KairosLink

Product map

Everything in KairosLink, where it lives and how it works.

How-to guide Has its own how-to guide.

No menu entry Exists and works, but you reach it from another screen, not from the menu.

Public site

- Home https://kairoslink.io/en

Product

- Remote control **How-to guide** https://kairoslink.io/en/product/remote-control
- Monitoring **How-to guide** https://kairoslink.io/en/product/monitoring
- Patching **How-to guide** https://kairoslink.io/en/product/patching
- Service desk **How-to guide** https://kairoslink.io/en/product/service-desk
- Problem management **How-to guide** https://kairoslink.io/en/product/problem-management
- Knowledge base https://kairoslink.io/en/product/knowledge-base
- AI commands **How-to guide** https://kairoslink.io/en/product/ai-commands
- Credential vault https://kairoslink.io/en/product/credential-vault
- File explorer https://kairoslink.io/en/product/file-explorer
- Reports https://kairoslink.io/en/product/reports
- Customer portal **How-to guide** https://kairoslink.io/en/product/customer-portal
- Active Directory assessment https://kairoslink.io/en/product/active-directory-assessment
- Account lockouts https://kairoslink.io/en/product/account-lockouts
- Microsoft 365 https://kairoslink.io/en/product/microsoft-365
- Linux servers https://kairoslink.io/en/product/linux-servers
- Security https://kairoslink.io/en/product/security
- Certificates https://kairoslink.io/en/product/certificates
- Web Filtering https://kairoslink.io/en/product/web-filtering
- DLP https://kairoslink.io/en/product/dlp
- Screen Wall https://kairoslink.io/en/product/screen-wall

Comparisons

- KairosLink vs NinjaOne https://kairoslink.io/en/compare/kairoslink-vs-ninjaone
- KairosLink vs Atera https://kairoslink.io/en/compare/kairoslink-vs-atera
- ConnectWise alternative https://kairoslink.io/en/compare/connectwise-alternative

Guides

- What an RMM is and how it differs from an ITSM https://kairoslink.io/en/guides/what-is-rmm-and-how-it-differs-from-itsm
- How to choose an RMM for a small MSP https://kairoslink.io/en/guides/how-to-choose-an-rmm-for-a-small-msp
- How much an RMM costs: pricing models compared https://kairoslink.io/en/guides/how-much-does-an-rmm-cost-pricing-models-compared

Help

- Product map https://kairoslink.io/en/help
- Getting started **How-to guide**
- Install the Windows agent **How-to guide**
- Install the Linux agent **How-to guide**
- Install the macOS agent **How-to guide**

Pricing and legal

- Pricing https://kairoslink.io/en/pricing
- Terms https://kairoslink.io/en/terms
- Privacy https://kairoslink.io/en/privacy
- Refunds https://kairoslink.io/en/refunds

· Contact https://kairoslink.io/en/contact

Sign-in entry points

These entry points keep the same address in every language.

· Create account /register

· Sign in /login

· Sign in to the customer portal /portal/login

MSP console

The console is the private MSP area. It requires an account.

Side menu

· Dashboard How-to guide

Customers How-to guide

These are the tabs inside a customer record.

· Overview

· Computers

· Infrastructure

· Agents

· Security

· Antivirus

· Credentials

· Portal

· Notifications

· Web Filtering

· DLP

· Microsoft 365

Devices How-to guide

These are the tabs inside a device record. On Linux devices, Startup, Registry, Printers and Certificates do not appear. Account lockouts and Domain functional level are opened from the button bar in the AI Commands console.

· Summary

· AI Commands How-to guide

· Services

· Processes

· Applications

· Startup

· Tasks

· Registry

· Explorer

· Printers

· Patches

· Certificates

· Monitoring

· Alerts

· Account lockouts No menu entry

· Domain functional level No menu entry

Tickets How-to guide

· Ticket list

· Problems How-to guide

Knowledge

· Articles

· Categories

Monitoring How-to guide

- Monitoring panel
- Network
- Screen Wall
- Agent deployments
- Alert inbox No menu entry
- Threshold settings No menu entry
- Monitoring history No menu entry
- Alert rules No menu entry
- Active Directory No menu entry

Patches How-to guide

- Patch status
- Patch groups No menu entry

Security

- Antivirus
- Certificates
- Web Filtering
- DLP
- Security posture
- Remote sessions How-to guide

Reports

- Tickets and time
- Knowledge base
- Problem management
- Audit
- Satisfaction No menu entry
- Subscription

Settings

- Ticket classifications
- Escalation levels
- SLA
- Thresholds and alerts
- Branding and white label
- Screen Wall privacy
- Users and roles
- Single sign-on (SSO)
- Subscription and modules
- Billing
- Two-factor and devices
- Device access How-to guide
- Agent credentials How-to guide

User menu

- My profile
- Billing
- Users
- SSO access requests
- SSO setup
- Other accounts
- Notifications
- Light and dark theme
- Language

Customer portal

This is what the MSP customer sees, under the MSP brand. It is not the console.

- Invitation sign-in
- Dashboard
- Computers
- Monitoring
- Patches
- Tickets
- Knowledge base

Apps

- Windows agent How-to guide
- Linux agent How-to guide
- Desktop viewer How-to guide
- Android viewer
- KairosLink Free