

Team Helpdesk for Outlook & SharePoint

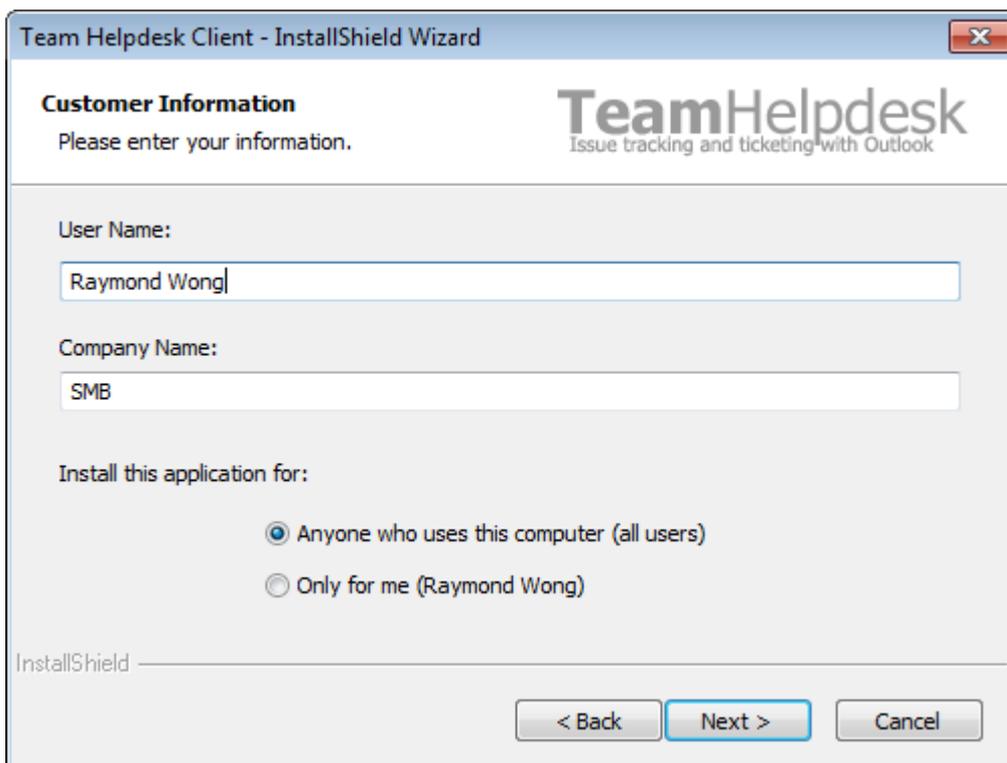
Client Installation (for technicians)

The client installation mainly consists of an Outlook add-in that has all the logic and functionalities of the helpdesk application. It needs to be installed by all technicians who will be working with the Team Helpdesk in Outlook. Before you continue the installation, it is recommended that Microsoft Outlook is shutdown (if active).

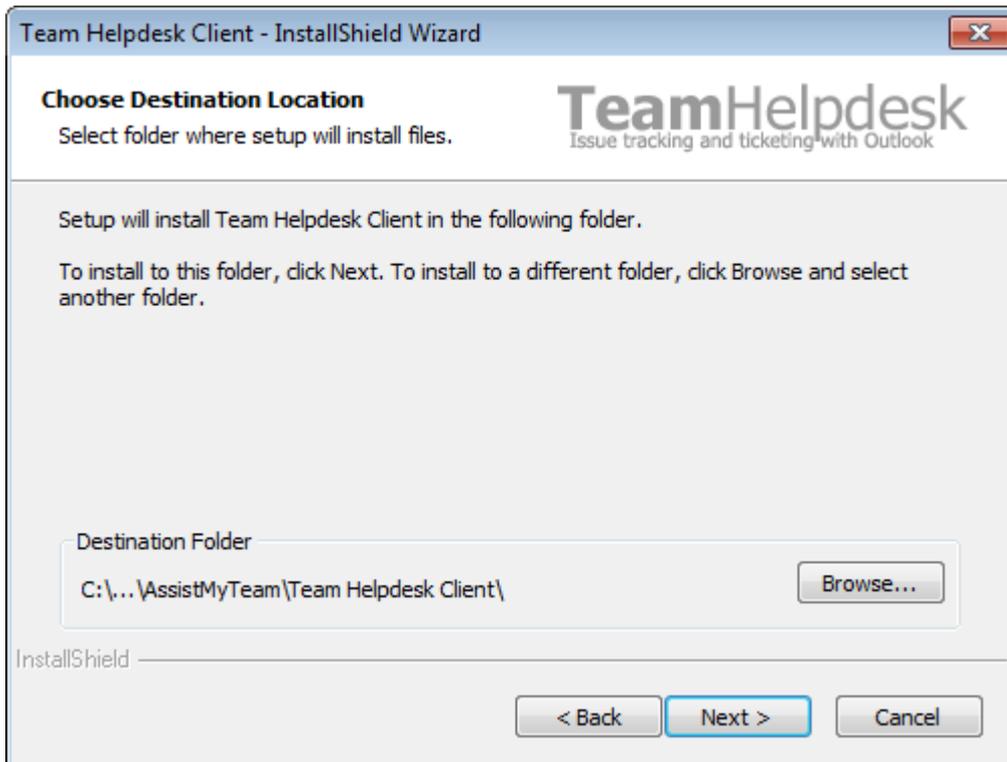
Step 1. Run *TeamHelpdeskClientSetup.exe* to start the installation. Click Next to Continue. If Outlook 2003 or later is not installed, the setup wizard will not be able to proceed. Please also ensure Outlook is shutdown (if already running or active in the task manager) as the setup has to install an Outlook add-in.



