

3 Free users for life

SPINSO



Lite edition
ServiceDesk
Manage warranties & AMC





Getting Started

Quick start guide on how to enter basic data required to immediately start using ServiceDesk Lite Edition.

Index

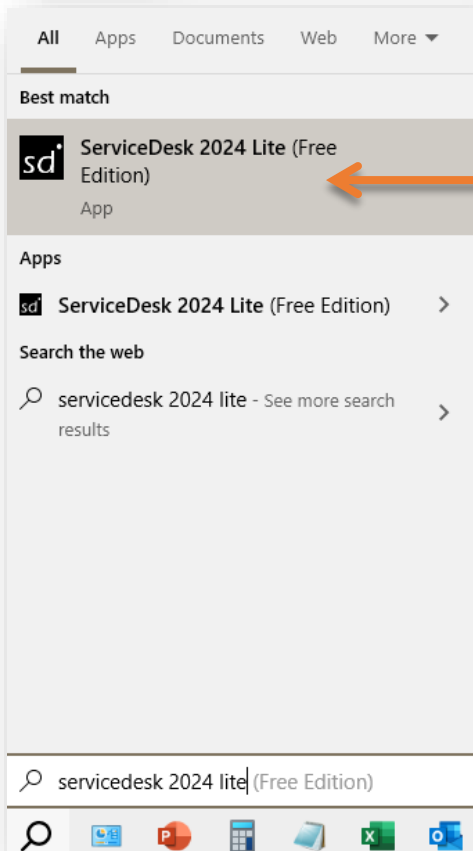
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Login



Open **ServiceDesk** by double clicking on the desktop icon.

