



# HelpDesk Suite for iManage

*The most comprehensive set of tools to handle everyday helpdesk needs*

## Refile

Integrated into the Work 10 Web Client, choose to push security and profile metadata down from a folder to subfolders and documents.

## Check-In

This web application allows users with non-elevated rights to check in documents that are checked out by other users.

## Change Owner

Integrated with Work 10 Web Client, change folder ownership from any account to another account.

*\*Requires IIS Server*

## Security Updater

This windows application updates the ACL security for folders and documents.

## Workspace Updater

This windows application, updates Workspace profile metadata in bulk.

## Document Updater

This windows application, updates Document profile metadata in bulk.

*\*Requires SQL Server*

## IMPROVE OPERATIONS AND REDUCE SECURITY CONCERNS

Helpdesk Suite enables the Help Desk to perform user operations on behalf of an administrative account.

## SYSTEM REQUIREMENTS

- iManage 10.4.x or newer
- iManage.Work
- CloudiManage.com
- IIS Server
- SQL Server

