spinso

Standard Edition

servicedesk
Manage Customer Complaints & Contracts

Installation Guide (*Trial Edition*)
Step by step guide for download and installation

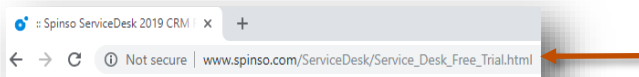# **1**　**Index**

Installation Guide

Download & Install

Installing ServiceDesk Standard is quiet easy. A simple setup wizard will guide you through the entire installation process. Follow these step by step instructions to help you install ServiceDesk Standard on your computer.

Prerequisite
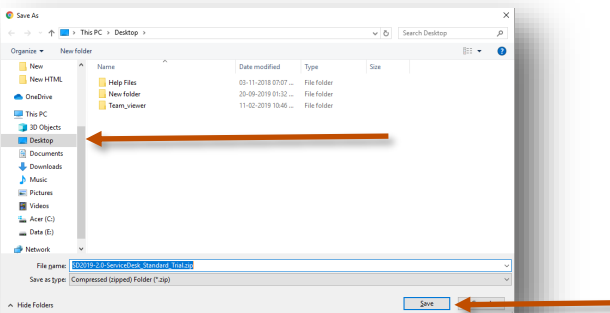Operating system Windows Xp, Windows 7, 8, 8.1 or Windows 10
For windows Xp - Dot net 2.0 *free runtime from Microsoft is available on our website*

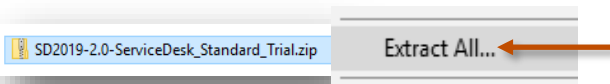**1** Download installer from our website

http://spinso.com/ServiceDesk/downloads/ Free-Trial/SD2019-2.0- ServiceDesk_Standard_Trial.zip

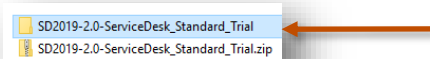**2** Select **Desktop** to save on our desktop

Click on **Save**

3 Extract Zip file
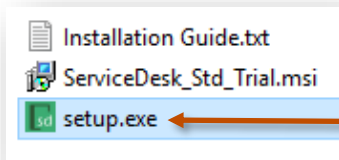Right Click on zip file & Click **Extract All**

4 SD2019-2.0-ServiceDesk_Standard_Trial folder will be created on desktop.

Open the folder
SD2019-2.0-ServiceDesk_Standard_Trial

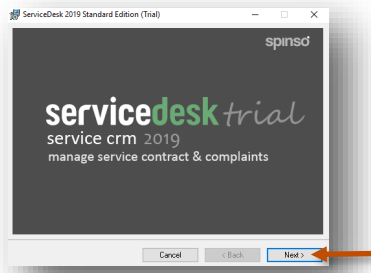**5** You would see the following files
Run **Setup.exe** to install

Note : Incase you are prompted for unknown publisher error
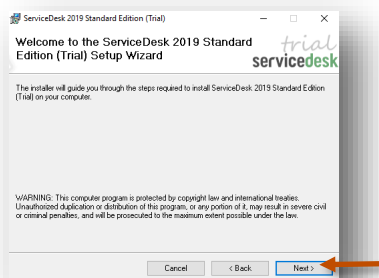Click on **More Info**
Click on **Run anyway** to continue

Note
We **do not** recommend you to run Setup.exe directly from
SD2019-2.0-ServiceDesk_Standard_Trial.zip file
Please unzip the SD2019-2.0-ServiceDesk_Standard_Trial.zip file
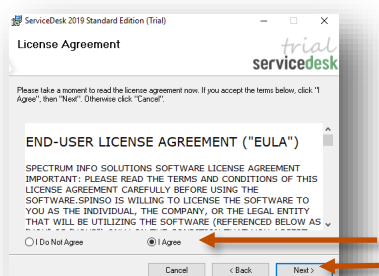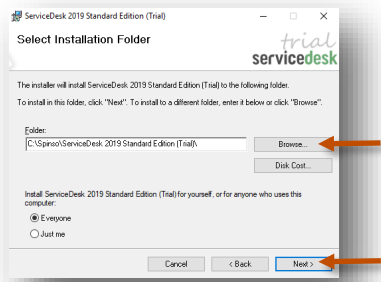and run the setup from extracted folder

6 Click on **Next** button
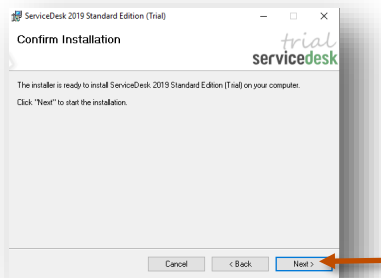

7 Click on **Next** button

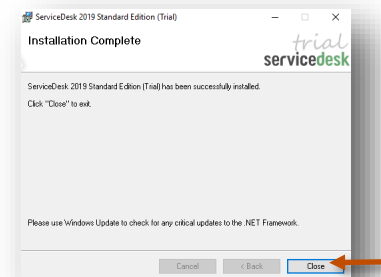

8 Select **I Agree**

Click on **Next** button

9 If you wish to change the installation path, Click on "**Browse**" and select the path for installation
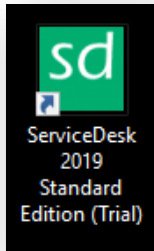We would recommend default path

Click on **Next** button

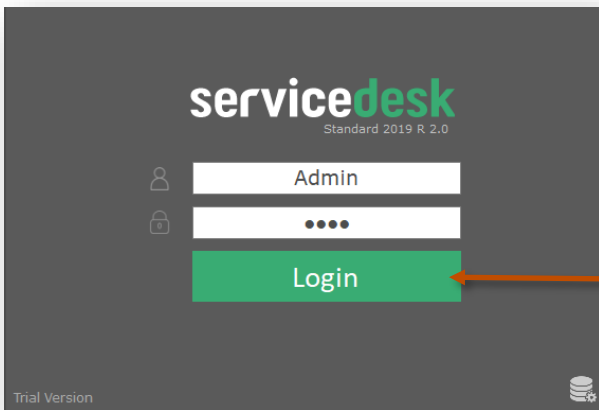**10** Click on **Next** button

11 Click on **Close** button

3 Login

After you install ServiceDesk you can click on the ServiceDesk icon on your desktop to launch the application

You can also launch the application from **Start - Program Files - Spinso - ServiceDesk**

In trial mode ServiceDesk login screen would Open with default login name and password

Default login details
Login Name : admin
Password : demo

Please note
You can change the password in **Master– Employee (users)** Screen
Once you change the password Login screen will not load default login and password

Other software's

salestracker
Sales CRM

TimeTracker
Project Timesheet

Xplore
Digital catalog software

spinso

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