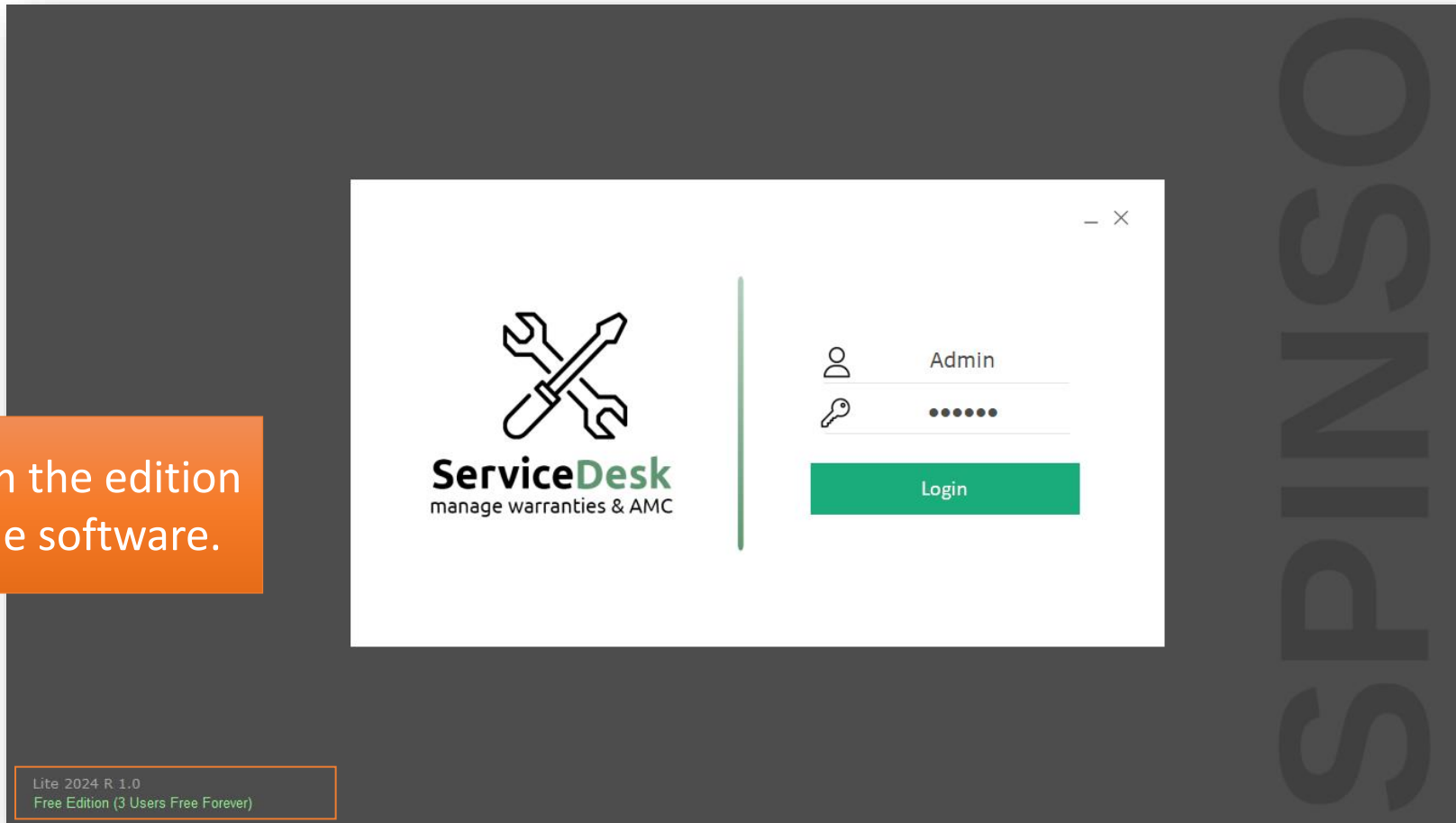
or



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

Login Screen

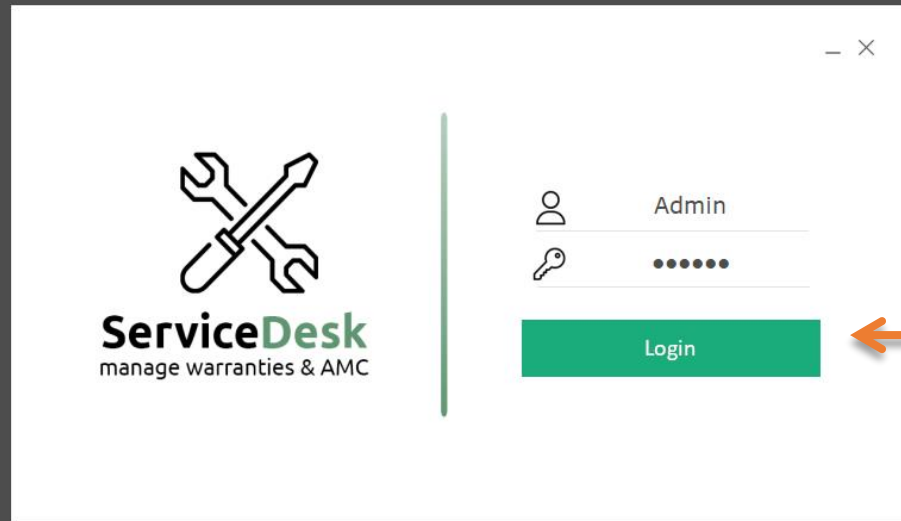
Check and confirm the edition and version of the software.



