ACTONIX

DATASHEET

Self-Service Portal

IT help employees can get themselves, 24/7 — a desktop portal for software, access, fixes and requests that already knows their device.

HIGHLIGHTS

60+ ready-made services
A service catalog that works from day one

One-click software installs
Approved apps without admin rights or a ticket

Safe self-healing
Cleanup and fixes from a fixed list of actions

Approvals on the desktop
Managers approve without another tool

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OVERVIEW

IT support in every system tray

Actonix Self Service sits in every employee's system tray. Staff report problems, request software and access, fix common issues and track their requests — and because the portal already knows their device, they never have to describe it.

WHAT EMPLOYEES CAN DO

Six things, one window

Report a problem

Guided forms that run the right diagnostics first and attach the results.

Request something

Hardware, services and changes from the IT catalog.

Install software

Approved applications in one click.

Request access

Applications, VPN, shared folders, Microsoft 365 and privileged access.

My devices

Health and details for each of their devices.

Knowledge base

Searchable articles, suggested before a ticket is raised.

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BUILT-IN SERVICE CATALOG

60+ services across six areas

Area	Example services
Troubleshooting	Computer slow, Wi-Fi, VPN, printer, Outlook, Teams, audio / video, blue screen, low disk space, Windows Update
Software	Install, uninstall, update, licences, new software requests, browser extensions, drivers, exceptions
Account & access	Password reset, account unlock, application, VPN, shared folder, Microsoft 365, privileged and temporary access
Hardware	New laptop, replacement, repair, monitors, headsets, docks, loaner devices, asset return and transfer
Security	Report phishing or malware, suspicious activity, account compromise, lost or stolen device, MFA problems
Employee lifecycle	New employee setup, transfers, offboarding and access removal

IT can edit, add or retire services from the Actonix console.

KEY CAPABILITIES

Designed for employees, governed by IT

- **Time-limited admin rights** — for installers that need them: requested in the portal, approved, granted for a set time, logged and removed automatically when they expire.
- **Smart forms** — fields appear only when relevant; hostname, OS, serial number and device health are filled in automatically.
- **Clean up this PC** — safe one-click cleanup of temporary files, browser and Teams caches, update caches and crash dumps, with no admin rights needed.
- **Guided diagnostics & fixes** — matching checks for slow PCs, network, VPN, Windows Update, Outlook, printers, audio and crashes, each with a one-click fix.
- **My requests** — a full timeline with comments, attachments and screenshots; employees confirm, reopen or rate the fix.
- **Notifications** — desktop alerts when a request moves, with per-user preferences.

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SECURITY BY DESIGN

Self-service without the risk

Fixed, safe actions only

The portal never runs arbitrary commands — only a short, approved list of fixes.

Backend-enforced approvals

SLAs, routing and every authorisation decision live in the Actonix cloud, not on the PC.

Verified identity

Every request is tied to the device's agent identity and the signed-in Windows user.

See Actonix on your own endpoints

Book a live demo, or talk to our team at sales@actonix.in.

actonix.in/demo