

3 Free users for life

SPINSO



Lite edition
ServiceDesk

Manage warranties & AMC



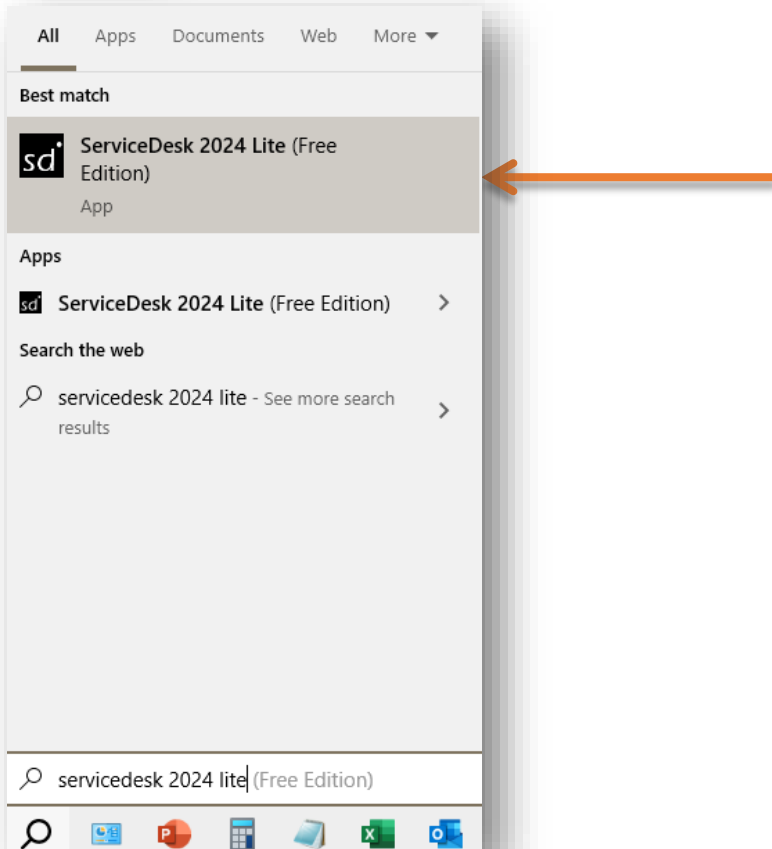


Getting Started

Quick start guide for ServiceDesk Lite Edition



Open **ServiceDesk** by double clicking on the icon in your desktop to launch the application.

