



Frequently asked questions.



I use Slack

1. I'm new to Slack. Is there a User Guide to help me get started?

Welcome to Slack! [Here is a guide](#) to help you get started. If you're having trouble accessing slack, please contact the Electric point of contact at your organization.

2. Can I call Electric instead of messaging via Slack?

One of the things that makes Electric different from other IT providers is our ability to support you via Slack. Our Service Desk Agents have been trained to resolve issues via Slack first and foremost, and we use Slack as our primary method of communication at this time.

3. Can I add Electric to a channel or group conversation on Slack?

While you will be able to add the Electric app to channels and groups, we are only currently supporting Direct Messages from yourself as the user to the Electric app.

Please be advised that Electric cannot engage in Channel or Group messages at this time.

4. I can't contact Electric via Slack. How can I get in touch?

If you're having trouble accessing Microsoft Teams, please contact the Electric point of contact at your organization for help.



I use Microsoft Teams

1. I'm new to Teams. Is there a User Guide to help me get started?

Teams is Microsoft's messaging and collaboration app designed to help your teams stay organized and communicate—all in one place. Electric provides IT support via Teams.

Use [this guide](#) to learn the basics. If you're having trouble accessing Teams, please contact the Electric point of contact at your organization.

2. Can I call Electric instead of messaging via Teams?

One of the things that makes Electric different from other IT providers is our ability to support you via Microsoft Teams. Our Service Desk Agents have been trained to resolve issues via Microsoft Teams first and foremost, and we use Teams as our primary method of communication at this time.

3. I can't message Electric via Teams. How can I get in touch?

If you're having trouble accessing Teams, please contact the Electric point of contact at your organization for help.

4. Including Electric in Teams, Channel, and Group Messages

While you will be able to add the Electric app to Channels and Groups, we are only currently supporting Direct Messages from yourself as the user to the Electric app.

Please be advised that Electric cannot engage in Channel or Group messages at this time.

5. Can Electric see edits to my messages on Teams?

While the Microsoft Teams app gives you the ability to Edit/Delete messages, please be advised that at this time, Electric **is not able to see** updates made to your messages. We can only see the original message on our chat history.



General Questions

1. Why do I need to download MDM software on my computer?

Mobile Device Management (MDM) is an IT industry term referring to the administration of devices such as computers, laptops, tablets, etc.

As your remote IT support help, Electric uses MDM software to remotely manage your devices, resolve device-level issues, keep your data secure, and push updates to keep your hardware in tip-top shape. [Learn more about MDM >](#)

2. For Mac users: I'm seeing some pop-ups after downloading Jamf Pro (MDM software). What do these mean?

Upon installing Jamf Pro, you may see some pop-ups asking you to verify the MDM profile or provide access to record your screen.

These pop-ups are informing you of the type of actions and rights the MDM agent will have access to by default. This **does not mean** Electric will be recording your screen or taking any of the listed actions without your consent at the time of installation.

Please note Electric will only access your workstation remotely to help you troubleshoot upon your request and **with your approval**.

3. For Mac users: What is "ConnectWise"?

Electric uses a tool called **ConnectWise** to remotely access your computer to resolve a ticket. ConnectWise is used by companies (like Electric) that provide help-desk style services and may occasionally need to remotely help you solve an issue. [Learn more about ConnectWise >](#)

You may receive a pop-up from ConnectWise informing you that Electric would like remote control of your computer and your consent is required to proceed. Please note:

- ⚡ Electric will only access your workstation **with your approval**; a pop-up will appear on your screen for you to accept prior to an Agent gaining control of your screen
- ⚡ You are in full control and have the ability to cancel the session at any time