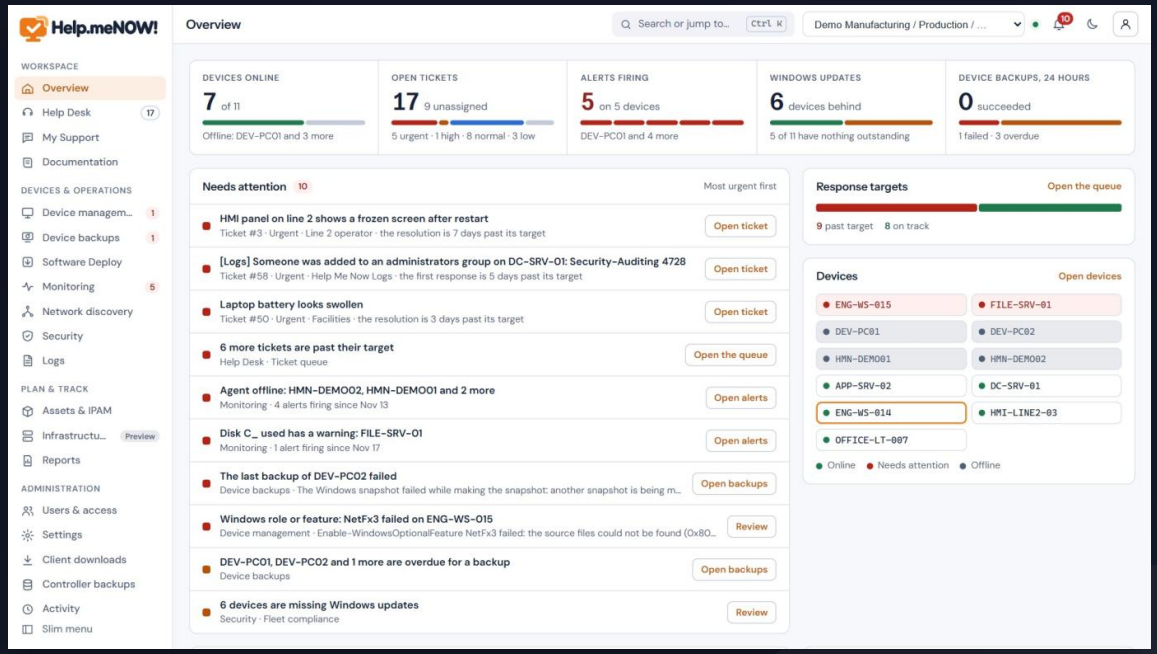
HELP.MENOW.PAGE · PRODUCT OVERVIEW

Help.meNOW!

a meNOW! product

Remote support, device management, monitoring, backups and a service desk in one calm console that runs on your own server.



The Overview of a demo Controller, in the Help.meNOW! look

November 2026 · Controller 0.20.0 · heading for v1.0 beta

Supporting a growing business takes too many tools

One tool per job

Remote control, patching, tickets, monitoring and backups often come from five different vendors.

Many lists, no single picture

Devices, tickets and changes live in separate systems that never quite match.

Data outside the building

Many tools route sessions and inventories through a vendor cloud the customer doesn't control.

Changes without a trail

Who installed what, when, and who approved it? Hard to answer across several tools.

Industrial sites add more

HMI panel PCs, engineering workstations and servers on the shop floor need the same care as office PCs, with fewer surprises: every change approved, recorded and reversible.

Help.meNOW!: one console you own

Support, manage, monitor, back up and document the Windows devices of a business from one place, on one Windows Server inside your own network.

Self-hosted
Runs on your server; sessions go straight to the device, or through your own relay.

All in one
One device list, one permission model and one audit log for every module.

Safe changes
Approvals, pinned installers and signed updates with automatic rollback.

SUPPORT

- Remote support
- Help Desk & My Support
- Documentation & guides

MANAGE

- Device management
- Software Deploy
- Security & updates
- Monitoring & sensors
- Device backups

TRACK

- Network discovery
- Logs
- Assets & IPAM
- Reports

Foundation for every module
Users & Active Directory sign-in · approvals · audit log · encrypted backups · signed updates

New this month

November 2026, Help.meNOW! 0.10 to 0.20: built after a walk through every module with the people who use it.

The Help.meNOW! look

The site's navy and orange, logo and lettering: console, Viewer, Setup.

Support outside the office

Through a relay every side dials out to; nothing opened on the firewall.

Vulnerabilities

What each device is open to while an update is missing; exploited ones marked.

Approve an update once

For every device, or decline or defer it; it installs in each window.

Find a device by a person

Part of a name, or who is signed in or assigned: every device list finds it.

What a device is doing now

What runs or waits on it, and a question before the same work twice.

Security scores

How serious each missing update is (CVSS), most serious first.

Written guides

The Help Desk and software profiles, explained in the library.

A calm console that briefs you

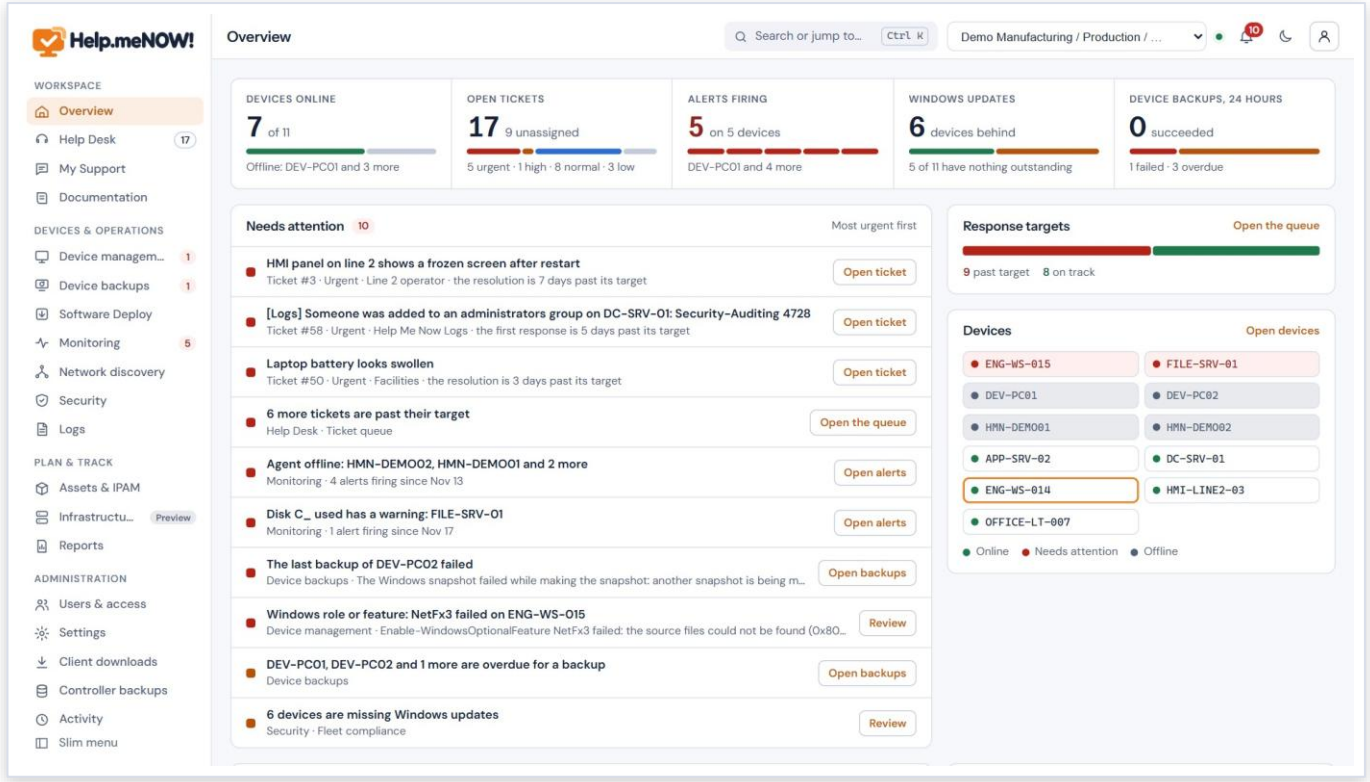
Five figures
Devices online, open tickets, alerts, Windows updates and device backups.