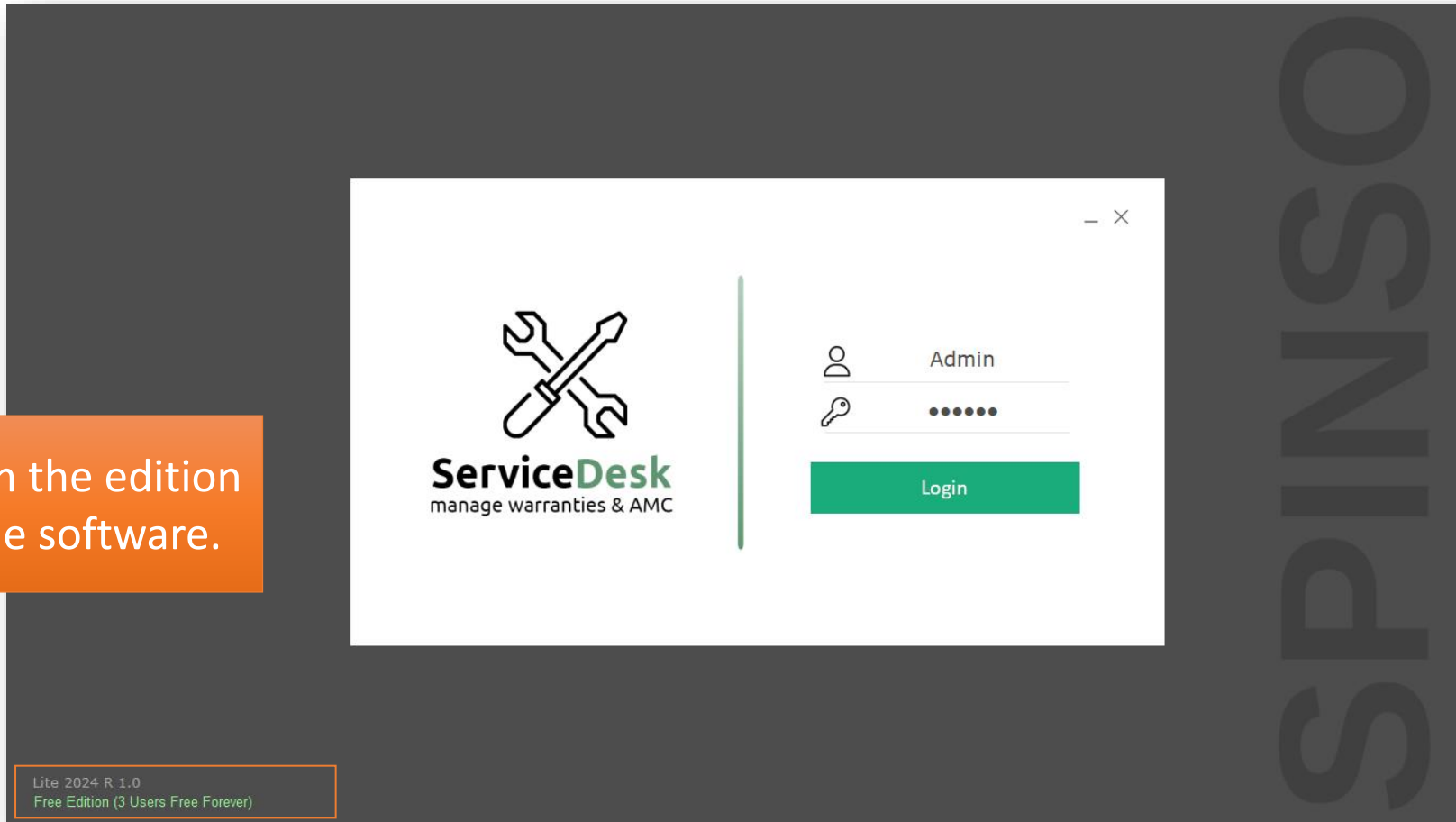


or

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

Login Screen

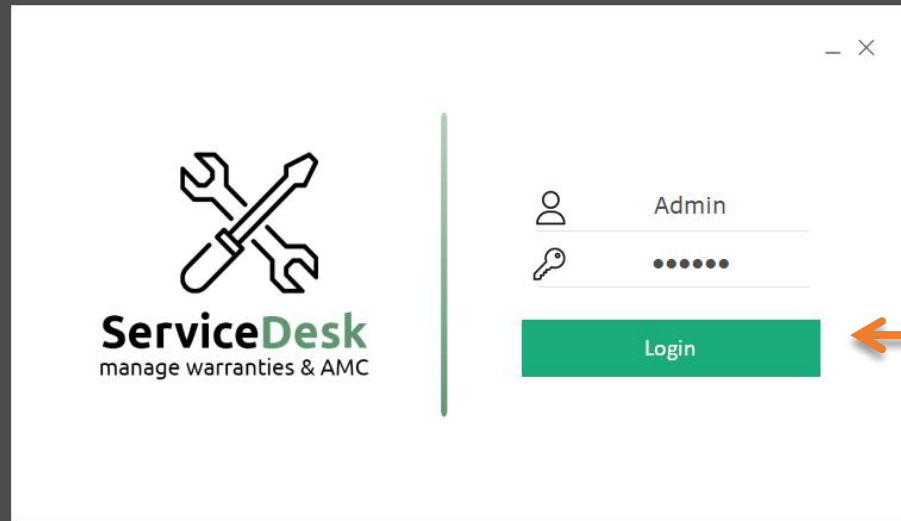
Check and confirm the edition and version of the software.



