

## Service Desk

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Service desk pages are used to create activation codes for your Privilege Manager temporary local user accounts. Management rules for local groups can be created only for the computer level in the ServiceDesk section. All management rules for local users must be created in the Configuration pages. Management rules for local groups where management level must be domain or organizational unit must be created in the Configuration pages.

Activation codes for temporary local user accounts can be created for users also when the users computers are not connected to any networks. Activation codes can be delivered to users using any method (for example phone, SMS, Fax, email etc.). Activation codes never contain user account names or passwords! Also activation codes are computer specific and can be used only on the computer that was selected when the activation code was created.

- **Create Activation Code:** Generate activation codes for local temporary user accounts.
  - **Managed Groups:** Create and manage rules for managing local groups on Privilege Manager Clients. Managed group rules can only be targeted to single computers.
  - **Unmanaged Accounts:** Create and manage rules for unmanaged accounts for Privilege Manager Clients. Unmanaged account rules can only be targeted to single computers.
  - **Retrieve Password:** Retrieve randomly generated password for Privilege Manager Clients. Randomly generated passwords can be forced to be regenerated.
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