Needs attention
Red lines first, each with the one action that fixes it.

Ctrl+K to jump anywhere
Any module or tab, the record search, or the other theme.

Day and night
Light by day, navy by night; colour only where status needs it.

Activity timeline
Sign-ins, device actions, runs and backups in one timeline.



The Overview as a briefing, in the Help.meNOW! look of Controller 0.20.0.

A help desk that works like a triage desk

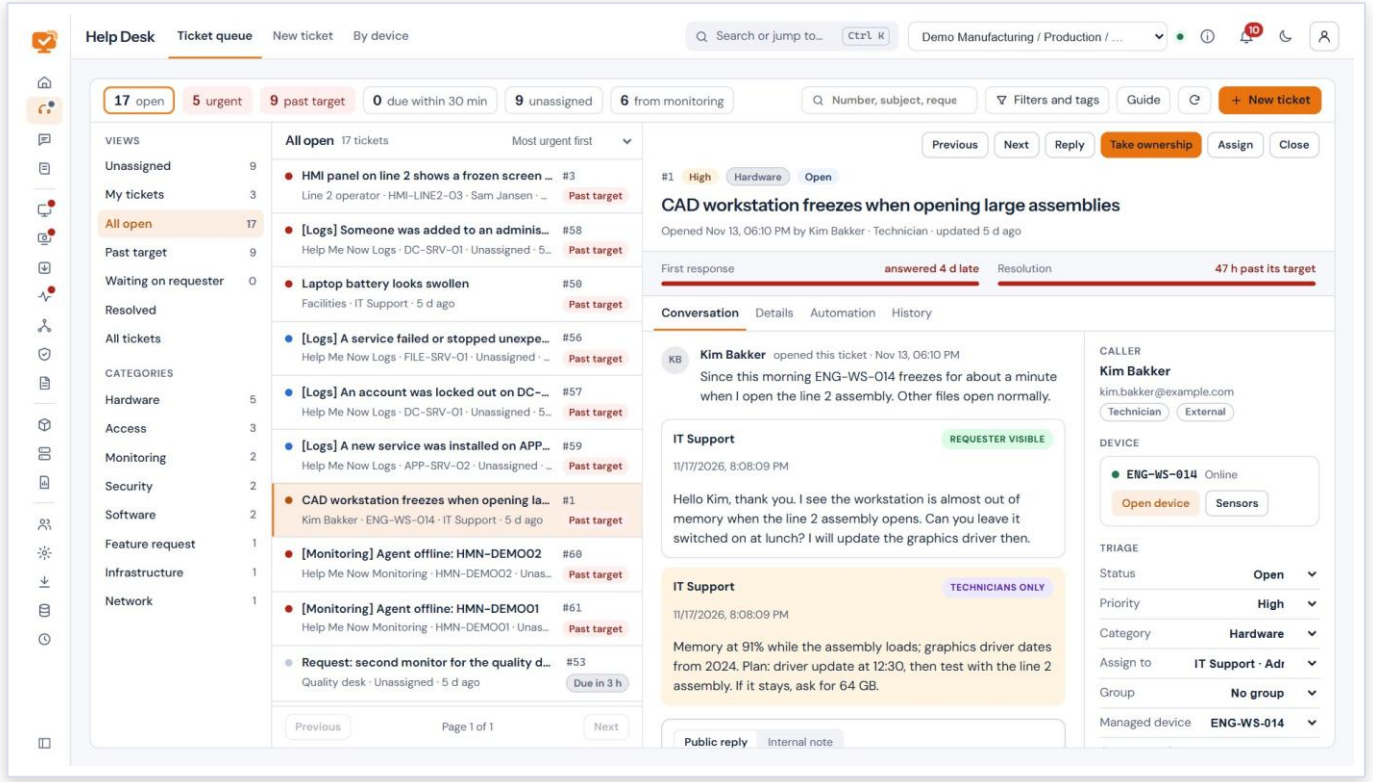
Figures that filter
Open, urgent, past target, due in 30 minutes, unassigned, from monitoring.

Two target bars
First response and resolution, paused while waiting for the customer.

Find the caller first
A new ticket starts with the person or their device; the rest fills in.

It knows the device
The device beside the ticket, with its menu: remote support included.

A written guide
How the Help Desk works, for every technician, in the library.



The triage desk: figures that filter, the list, and the ticket beside it.