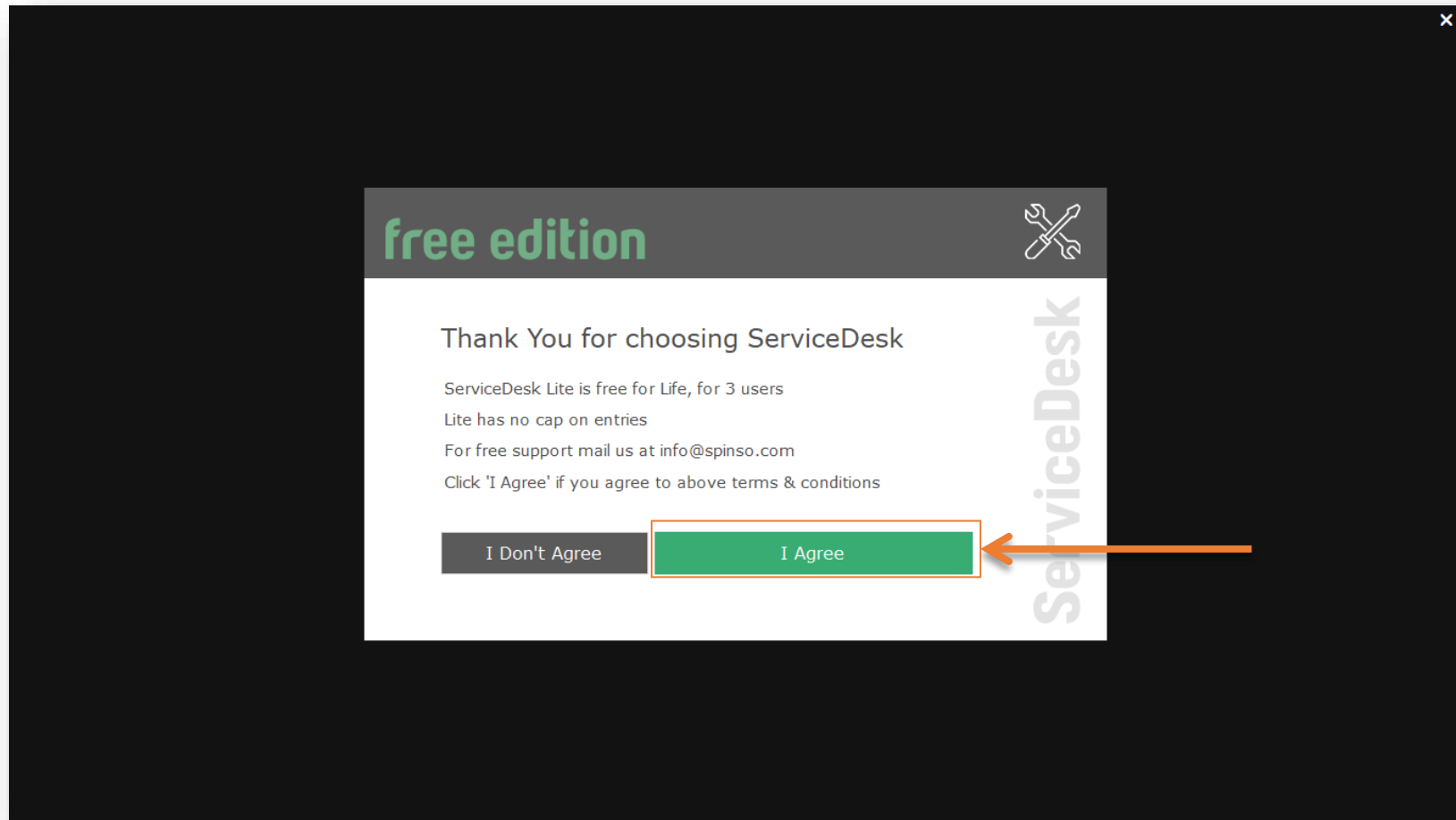
Lite 2024 R 1.0
Free Edition (3 Users Free Forever)

