Utilities - SKY Admin

Last Modified on 04/09/2026 10:55 am CDT

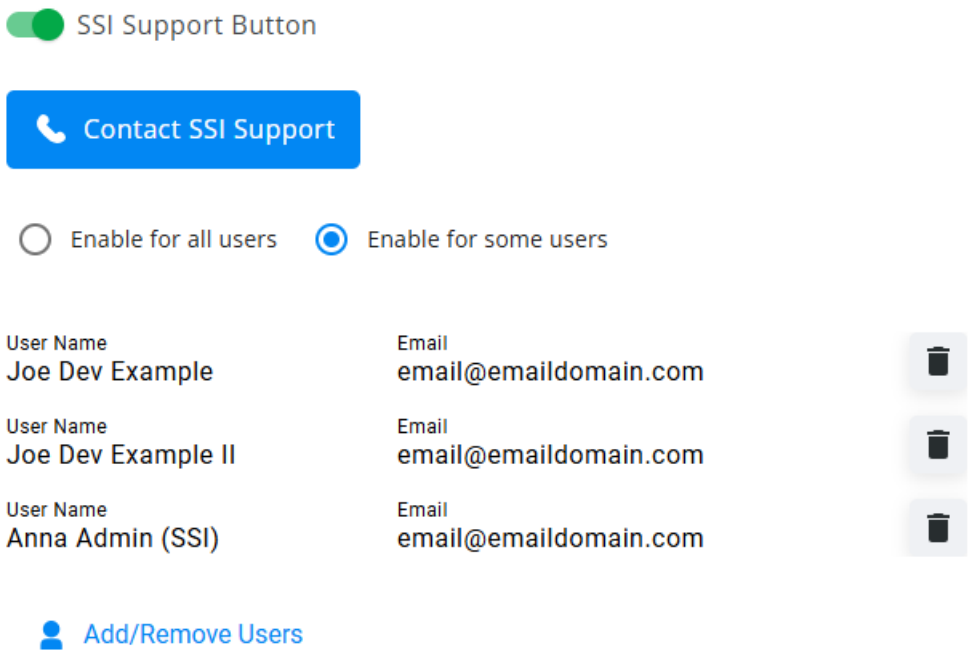
Contact Support Options

Determine which Contact Support buttons are available on the SKY homepage at *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.

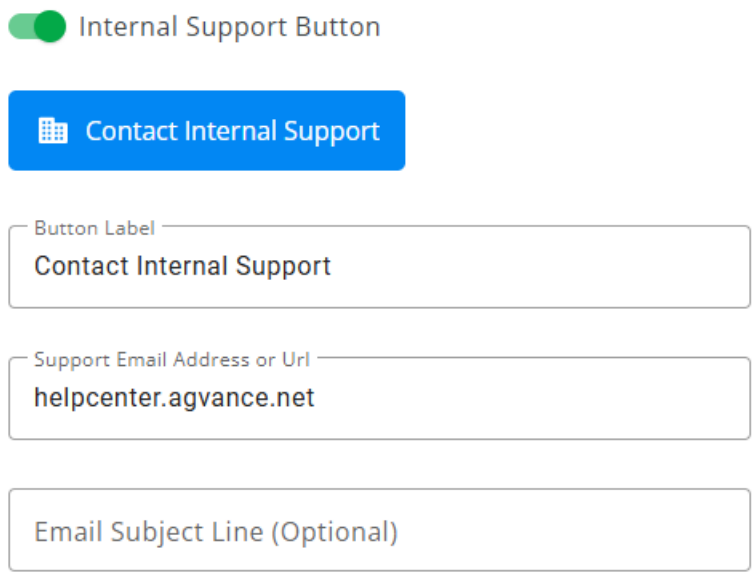
Choose to *Enable for all users* or *Enable for some users*. If *Enable for some users* is selected, choose **Add/Remove Users** to choose for which SKY Users this button should be available. A User can be removed from this list by selecting the **Delete** icon.