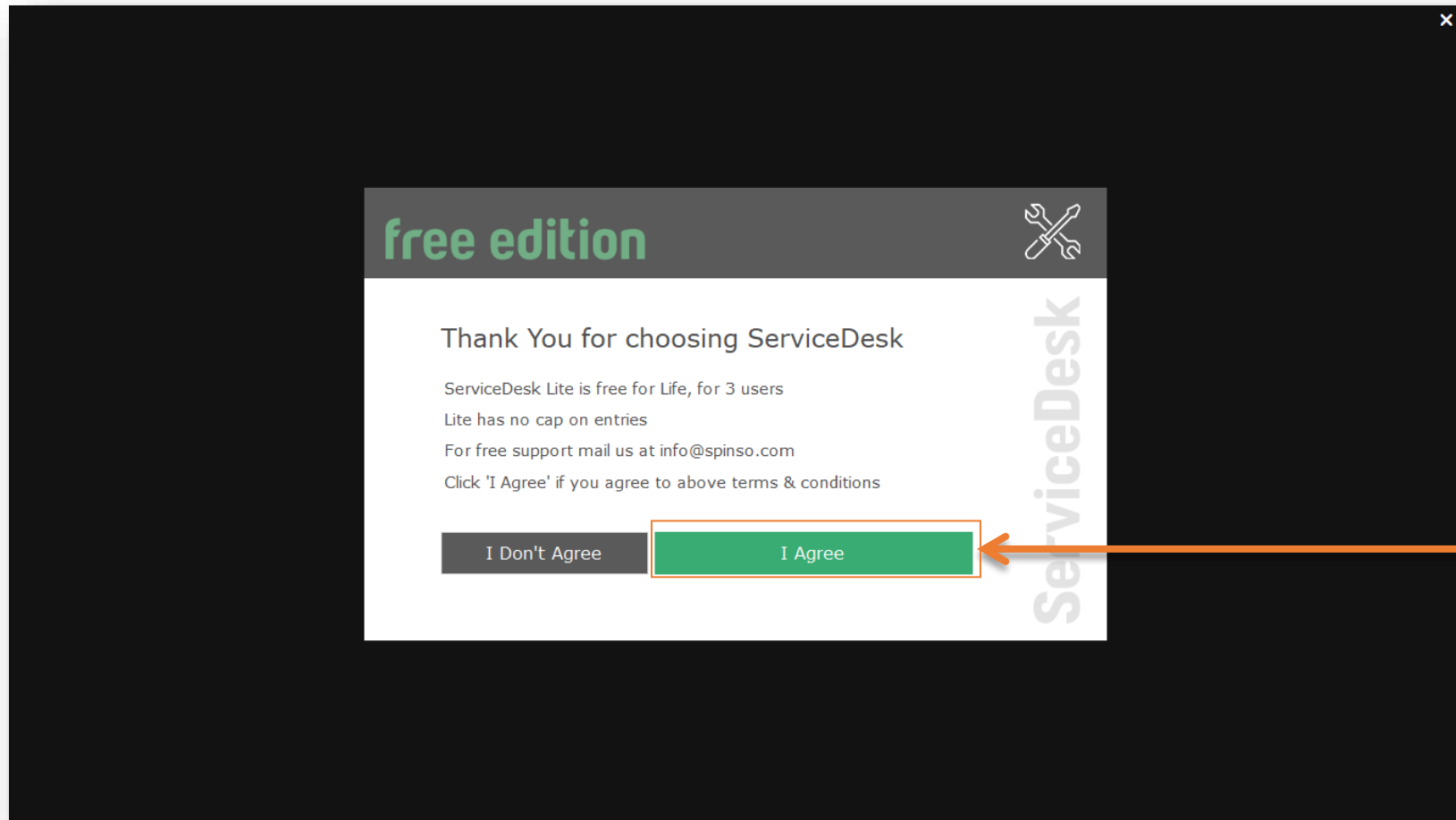
Lite 2024 R 1.0
Free Edition (3 Users Free Forever)

Default login details:

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



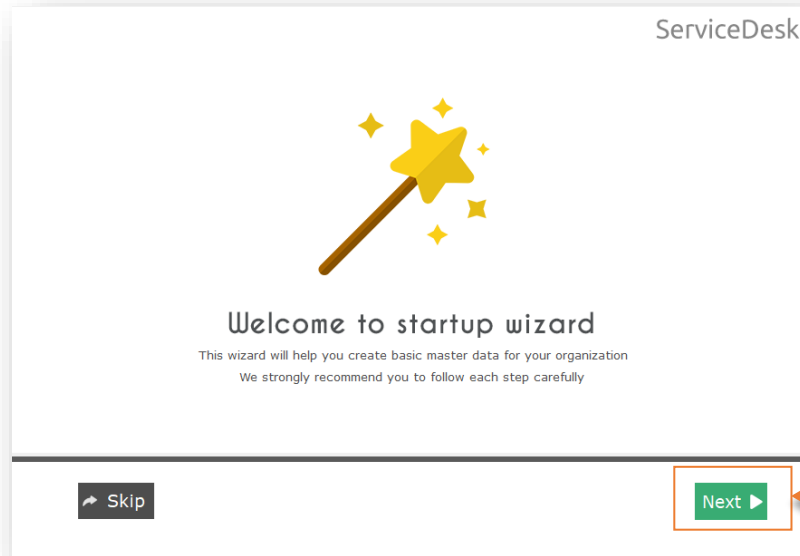
Click on Login




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



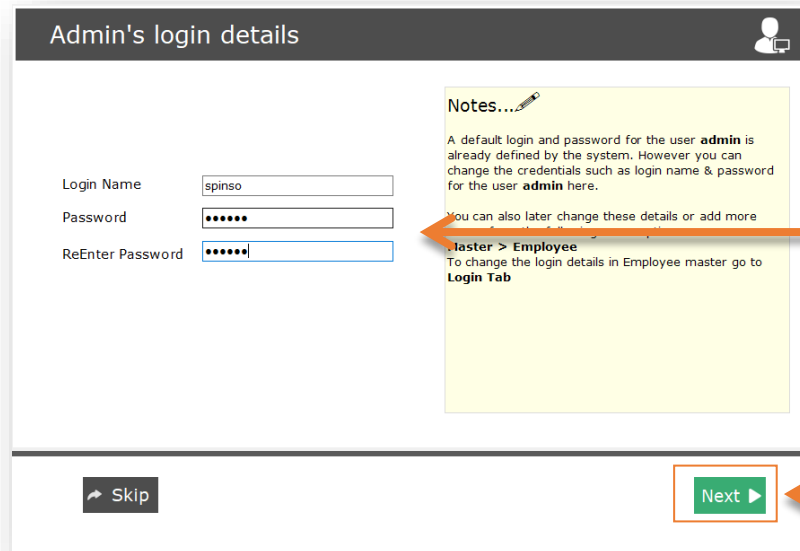
Welcome to startup wizard

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

[Skip](#) [Next](#)

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.
You can also later change these details or add more

Master > Employee
To change the login details in Employee master go to **Login Tab**

Login Name:

Password:

ReEnter Password:

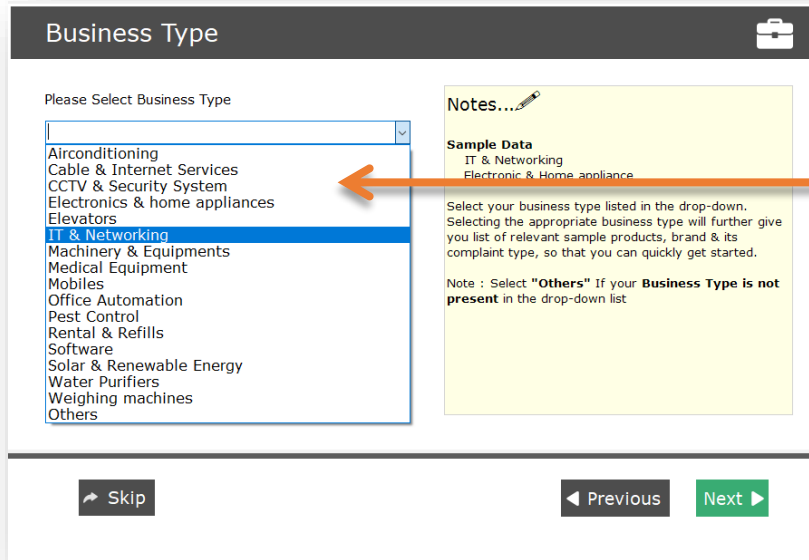
[Skip](#) [Next](#)

2

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

Please note the new login name and password, since it will be used for next login

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

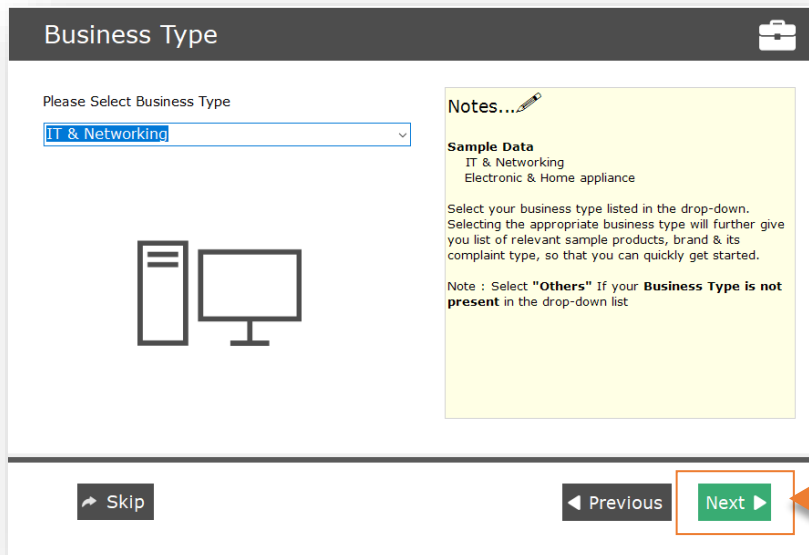
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