Every device on one page, help one step away

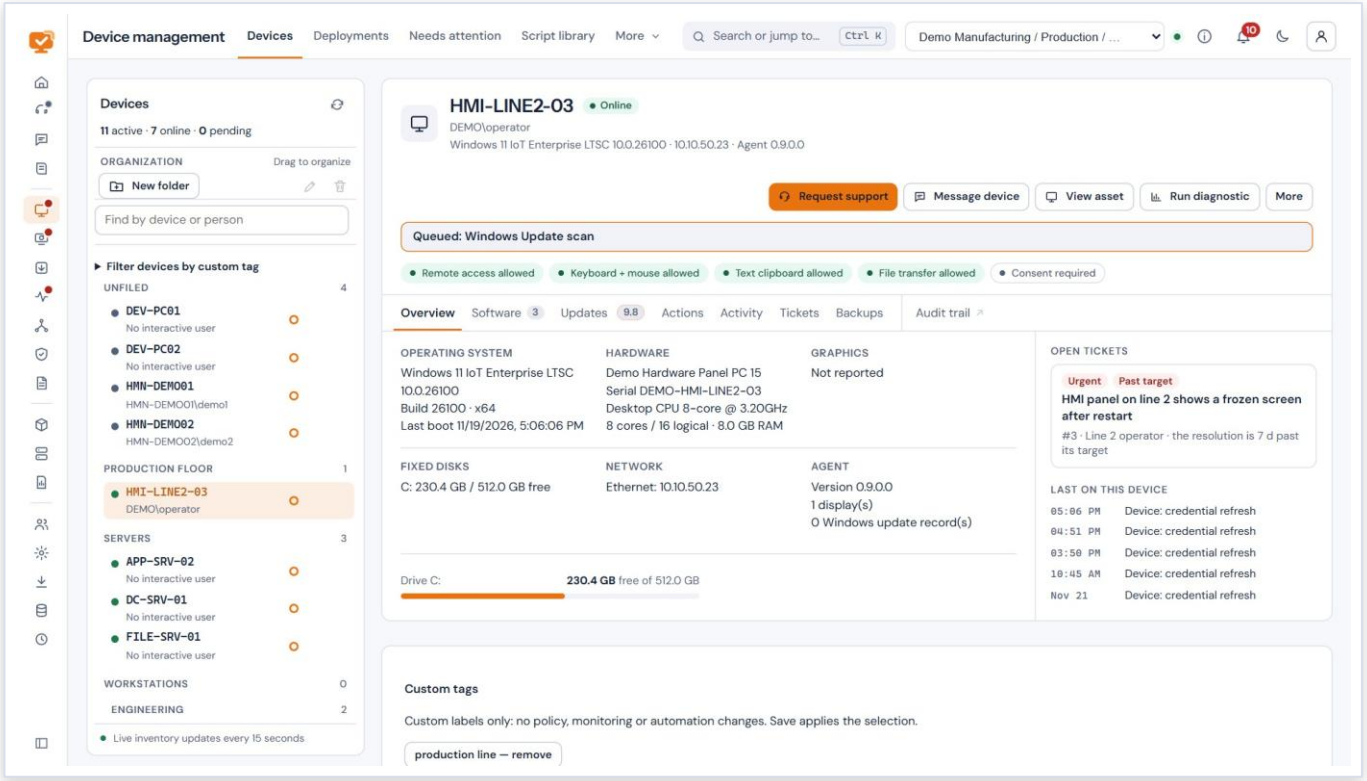
Find by name or person
Every device list finds a device by its name or by who uses it.

A page per device
Its software, updates, actions, tickets, backups and sensors in place.

What it is doing now
What runs or waits on it; a question before the same work twice.

Remote support with consent
The person at the device approves; direct, encrypted, hardware video.

Outside the office too
Through a relay every side dials out to; it cannot read a session.



A device's page: what waits or runs on it now, its tabs, tickets and activity.

Monitoring with sensors, on one wall

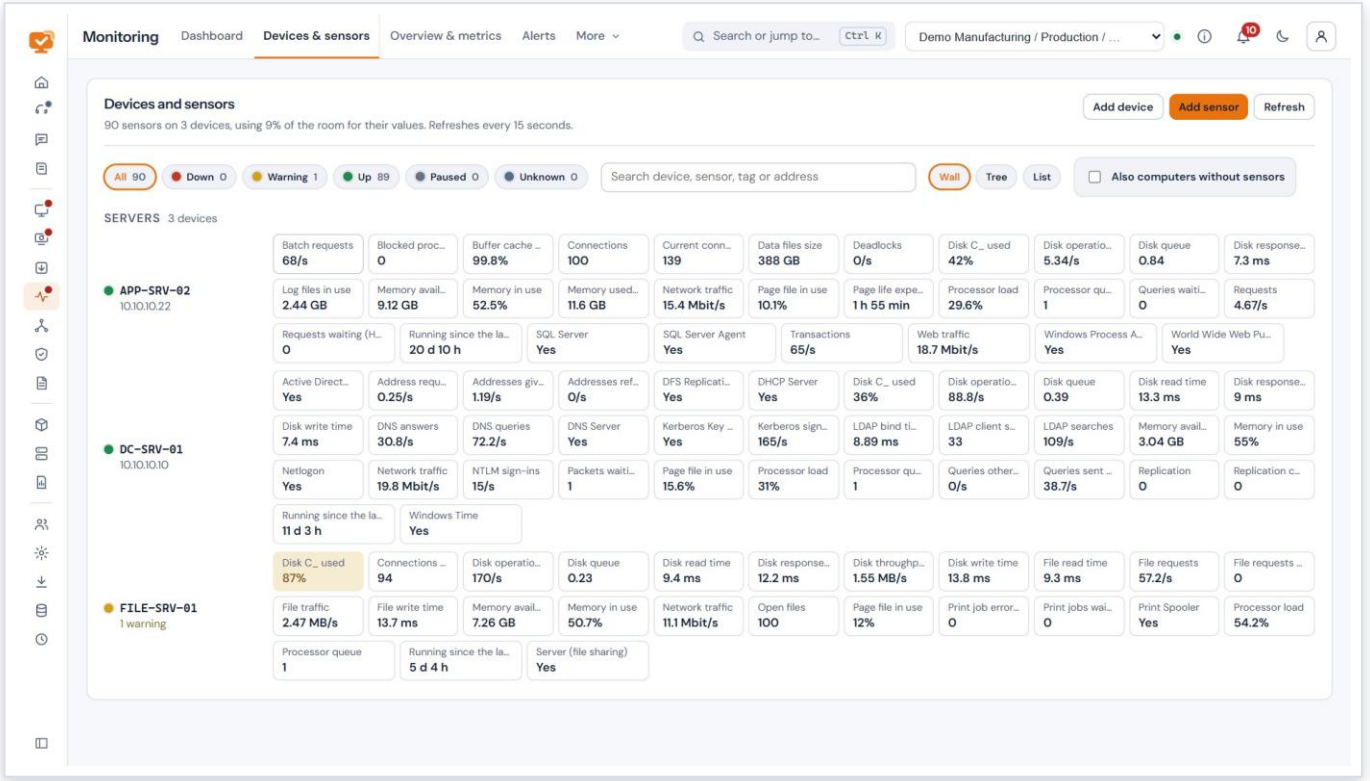
A status wall
Every device on a line, its sensors as cells; colour only for problems.

