

CHRONODAT HELP DESK ADD-IN
EMAIL SYNC

User Manual

CHRONODAT, LLC

JANUARY 27, 2017
VERSION 1.0

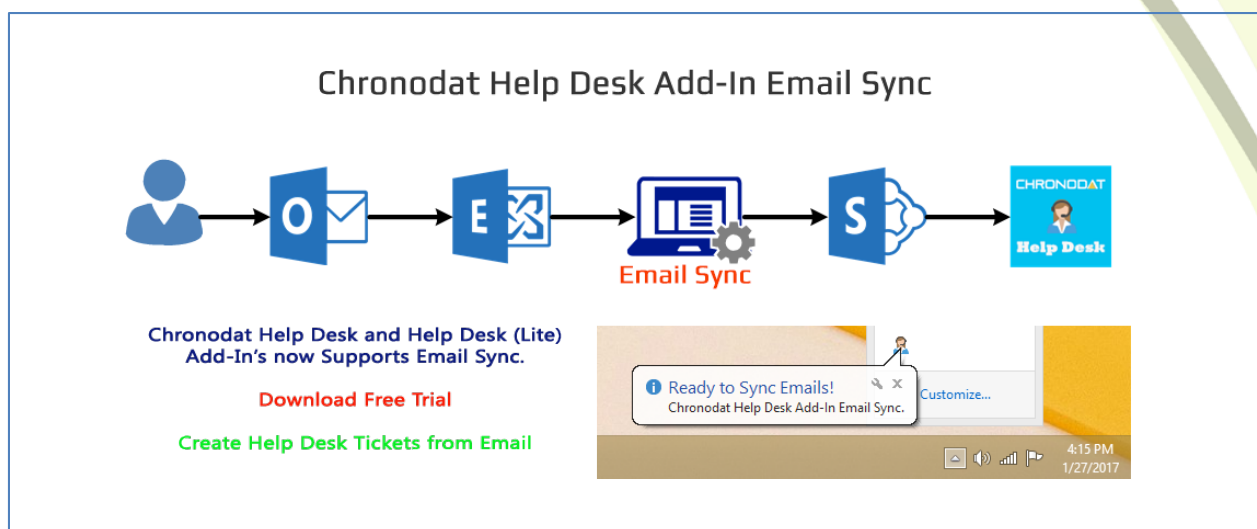
CHRONODAT

Introduction

The introduction section of the document describes the scope and objective Chronodat Help Desk Add-in Email Sync

Scope & Objective

Chronodat Help Desk Add-in Email Sync Enables Help Desk and Help Desk (Lite) Add-ins to receive incoming emails without any server configurations. It synchronizes emails to Help Desk Add-in in real time. Help Desk Email Sync is a client side technology which is the ideal way to enable incoming emails for Office 365 and for SharePoint on premise.