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

Skip Previous Next

3

- 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

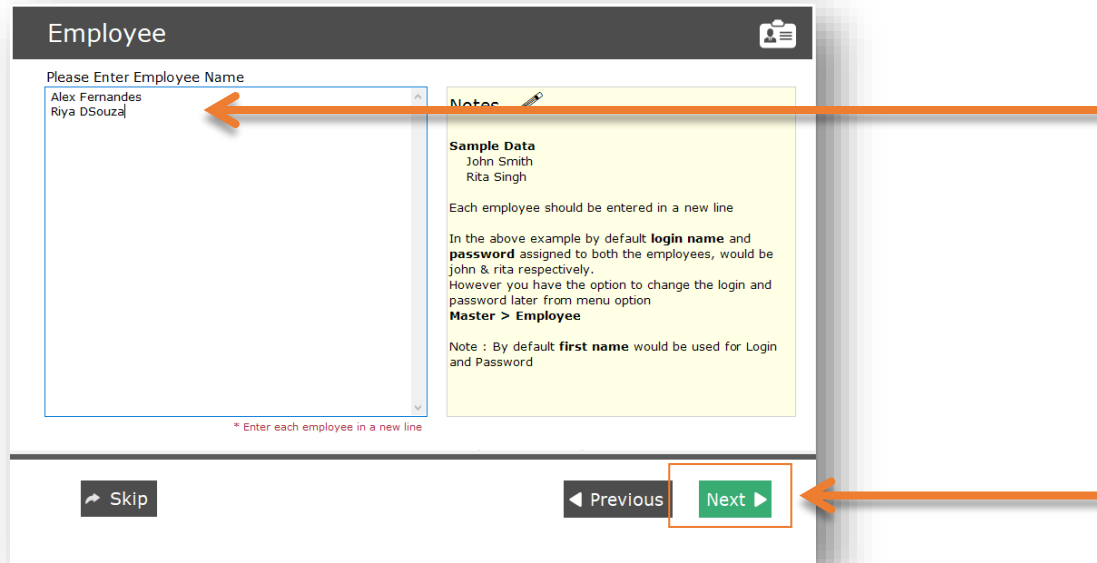
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

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

Skip Previous Next

4

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**

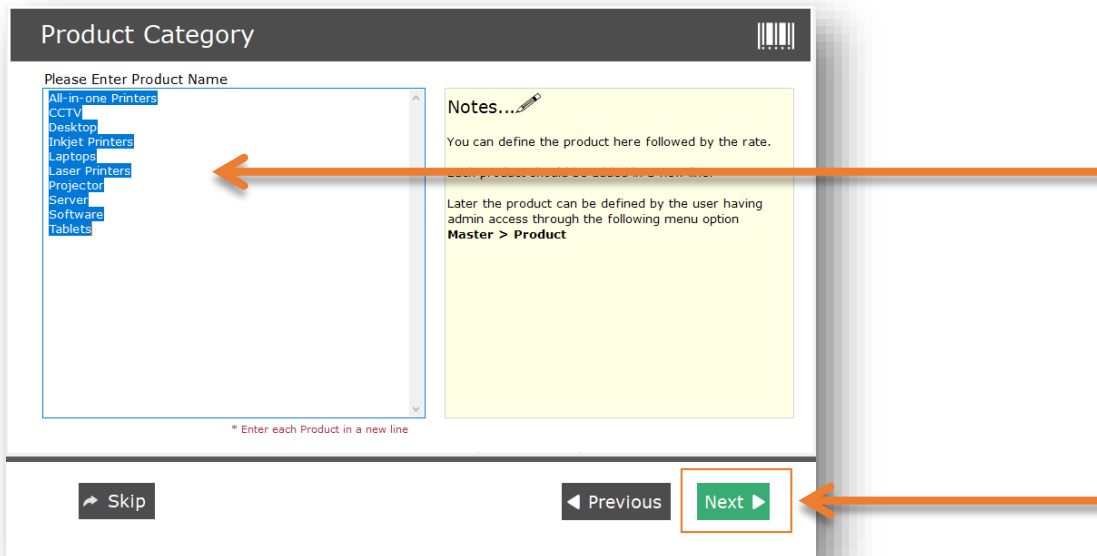
Note : By default **first name** would be used for Login and Password

* 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.