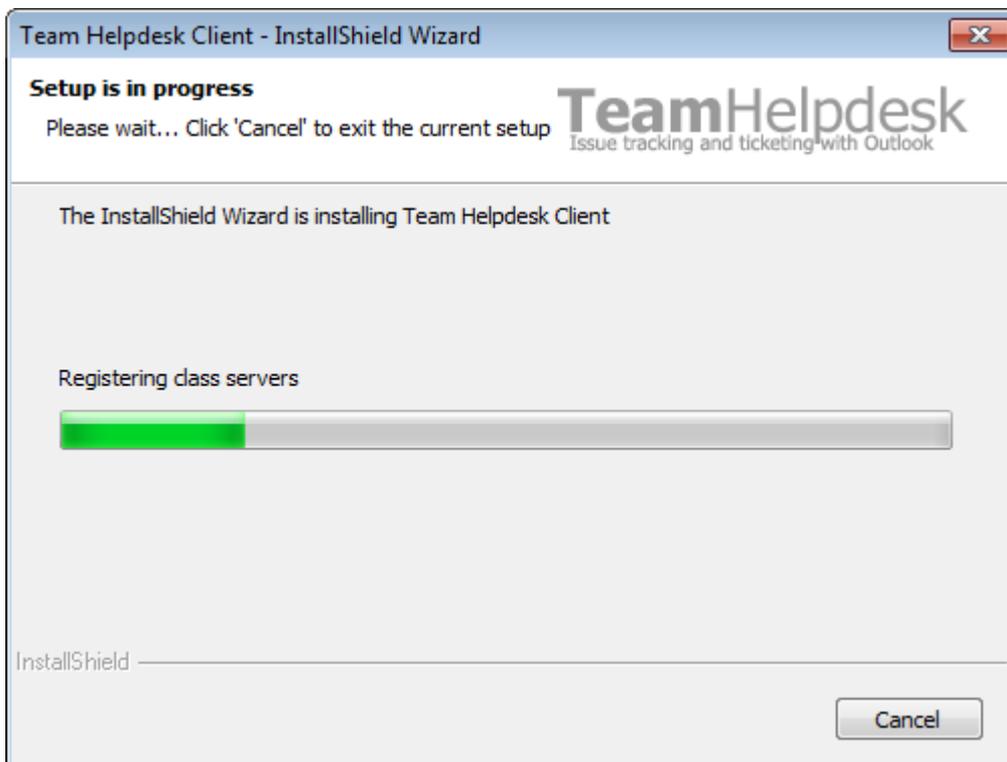
Step 2. In the 'Customer Information' dialog, you will be prompted to select if the application has to be installed for all users or only for yourself (current user).