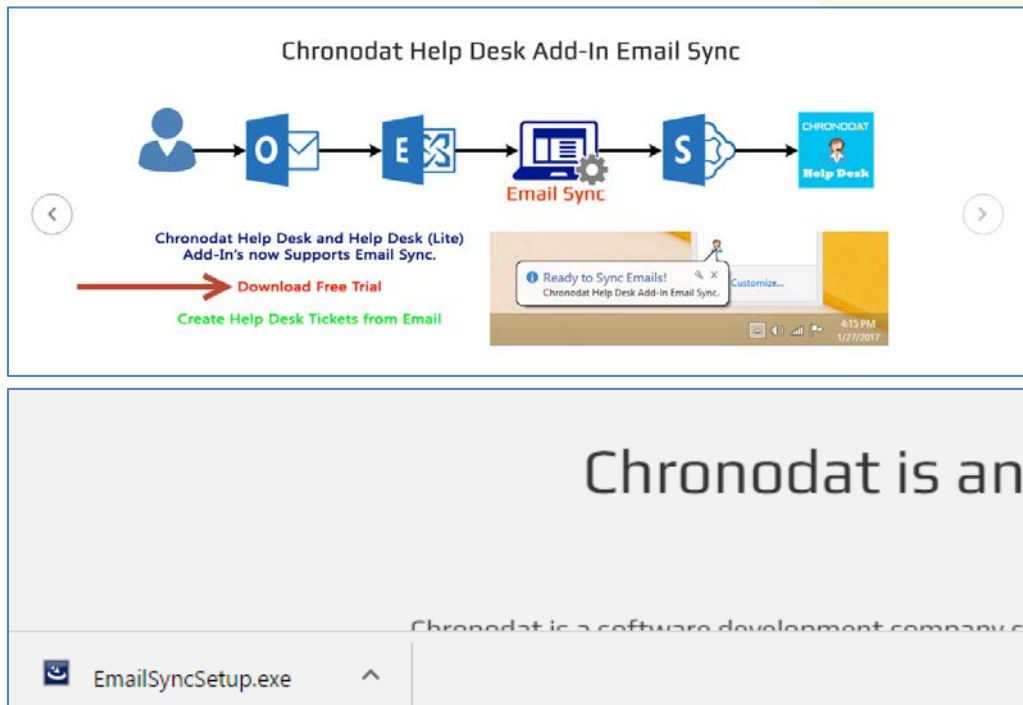


Features:

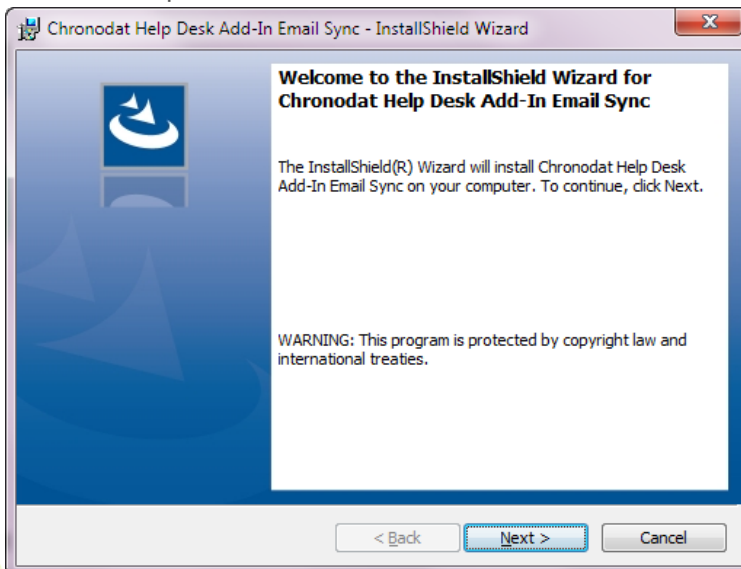
- Monitors specific exchange mailbox for incoming emails
- Converts email content to Help Desk ticket
- Pre configurable Category, Sub-category, RequestedFor (If user doesn't exist) and AssignedTo (If AssignedTo not available in support Contacts) settings
- Client side tool can be installed on a user laptop or server machine
- No data transferred outside of your SharePoint environment compare to any other cloud based "Email Sync" solutions.

Installation Steps:

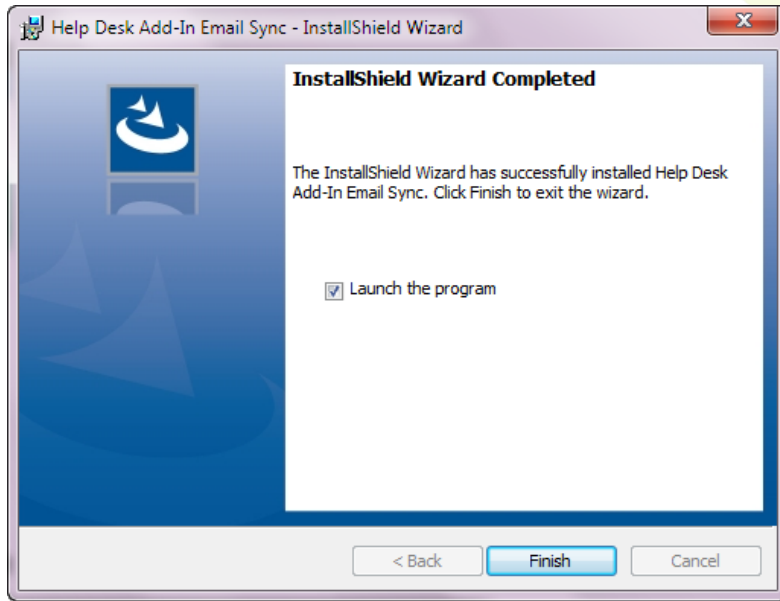
- Download "EmailSyncSetup.exe" file from Chronodat web site