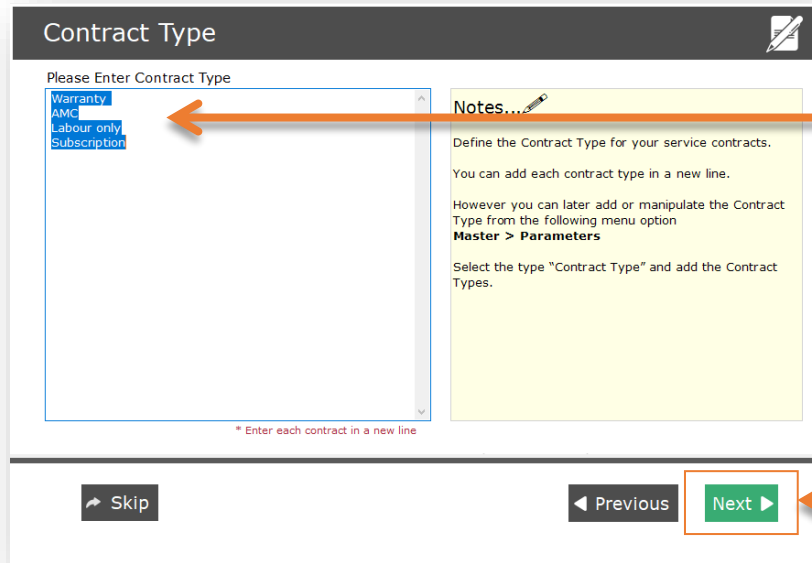
Later the product can be defined by the user having admin access through the following menu option **Master > Product**