Templates per server role
File, print, web, SQL, domain controller, DNS, DHCP, Hyper-V and more.

Inside and around the computer
Counters and services by the Agent; ping, ports, websites, DNS, SNMP.

Graphs that zoom
Any graph opens full screen; drag or scroll to zoom, up to a year back.

Alerts become tickets
Acknowledge with a note; a sensor that goes down can open a ticket.



Devices & sensors as a wall: every device on a line, every sensor a cell.

Device backups, built in

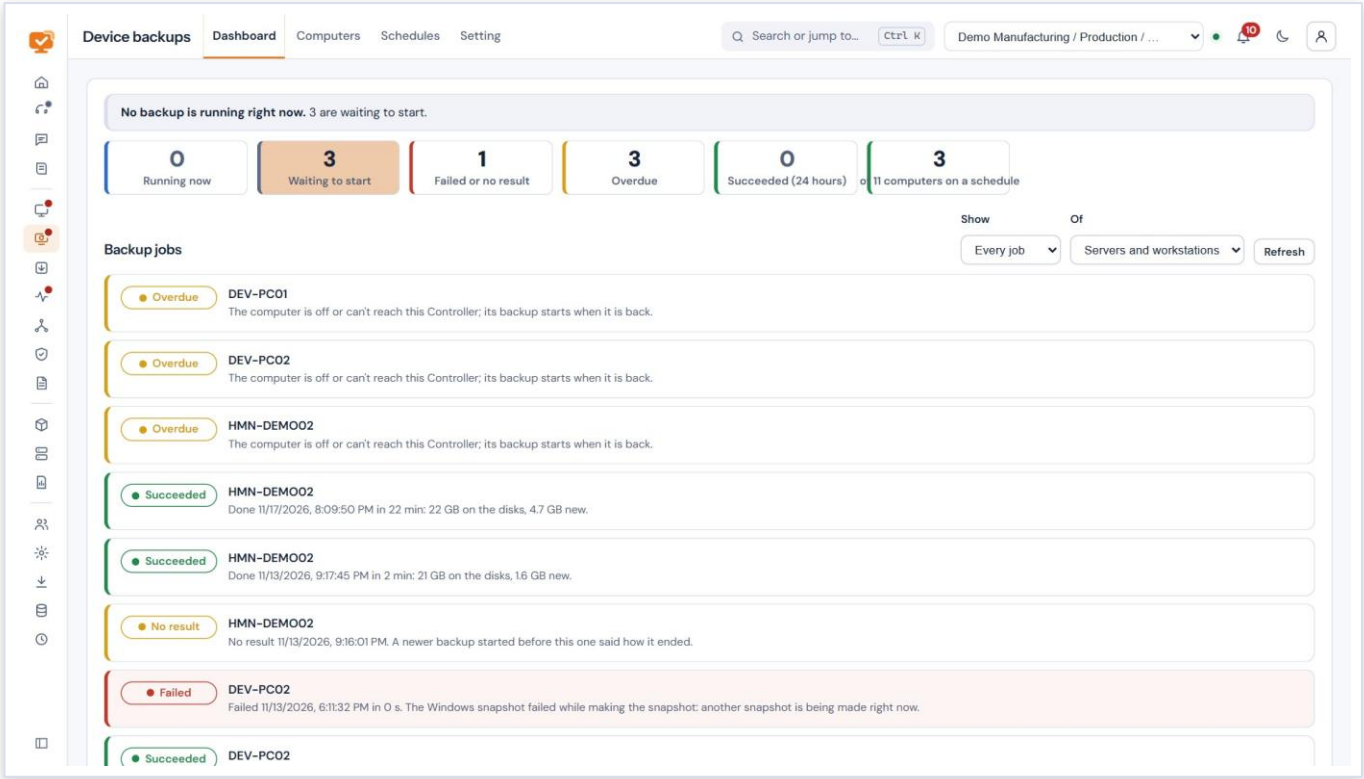
Image backup of Windows
The Agent backs up the Windows disk through a snapshot.

Schedules
Per computer or folder, or all servers or all workstations.

A live dashboard
What runs now, what waits and what failed, with Try again.

Restore files
Browse any restore point and take out a file or a folder.

Keys stay with you
Kept by your Controller; users can start a backup themselves.



Device backups: the dashboard with every backup job and its state.

Device management you can follow

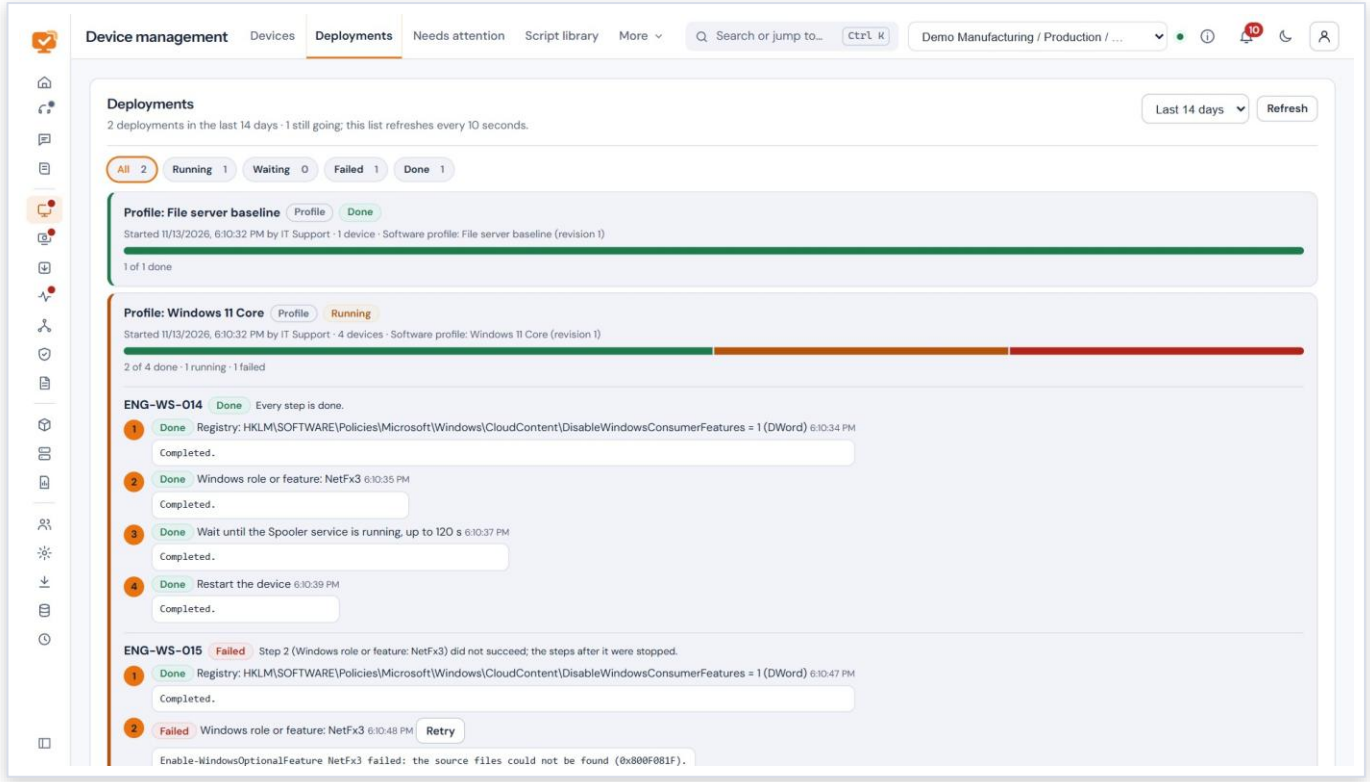
Approve new devices
A device enrolls and waits for an administrator.

