, a prompt will ask them to confirm whether they intended to open it. The example below shows this prompt for Windows PowerShell.



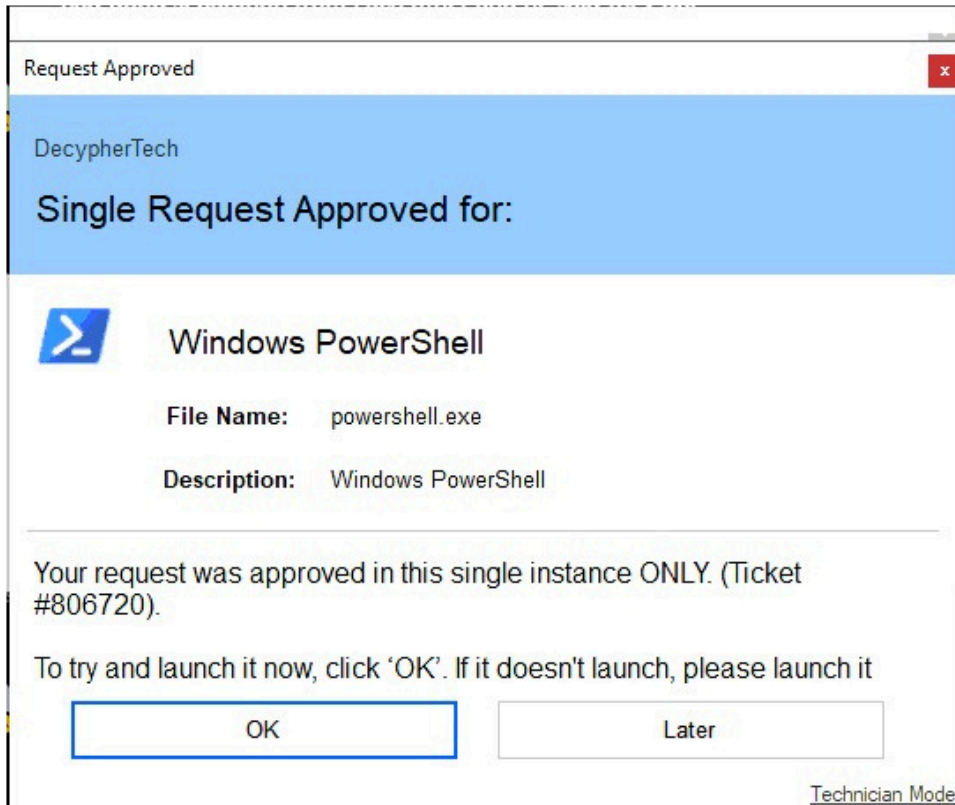
If the user selects **Yes**, a two-minute approval countdown will begin while Decypher reviews the request.



Within two minutes, Decypher will review the request and determine whether the program is safe to run.

The technician may approve the request, deny it, or contact the user for more information. If approved, the program will continue with elevated permissions.

If the technician approves the request for one-time use only, the user will be prompted again the next time the program needs elevated permissions, such as when uninstalling a program.



# Proofpoint and Spam Emails

Proofpoint is an optional email security add-on and may not be included with every managed services agreement.

If your organization has Proofpoint, you can use it to review quarantined emails, release legitimate messages, and manage allowed or blocked senders.

## You can manage quarantined spam emails in two ways:

- 01** Proofpoint will send you a daily email listing messages it has quarantined as likely spam. The email will look similar to the example below.

Quarantined (by Score)			
Address	Subject	Delivery Date/Time	Action
Blake Caleb blakecaleb.uk@gmail.com	I provide seo, write-tal link,	10 May 22 - 00:39 AM	Preview Release Release & Approve Block
Jordan Evan jordanevan_seo@gmail.com	Do you want to promote your site ?	10 May 22 - 00:15 AM	Preview Release Release & Approve Block

If a message is legitimate, click **Release** to send it to your inbox within a few minutes. To inspect the message first, click **Preview** and a webpage will open with a preview of the email.

If the message is spam, click **Block** to prevent future emails from that sender.

If you recognize the sender and want future messages from that address delivered normally, click **Release & Approve**. This releases the message and helps prevent future emails from that sender from being quarantined.

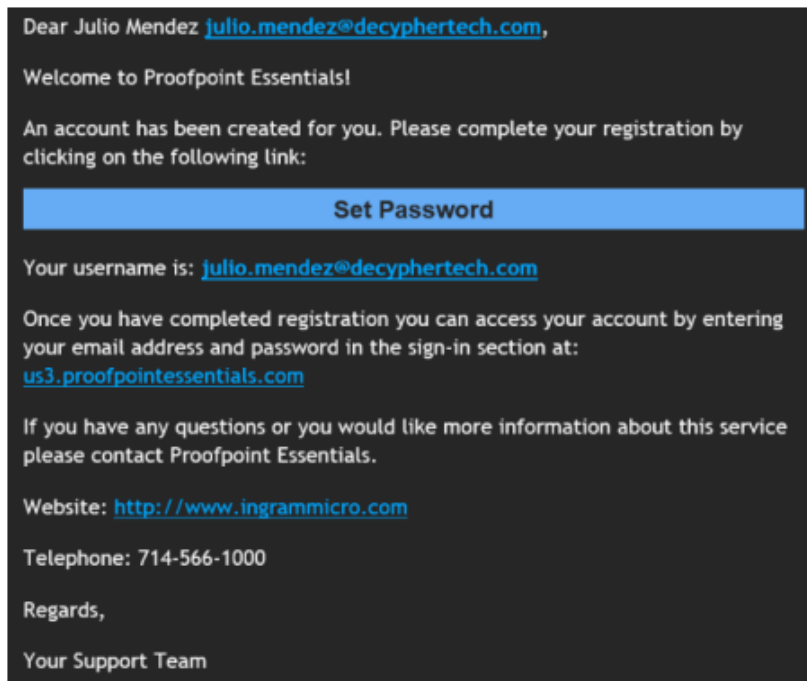
## WARNING

Only use **Release** or **Release & Approve** when you are sure the email came from a known address.

Do not rely on the sender's name alone. Check the actual email address, preview the message when needed, avoid opening attachments from unknown senders, and contact Decypher if you are unsure whether a message is safe.

**02** You can also manage quarantined emails, blocked senders, and allowed senders through the Proofpoint Portal.

To log in, look for the Proofpoint welcome email and click **Set Password**. Use that link to create your portal password.



Once your password is set, go to: <http://us3.proofpointessentials.com>

Sign in with your email address and the password you created. Inside the portal, you'll see several tabs in the left-hand menu:

### **Profile**

View your Proofpoint profile and change your Proofpoint password.

### **Digests**

Manage settings for your daily Proofpoint quarantine email. For example, you can adjust what time the digest is sent or choose to receive quarantine updates more often (e.g., every eight hours instead of every 24 hours).

### **Allow/Block Sender Lists**

View and edit which email addresses are allowed or blocked for your mailbox. These settings apply only to your mailbox, not the entire organization.