



Technician Mode Authentication Setting

Starting with Agent 1.8.0.0, authentication requirements for Technician Mode can be controlled from the Admin Portal. When Technician Mode is initiated from the workstation the agent can now be set to either require authentication, not to require authentication, or to require authentication automatically based on the privilege level of the user that is currently logged in.

To change the setting go to the “Settings” menu in the Admin Portal, click ‘Edit’, and select the desired setting in the ‘Technician Mode Authentication’ field.

3 *settings* to choose from:

- **On** – When the technician mode link is clicked from the workstation a valid AutoElevate username and password must be entered to change the workstation into Technician Mode. This is true regardless of the privilege level of the user that is logged in. “On” is the original and default setting.
- **Off** – When the technician mode link is clicked the workstation will immediately enter Technician Mode without any authentication, regardless of the privilege level of the user that is logged in. If the user is logged in as an administrator this would allow them to easily bypass the AutoElevate system and therefore should be used cautiously.
- **Auto** – When Auto is selected the requirement for authentication is changed automatically based on the privilege level of the user that is currently logged into the computer.

If the user logged in has Standard privileges, then entering technician mode will not require authentication with an AutoElevate credential but will immediately enter Technician Mode.

If the user logged into Windows has Administrator privileges, then clicking the link to enter Technician Mode will require a valid AutoElevate username and password to change the workstation into Technician Mode. This makes it easier for technicians to service workstations when standard users are logged in by not requiring the extra step of authenticating with AutoElevate. This also provides a measure of protection for workstations that have users operating with Admin privileges by facilitating the ability to easily bypass the AutoElevate system.

In all cases, when Technician Mode initiated from the Admin Portal (from the Computer “actions” menu) it is done so using the authority of the AutoElevate technician logged into the Admin Portal interface.