Script library
PowerShell with fixed revisions; each job pins the exact script.

Act on a folder or tag
One job per device; approve up to 100 at once.

Deployments
Every run as one row with progress, filters and output.

Retry or dismiss
Failures are visible, never stuck; a ticket can open by itself.



Deployments: every run with its progress, opened to each device's steps.

Set up every PC the same way

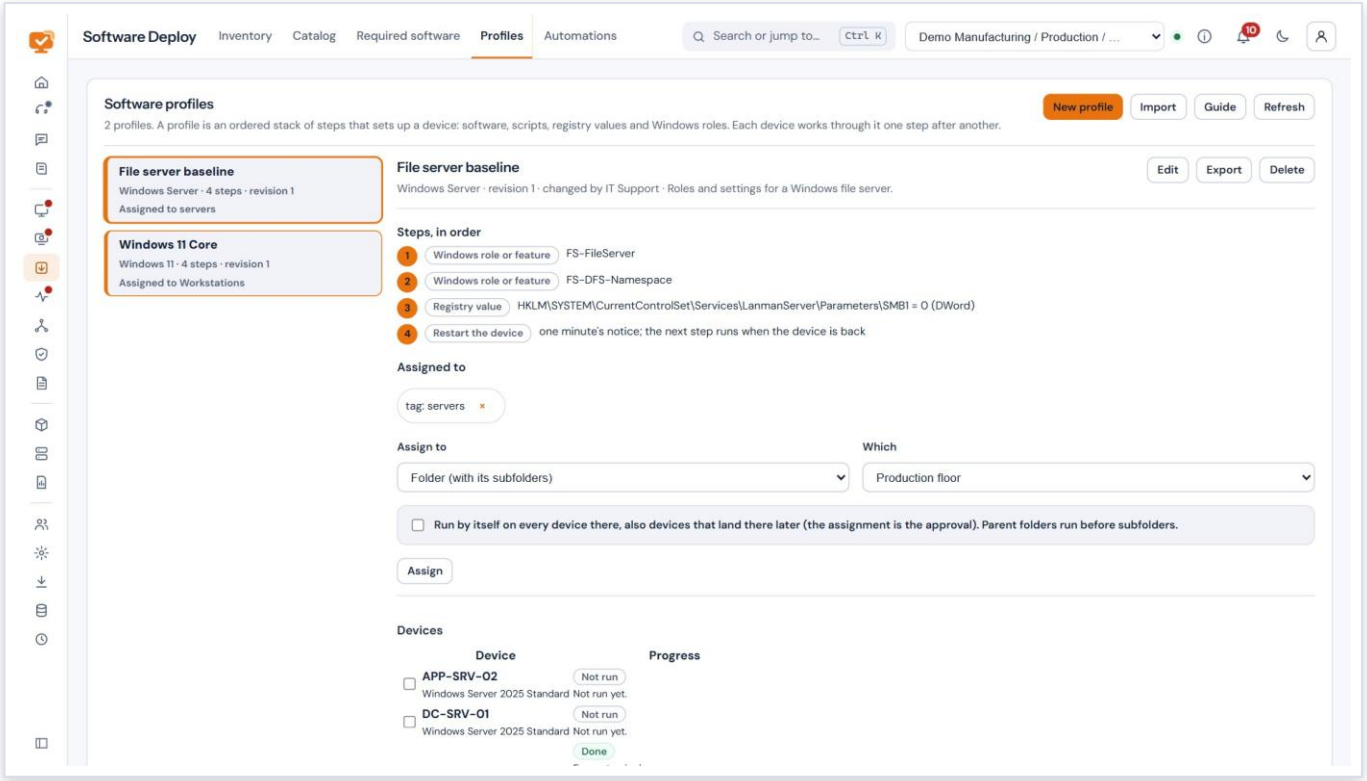
Ordered steps
Software, Microsoft 365 Apps, scripts, registry, roles, waits, restarts.

Assign once, run by itself
On a folder, tag or device; new devices get it automatically.

A second profile when full
At 20 steps a profile continues in the next one.

Start from an answer file
An autounattend.xml becomes steps; passwords and keys are never kept.

Step-by-step progress
Follow each device and resume at the failed step.



Software profiles: an ordered list of steps, assigned to a tag or folder.

