

**3** Free users for life

**spinso**

 **servicedesk** Lite Edition   
Manage Customer Complaints



## Installation Guide

Step by step guide for download and installation



## Installation Guide

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# 2

## Download & Install

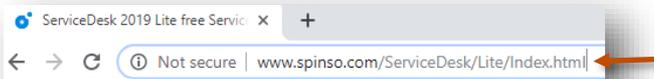
Installing ServiceDesk Lite is quiet easy. A simple setup wizard will guide you through the entire installation process. Follow these step by step instructions to help you install ServiceDesk Lite on your computer.



### Prerequisite

Operating system Windows Xp, Windows 7, 8, 8.1 or Windows 10

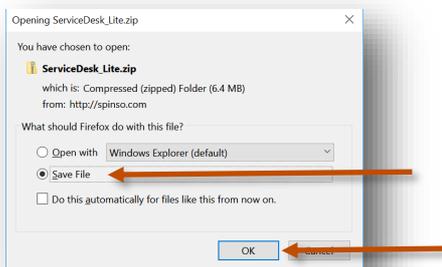
For windows Xp - Dot net 2.0 *free runtime from Microsoft is available on our website*



# 1

Download installer from our website

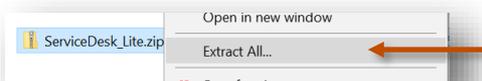
[http://spinso.com/ServiceDesk/downloads/ServiceDesk\\_Lite.zip](http://spinso.com/ServiceDesk/downloads/ServiceDesk_Lite.zip)



# 2

Select **Save File** to save on our desktop

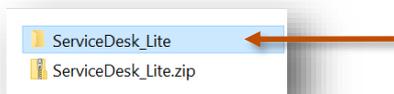
Click on **Ok**



# 3

Extract Zip file

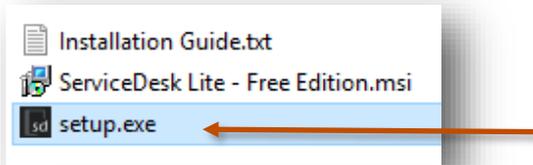
Right Click on zip file & Click **Extract All**



# 4

ServiceDesk\_Lite folder will be created on desktop.

Open the folder **ServiceDesk\_Lite**



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



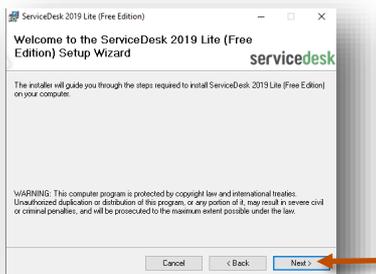
Note : In case you are prompted for unknown publisher error  
Click on **More Info**  
Click on **Run anyway** to continue



**Note**  
We **do not** recommend you to run Setup.exe directly from ServiceDesk\_Lite.zip file  
Please unzip the ServiceDesk\_Lite.zip file and run the setup from extracted folder



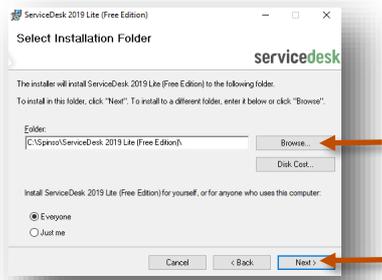
6 Click on **Next** button



7 Click on **Next** button

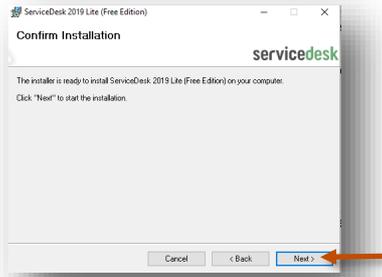


8 Select **I Agree**  
Click on **Next** button

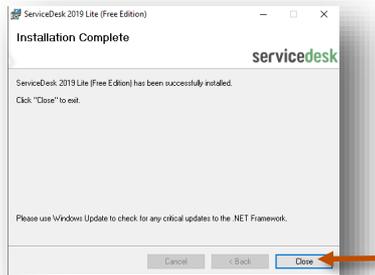


9 If you wish to change the installation path, Click on "**Browse**" and select the path for installation  
We would recommend default path

Click on **Next** button



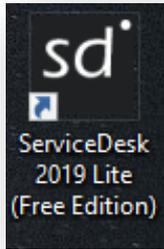
10 Click on **Next** button



11 Click on **Close** button

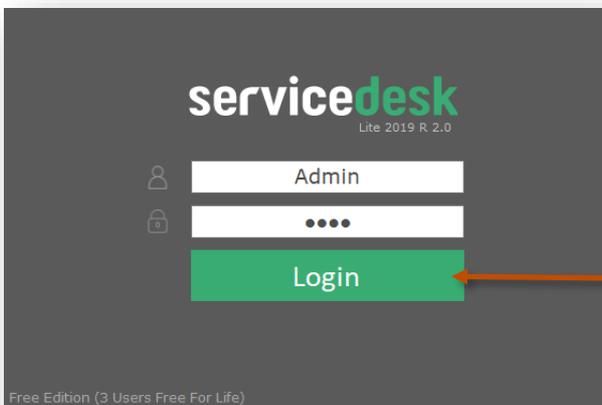
# 3

## 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 (user)** 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**

**Spinso**

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