



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
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Apps

- Windows agent [How-to guide](#)
 - Linux agent [How-to guide](#)
 - Desktop viewer [How-to guide](#)
 - Android viewer
 - KairosLink Free
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