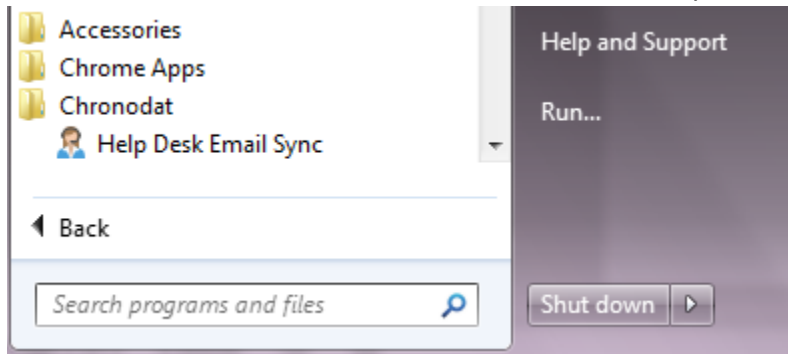
- Run the setup file



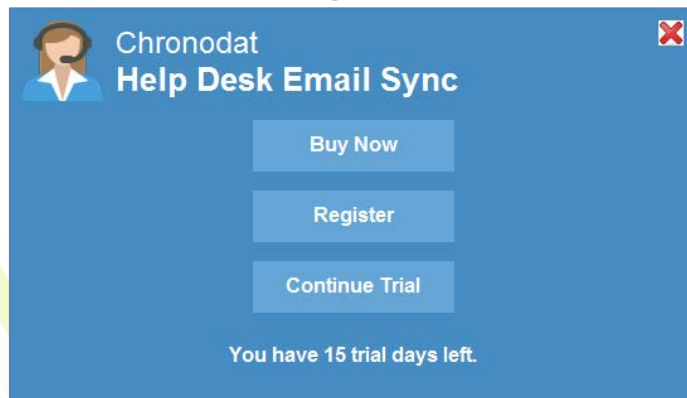
- Follow the wizard



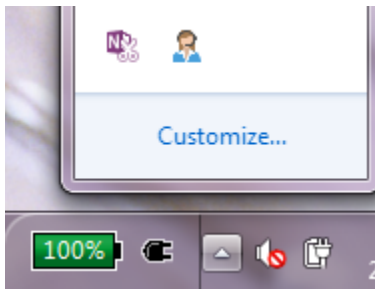
- Installation completed
- In "Start" menu find "Chronodat" folder and click "Help Desk Email Sync"



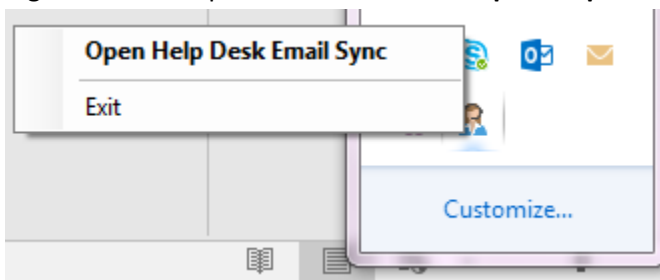
- Wait few seconds for program to respond with Trial Information. Click "Start Trial".



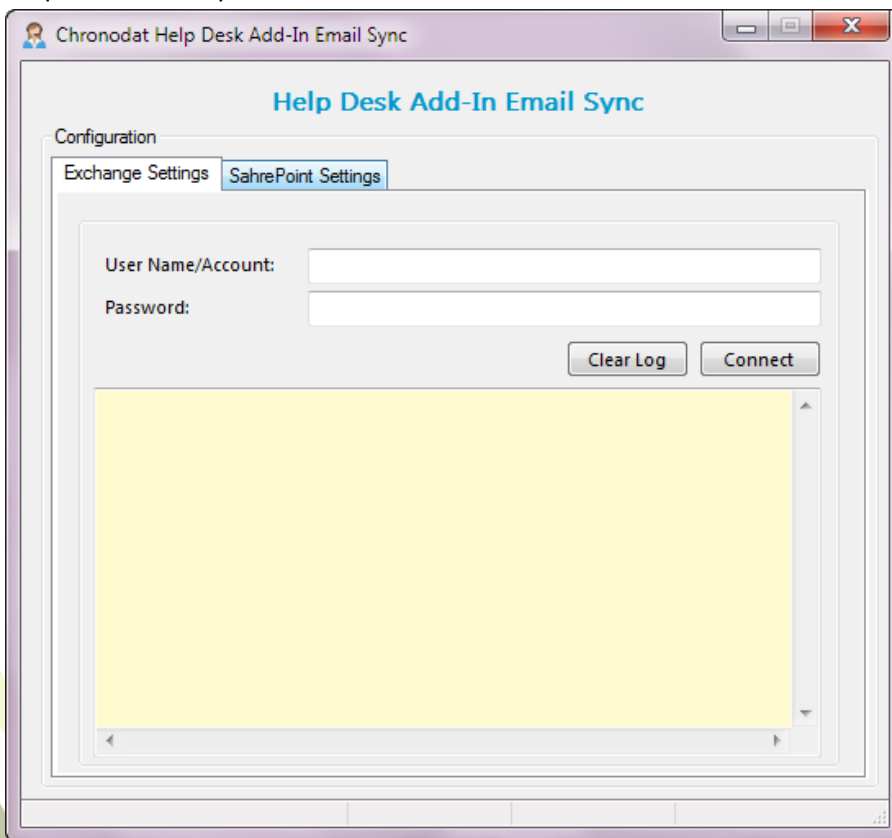
- Find Help Desk Email Sync Tool in system tray