Patching: approve once, most serious first

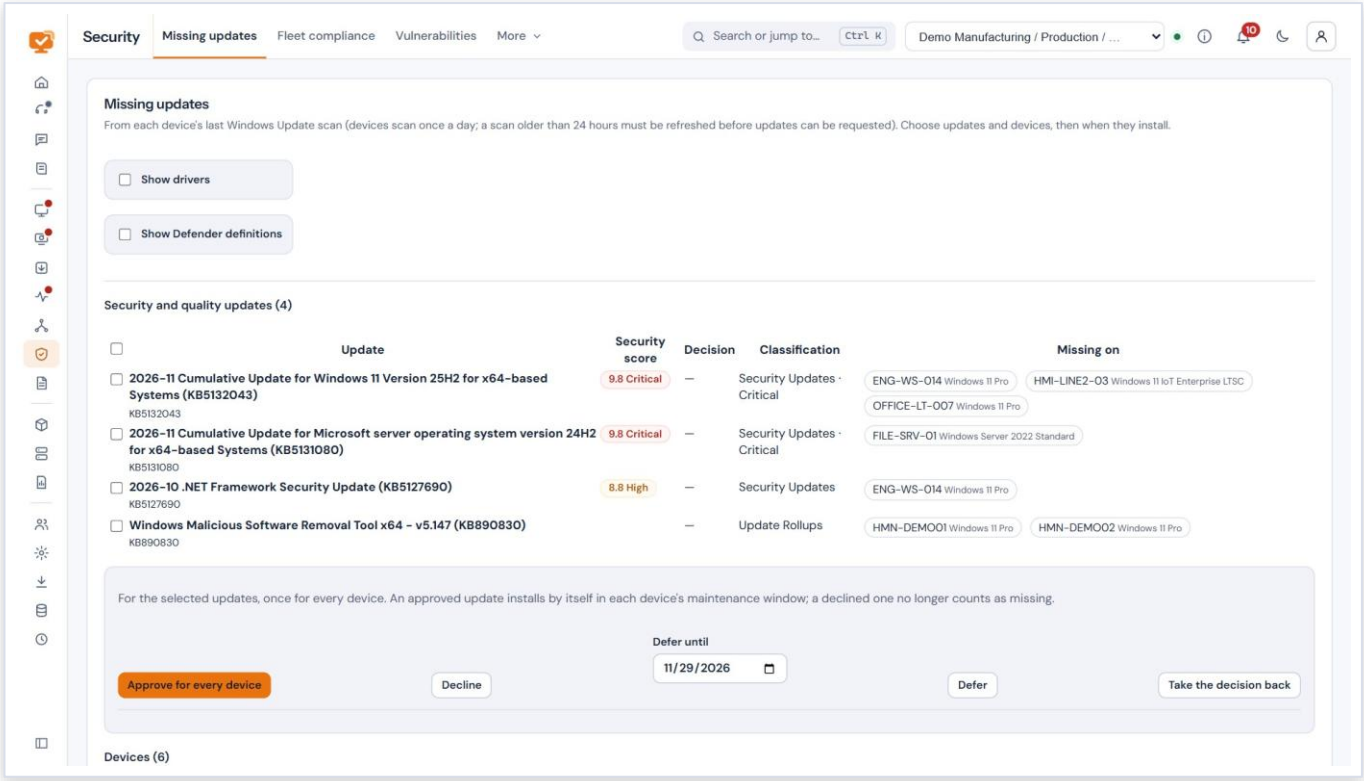
Security scores
CVSS 0–10 from Microsoft and NVD, most serious first, once switched on.

Approve an update once
For every device, or decline it, or defer it until a date.

In each maintenance window
Approved updates install by themselves; a failed one is never forced again.

Fleet compliance
Up to date, missing, critical, not scanned: click to see devices.

Third-party apps
Chrome, 7-Zip and Notepad++ checked weekly, with their own scores.



Missing updates: the score, the decision, and the devices that need each update.

Vulnerabilities: what your devices are open to

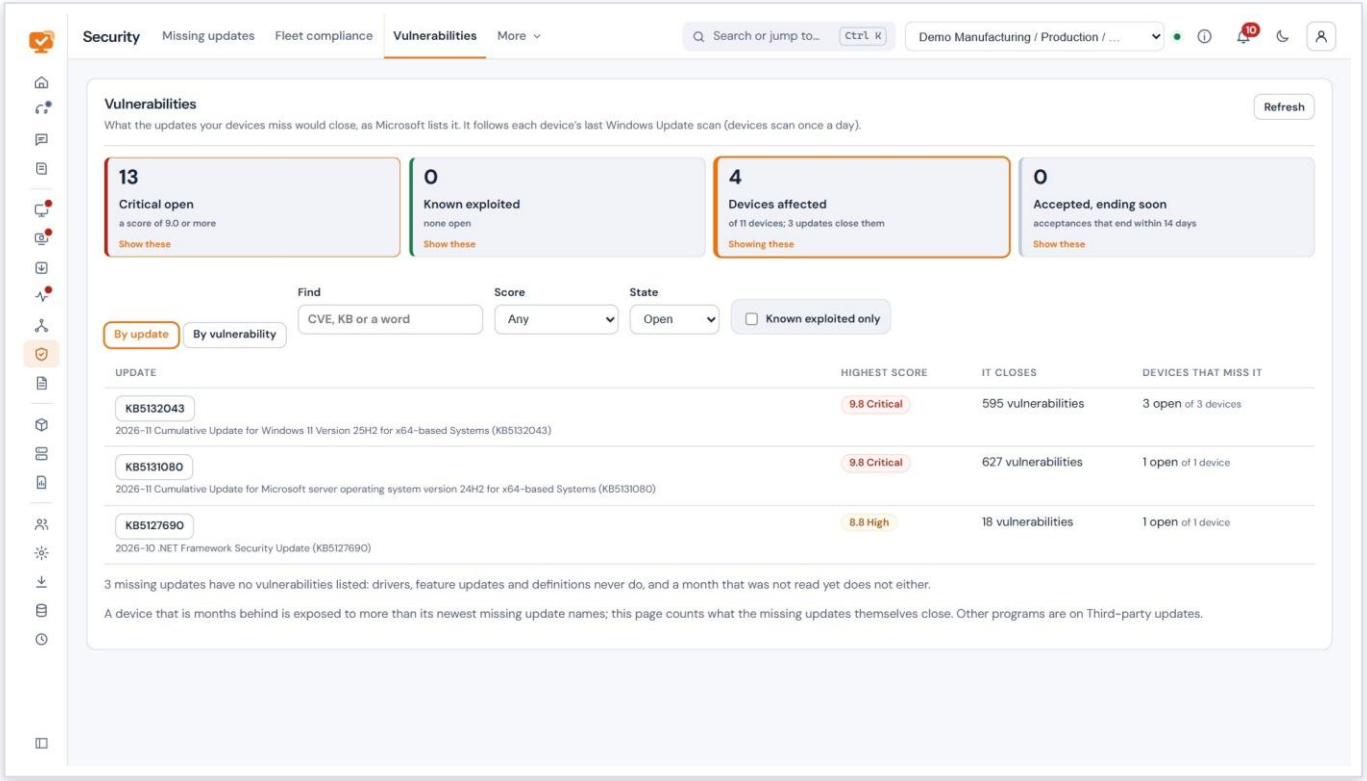
Open per device
Every vulnerability a missing update leaves open, by update or by CVE.

Most serious first
The highest score per update and how many vulnerabilities it closes.

Exploited ones marked
Vulnerabilities known to be exploited stand out; filter on them.

Accept a risk, with a date
Write down the reason; the risk comes back when the date passes.

Find a CVE or a KB
Search by number or word, by score and by state.



Vulnerabilities: what each missing update leaves open, most serious first.