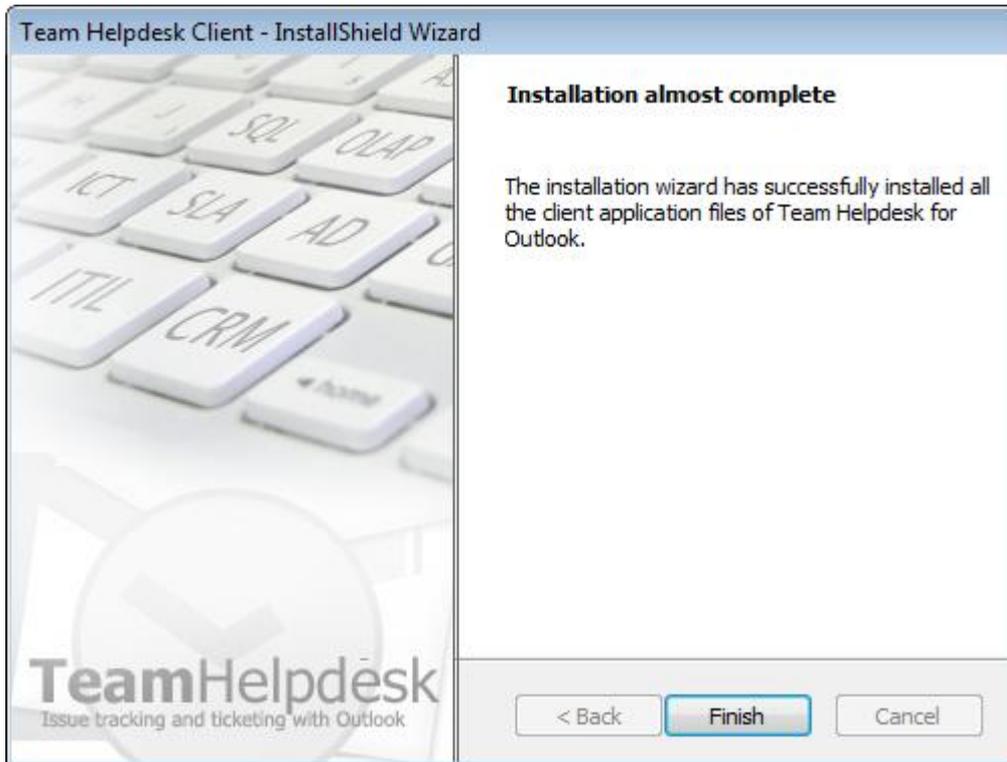
Step 3. Select the appropriate destination folder where the application files will be installed. If you change the default folder path, please make sure you have appropriate permission.



Step 4. Once you have verified the previous steps, click Next to continue the files extraction. It may take a few minutes to complete the whole copying and registration process.

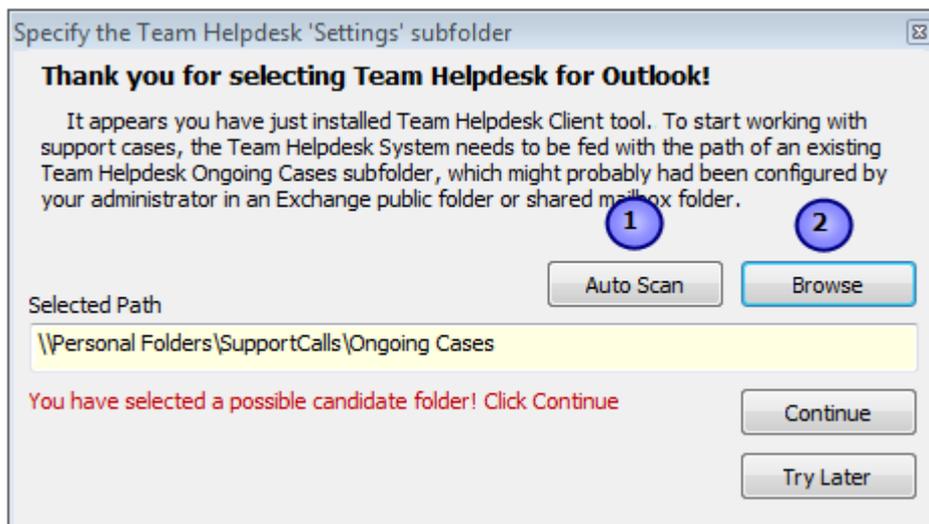


Step 5. Click 'Finish' to end the installation wizard.



Now start Microsoft Outlook. If the client installation was successful, you will see a new menu item 'Team Helpdesk Client' in Outlook (after help menu).

Step 6. The final step of the client installation is linking up the Team Helpdesk Client add-in with a configured Team Helpdesk **'Settings'** subfolder. When you start Outlook, You will be given the option to select the existing **'Settings'** subfolder, to link up the Team Helpdesk Client add-in with the existing Team Helpdesk folders and database.



Either you can **auto scan (1)** to search for the first available **'Settings'** subfolder. If you already know the location of the existing Team Helpdesk folders, you can simply click the **'Browse' (b)** button to specify the **'Settings'** subfolder from your Outlook. Once you have selected the path to the **'Settings'** subfolder, click 'Continue'.

If you have chosen the correct **'Settings'** helpdesk subfolder, Team Helpdesk Client add-in should be able to make connection to the Team Helpdesk database, and you should be able to see Team Helpdesk specific toolbars and ribbons in the Explorer and Inspector windows of your Outlook.