* Enter each Product in a new line

⏪ Skip ⏪ Previous **Next** ⏩

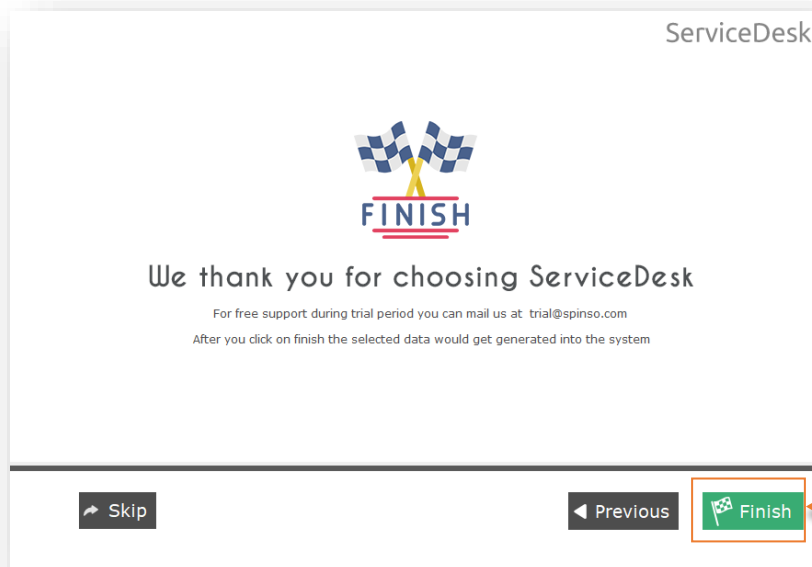
6

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



7

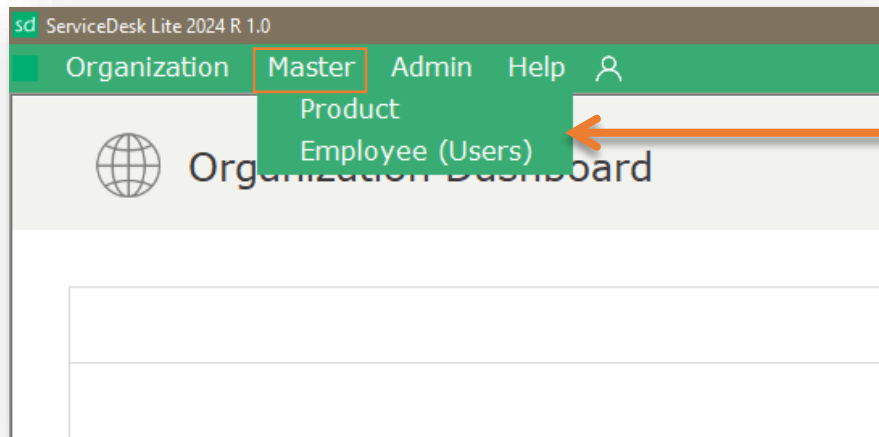
- Enter Contract Type.
- Each type should be added in a new line.
- Click on “Next”



8

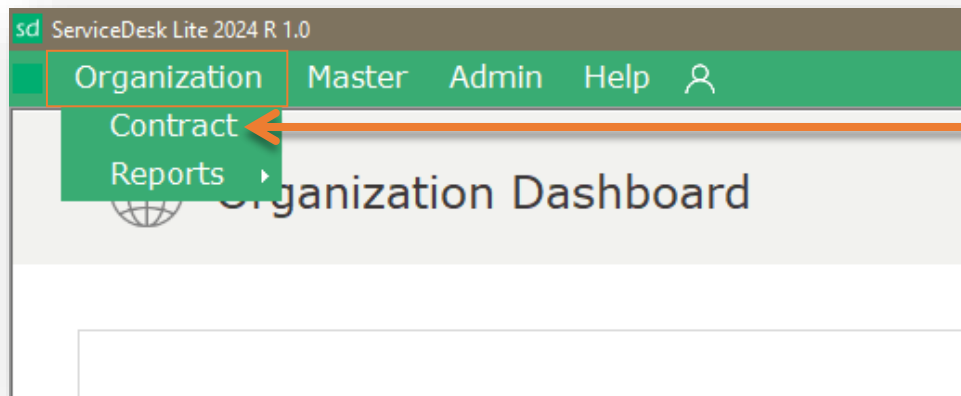
Click on **Finish**

Wizard is completed

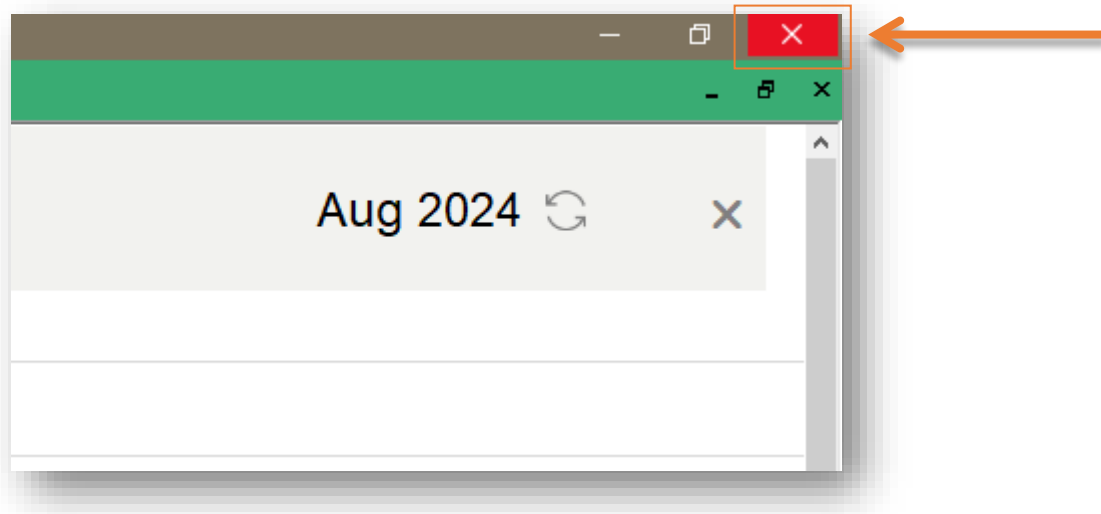


Note: If you wish to change or update wizard.

- 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.