Documentation that reads like a library

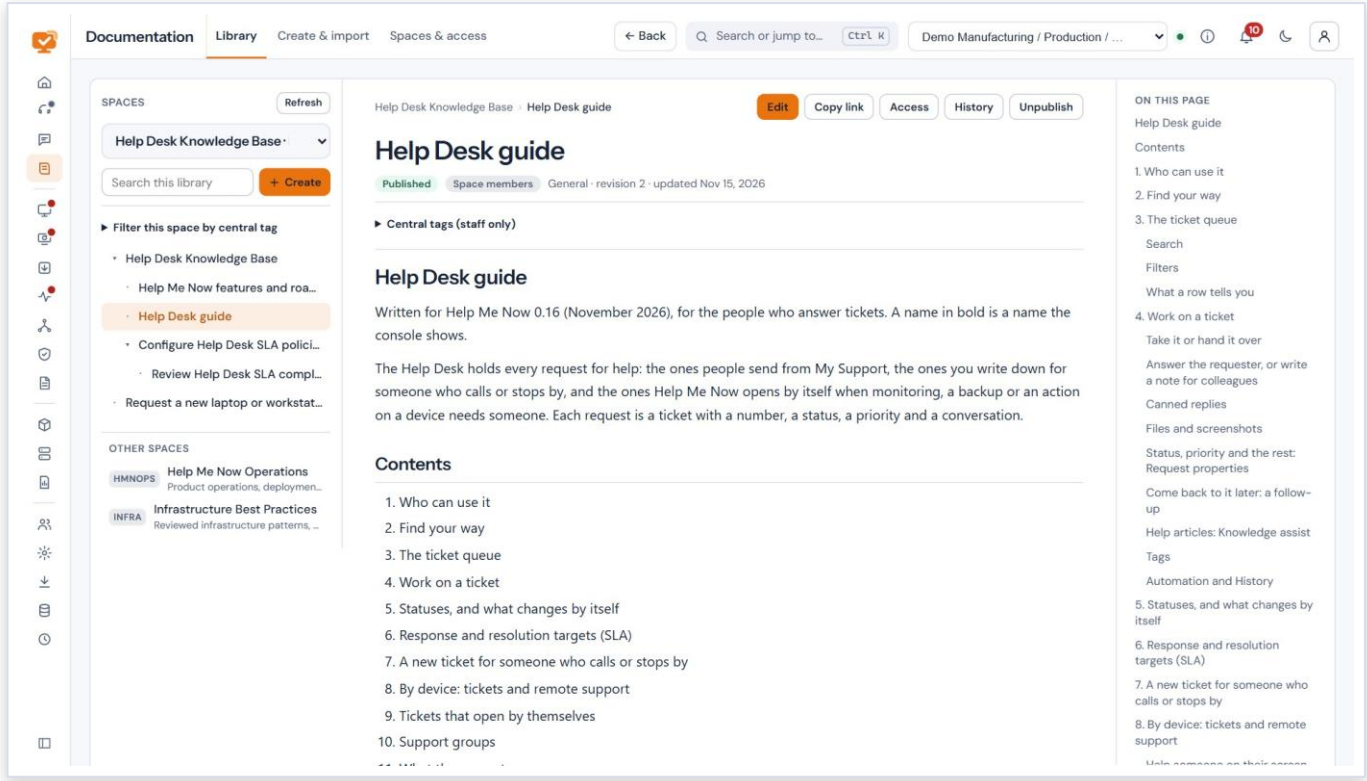
A library
Spaces and pages as a tree, a reading column and an outline.

Guides included
The Help Desk and software profiles, explained for technicians.

Drafts and history
Publish when ready; compare and restore any earlier version.

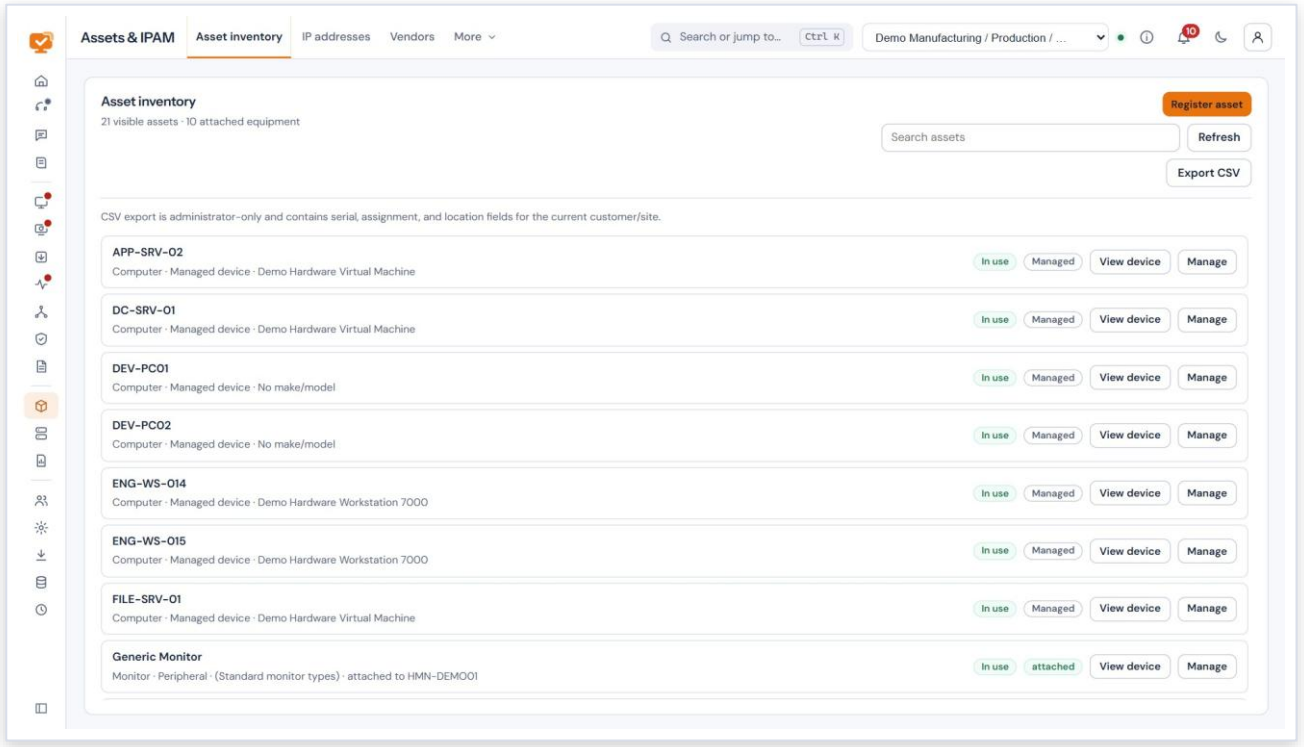
Files and tables
PDFs, pictures and Office files on a page; tables in the text.

