

Using Support Assistant from a Device

<https://campus.barracuda.com/doc/89620937/>

You can provide information to end users about the Support Assistant that is installed on their desktops. Depending on how you set up the Support Assistant policy, you may want to tell them how to submit a ticket or how to contact you using the Support Assistant.

Not all notification area icons are displayed by default. Icons are displayed in the notification area overflow unless promoted to the notification area by the user. You may also want to mention how to make the icon show up all the time on the user's desktop by telling them to right-click the icon and select **Customize**.

To use Support Assistant from a device

- Click the Support Assistant icon in the notification area of the taskbar and select a menu item.

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