

Utilities - Agvance SKY Admin

Last Modified on 07/06/2026 3:39 pm CDT

Contact Support Options

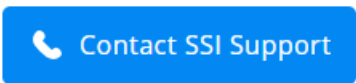
Determine which Contact Support buttons are available on the Agvance SKY homepage at *Agvance SKY Admin / Utilities*.

SSI Support

Configure settings for contacting SSI Support. This button will open a new email window to send a message to SSI Support and open a new ticket.

Choose to *Enable for all users* or *Enable for some users*. If *Enable for some users* is selected, choose **Add/Remove Users** to choose for which Agvance SKY Users this button should be available. A User can be removed from this list by selecting the **Delete** icon.

☒ SSI Support Button



☐ Enable for all users ☒ Enable for some users

User Name
Joe Dev Example

Email
email@emaildomain.com



User Name
Joe Dev Example II

Email
email@emaildomain.com



User Name
Anna Admin (SSI)

Email
email@emaildomain.com



 [Add/Remove Users](#)

Internal Support

Configure settings for contacting internal support. This button can be set to open a URL or send an email to a different email address such as the company's own Support department.

Choose to *Enable for all users* or *Enable for some users*. If *Enable for some users* is selected, choose **Add/Remove Users** to choose for which Agvance SKY Users this button should be available. A User can be removed from this list by selecting the **Delete** icon.

 Internal Support Button

 Contact Internal Support

Button Label

Contact Internal Support

Support Email Address or Url

helpcenter.agvance.net

Email Subject Line (Optional)

Enter the *Button Label* then the *Support Email Address or URL*. If entering an email, an *Email Subject Line* can be entered that will automatically copy over to the new email window.

TeamViewer

Configure settings for TeamViewer.

With this option enabled, a **Launch TeamViewer** button will be available in the *Need Help?* section of the Agvance SKY homepage. Selecting this button will initiate a TeamViewer download and allow SSI Support to connect and assist.

Note: A window will display upon selecting Launch TeamViewer to confirm connecting to TeamViewer.

Connect to SSI Service Representative

When connecting to an SSI Customer Service Representative using TeamViewer, you will need to tell the representative the ID on the Remote Assistance Screen.

Continue connecting to TeamViewer?

No

Yes

Once **Save Settings** is selected, the enabled button(s) will be displayed on the Agvance SKY homepage under the app icons.



Need help?



Contact Support



Contact Internal Support



Launch TeamViewer

Display Company Name

Enabling this option displays the *Company Display Name* on the Agvance SKY homepage. The *Company ID* is read-only information. Upon enabling this option, the *Company ID* defaults as the *Company Display Name* but this can be changed. The *Company Display Name* field is required if *Show Company Name* is turned on.

☒ Show Company Name

Company ID

InternalCompanyID

This is the internal system ID.

Company Display Name

Company Display Name

This is the display name that will show on the landing page.

20 / 100

Once saved, the *Company Display Name* will be shown on the homepage of Agvance SKY.



Welcome

Anna Admin (SSI)
Company Display Name