Default login details:

- User Name : **admin**
- Password : **spinso**



Click on Login




Click on **“I Agree”**

Introduction to Wizard

- The wizard screen lets you quickly enter basic details required to create master's data like Employee and Product, etc. so that you can immediately start adding Contracts.
- This screen will appear only once when you login to the system for first time.
- Data entered through wizard can be seen in Master screen. You can also further add or modify these details later in the respective master's screens.

ServiceDesk



Welcome to startup wizard

This wizard will help you create basic master data for your organization
We strongly recommend you to follow each step carefully

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1

Click on “Next”

Admin's login details

Notes...
A default login and password for the user **admin** is already defined by the system. However you can change the credentials such as login name & password for the user **admin** here.

users from the following menu option
Master > Employee
To change the login details in Employee master go to **Login Tab**

Login Name

Password

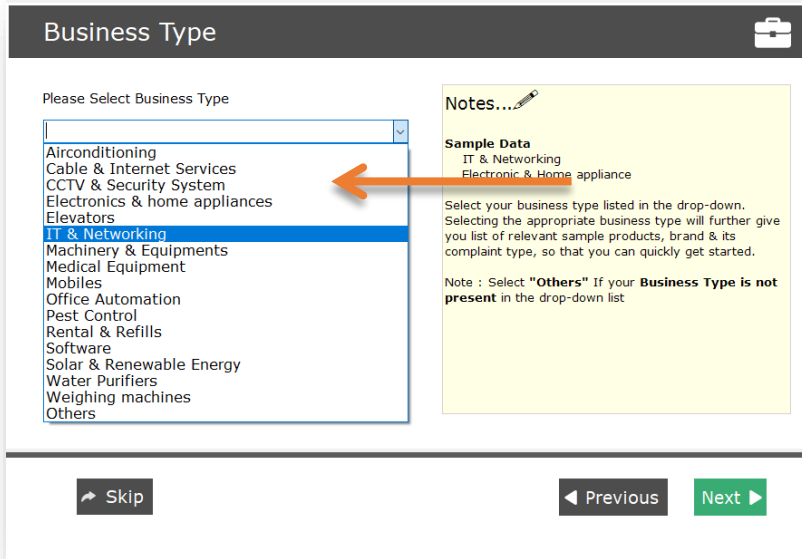
ReEnter Password

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Here, change Admin's Name & Password if required.

Then Click on **Next**



Business Type

Please Select Business Type

Airconditioning
Cable & Internet Services
CCTV & Security System
Electronics & home appliances
Elevators
IT & Networking
Machinery & Equipments
Medical Equipment
Mobiles
Office Automation
Pest Control
Rental & Refills
Software
Solar & Renewable Energy
Water Purifiers
Weighing machines
Others

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

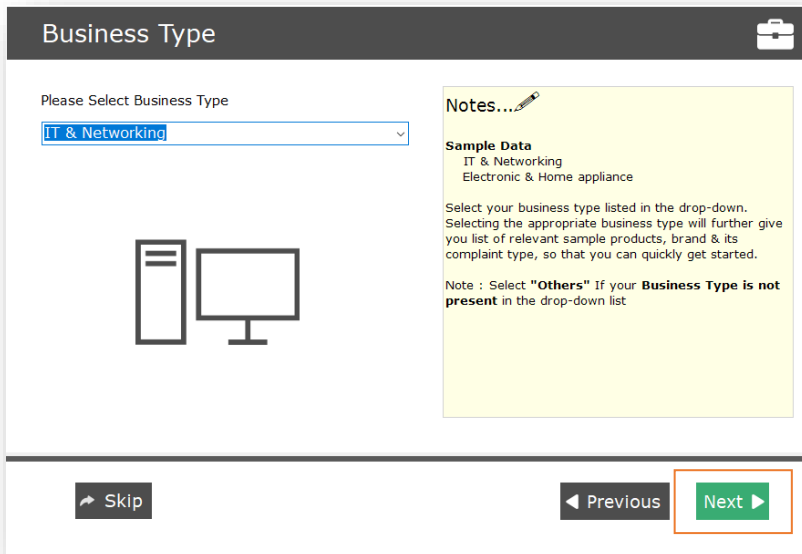
Select your business type listed in the drop-down.
Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