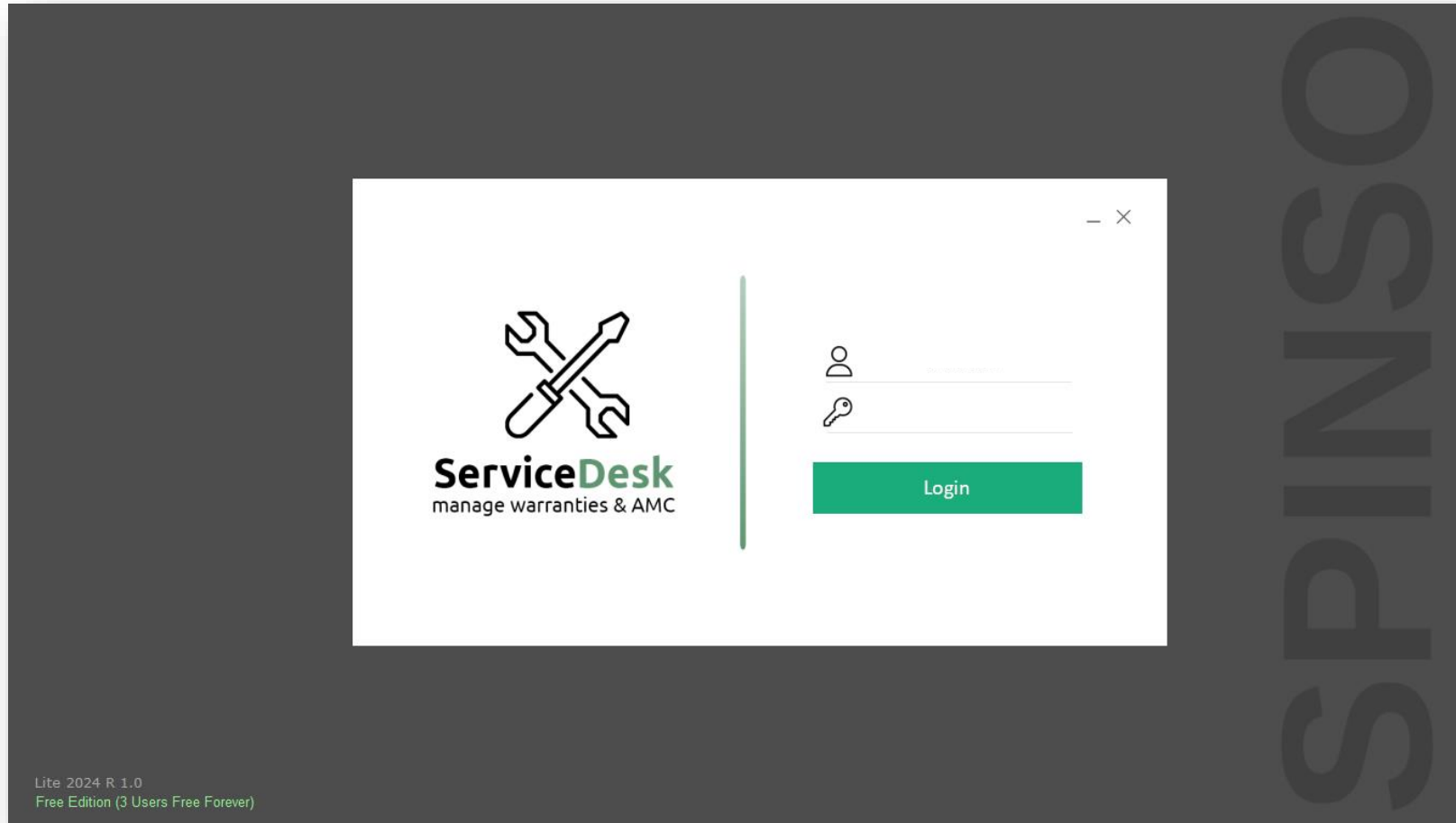
- Getting Started Process is Complete.
- You can immediately start adding Contracts from **Organization → Contract**



- Click on this exit button to close the application.

Re-login

The next time you login, use the new login name and password.



Thank You

We hope this was helpful. Kindly contact SPINSO for any queries, we are happy to help.

We recommend you to see our **“First Contract”** Help file for ServiceDesk lite,
before you start using our software.