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 SKY Users this button should be available. A User can be removed from this list by selecting the **Delete** icon.



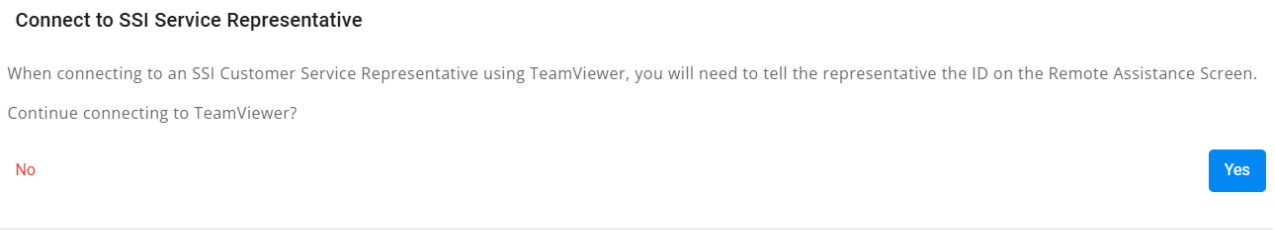
Enter the *Button Label* then the *Support Email Address or URL*. If entering an email, an *Email Subject Line* can be entered that will automatically copy over to the new email window.

TeamViewer

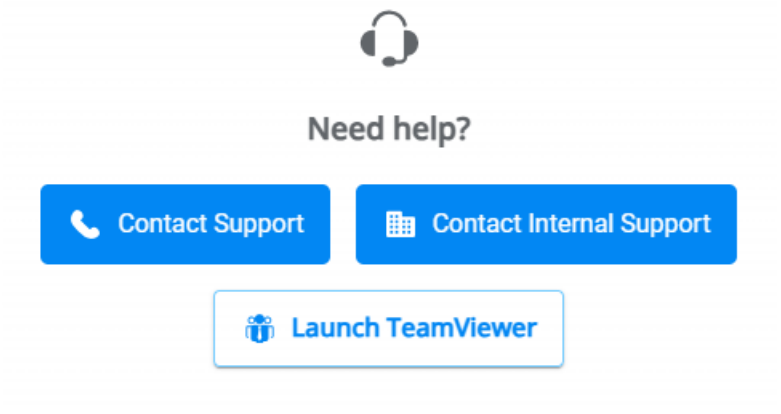
Configure settings for TeamViewer.

With this option enabled, a **Launch TeamViewer** button will be available in the *Need Help?* section of the 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.

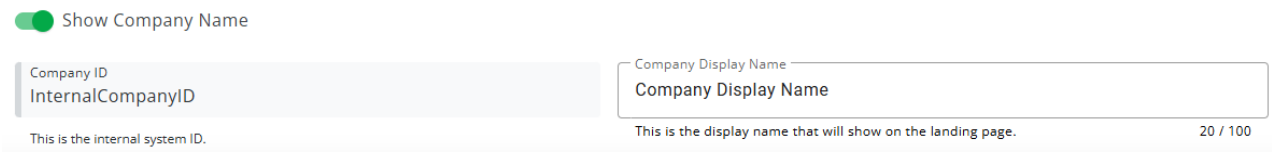
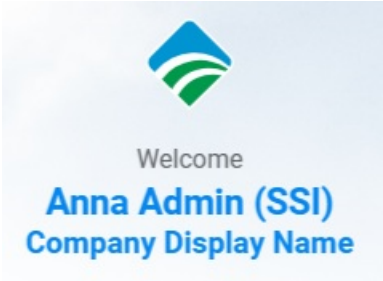


Once **Save Settings** is selected, the enabled button(s) will be displayed on the SKY homepage under the app icons.



Display Company Name

Enabling this option displays the *Company Display Name* on the 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.



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