Skip Previous Next

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- Select your Business type from the list.
- Choose **others** if the Business types mentioned doesn't meet your business type.



Business Type

Please Select Business Type

IT & Networking

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down.
Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

Skip Previous Next

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Click on "**Next**" to save the data

Employee

Please Enter Employee Name

Alex Fernandes
Riya DSouza

Notes...

Sample Data
John Smith
Rita Singh

Each employee should be entered in a new line

In the above example by default **login name** and **password** assigned to both the employees, would be john & rita respectively.
However you have the option to change the login and password later from menu option
Master > Employee

Note : By default **first name** would be used for Login and Password

* Enter each employee in a new line

Skip Previous **Next**

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- Enter each Employee names, in new line.
- In ServiceDesk Lite you get 3 user free license, including Admin user, hence now you can add up to 2 more Users.
- Click on “**Next**”

Product Category

Please Enter Product Name

All-in-one Printers
CCTV
Desktop
Inkjet Printers
Laptops
Laser Printers
Projector
Server
Software
Tablets

Notes...

You can define the product here followed by the rate.

Each product should be added in a new line.

Later the product can be defined by the user having admin access through the following menu option
Master > Product

* Enter each Product in a new line

Skip Previous **Next**

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- Enter Products for which you are entering Contract.
- Each product should be added in a new line
- Click on “**Next**”

Contract Type

Please Enter Contract Type

Warranty
AMC
Labour only
Subscription

Notes...

Define the Contract Type for your service contracts.
You can add each contract type in a new line.
However you can later add or manipulate the Contract Type from the following menu option
Master > Parameters
Select the type "Contract Type" and add the Contract Types.


* Enter each contract in a new line

Skip Previous Next

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- Enter Contract Type.
- Each type should be added in a new line.
- Click on **“Next”**

ServiceDesk



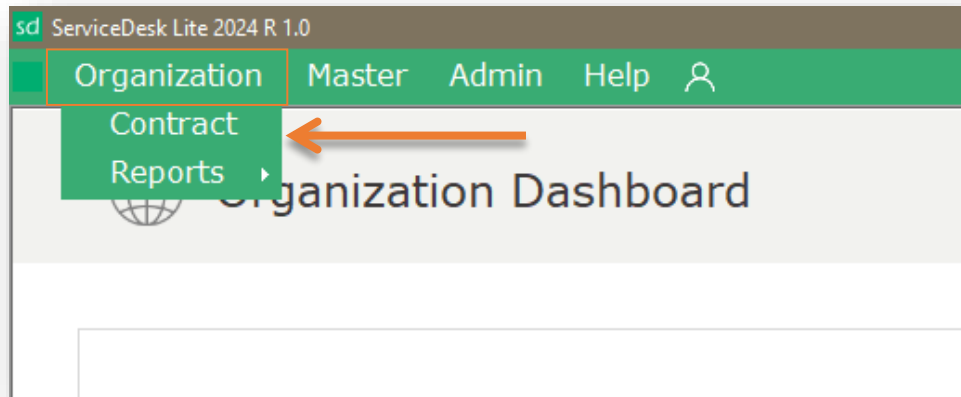
We thank you for choosing ServiceDesk

For free support during trial period you can mail us at trial@spinso.com
After you click on finish the selected data would get generated into the system