Help for everyone
Help articles in My Support; personal documents to share.



The written Help Desk guide, opened from the Help Desk's Guide button.

Know what you have, and what happened



Assets: managed devices appear in the asset register by themselves.

Network discovery

Scans of approved network zones, SNMP identity, a network map and switch topology from LLDP.

Logs

Windows event logs and switch syslog in one place; rules turn events into tickets.

Assets & IPAM

Asset register with check-out, CSV import, IP addresses and switch configuration backups.

Reports

Help Desk dashboard, inventory, update compliance, SLA and asset reports as Excel-ready CSV.

Security and trust, built in

Only what is in the product today.

Signed updates

Controller releases come from the signed Help.meNOW! update feed; a changed release is refused.

Approval first

New devices, and jobs requested by technicians, wait for an administrator.

Pinned installers and scripts

Every installer and script is checked by fingerprint (and signer) before it runs.

Tamper-evident audit log

Changes, denials, downloads and exports go into one hash-chained log.

Admin-only areas

Settings, backups and the audit log are for administrators; every page checks permissions.

Consent and encryption

Remote sessions need the user's approval and are end-to-end encrypted.

Encrypted backups · backup keys kept by your Controller · your data stays on your own server

Backups you can restore, updates you can undo

1

Encrypted backup

Scheduled, protected with your passphrase, kept by days and count.

2

Restore check

Only a backup that passes its restore check is copied.

3

Copy to a repository

A NAS or file share; each copy read back and compared.

4

Restore with Setup

On a new server, with users, devices and audit trail.

Restore drill passed · 30 October 2026

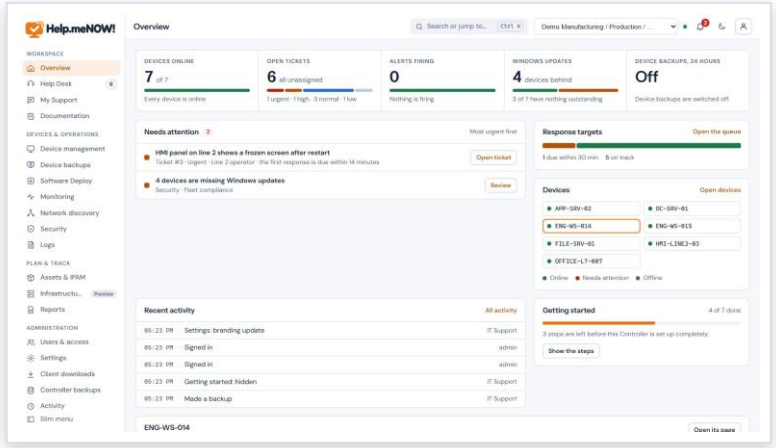
We restored our lab Controller from the copy in its storage repository onto a new, isolated server. It came up healthy with the same deployment, a valid audit chain, and its users, devices and branding.

Updates with automatic rollback

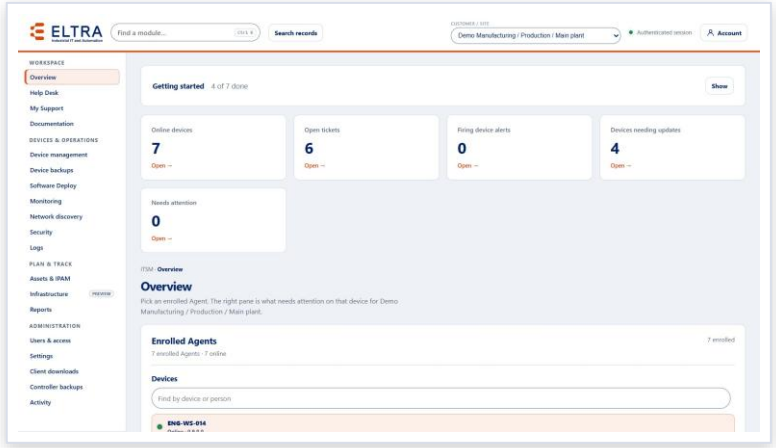
Install from the signed feed now or at a set time. The Updater copies the program and data first and puts both back if the new version fails its health check.

Your brand, your look

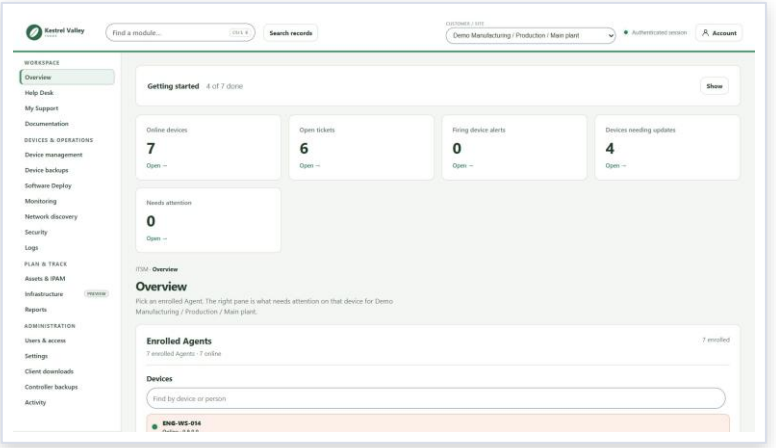
Every customer gets its own look and feel: template, layout, day and night colours, names and logo, set in Settings › Branding.



Help.meNOW! · its own look



Customer look: Eltra Engineering



Customer look: Kestrel Valley Foods (made up)

Templates, day and night

Built-in templates with a night look; your own colours, checked for readability.

Layouts

Signal, Command center or Classic: any layout wears any template.

One look per customer

Service providers give each customer a Controller in its own colours and logo.

Roadmap

Columns two and three are coming later and are not in the product today.

In the product now

v1.0 beta scope

- Remote support, also outside the office
- Devices, deployments, Software Deploy
- Patching with scores, vulnerabilities
- Help Desk, My Support, guides
- Monitoring with sensors, logs
- Device backups with file restore
- Discovery, assets, reports, your look

Planned next

From the backlog

- Recovery medium for a whole computer
- Update rings with a deadline
- More programs kept up to date
- E-mail for tickets and requests
- Alerts by e-mail, your own alert rules
- Installers from a nearby file share
- Optional second sign-in step for admins

Later

Parked modules and parts

- One Help.meNOW! for several customers
- Mail quarantine in Logs
- Infrastructure: server and VM builds
- Reports sent on a schedule
- More of the network on the map