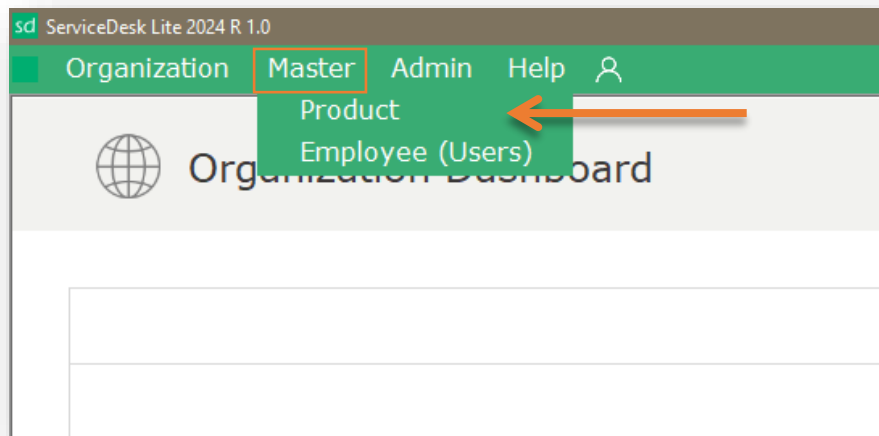
Skip Previous Finish

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Click on **Finish**

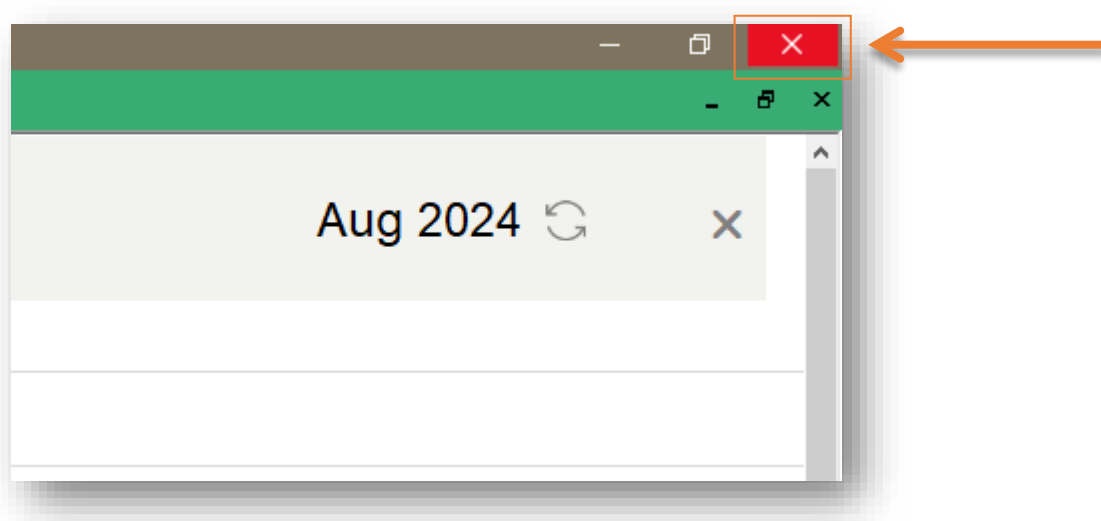


- Getting Started Process is Complete.
- You can immediately start adding Contracts from **Organization** → **Contract**



Note:

- If you wish to change or update wizard.
- Click on **Master** → **Product**; to open Product Screen, where you can edit Product's data such as name, etc.
- Click on **Master** → **Employee**; to open Employee Screen, where you can edit employee's name or password.



- Click on this exit button to close the application.

Thank You

We hope this was helpful. Kindly contact SPINSO for any queries, we are happy to help.
We recommend you to see our **“Entering your first Contract”** Help file for ServiceDesk lite,
before you start using our software.