- Right click on Help Desk icon and click **“Open Help Desk Email Sync”** menu item.



- Help Desk Email Sync Tool



- Configure SharePoint Settings:
 - ✓ Copy and paste Help Desk app URL into “Help Desk Add-In URL”.
 - ✓ Enter SharePoint credentials in User Name and Password textboxes
 - ✓ Click “Connect”
 - ✓ Once the connection is successful, select “Request Category” and “Sub-Category” fields
 - ✓ Enter Requested For (Email Id) – If Email Received from user doesn’t exist in SharePoint, “Request For” email id is used to send email confirmation
 - ✓ Enter Assigned To (Email Id) – If Support contact doesn’t exist in Support Contacts list, Assigned To email id used to assign request.

Chronodat Help Desk Add-In Email Sync

Help Desk Add-In Email Sync

Configuration

Exchange Settings | SharePoint Settings

Help Desk Add-In URL: * 3484f312b.sharepoint.com/sites/dev1/ChronodatHelpDesk/

User Name/Account: * thomas.m@chronodat.com

Password: *

Use Windows Authentication

On-Premises SharePoint Online (Office 365)

Connect

Request Category: * Account Administration

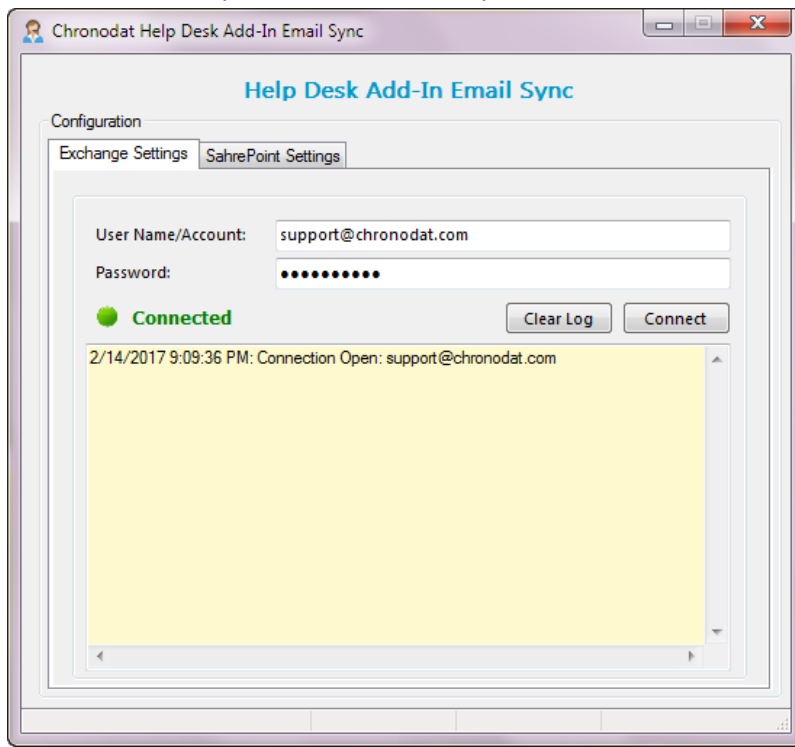
Sub-Category: * Email Account

Requested For (Email): * anuradha@chronodat.com

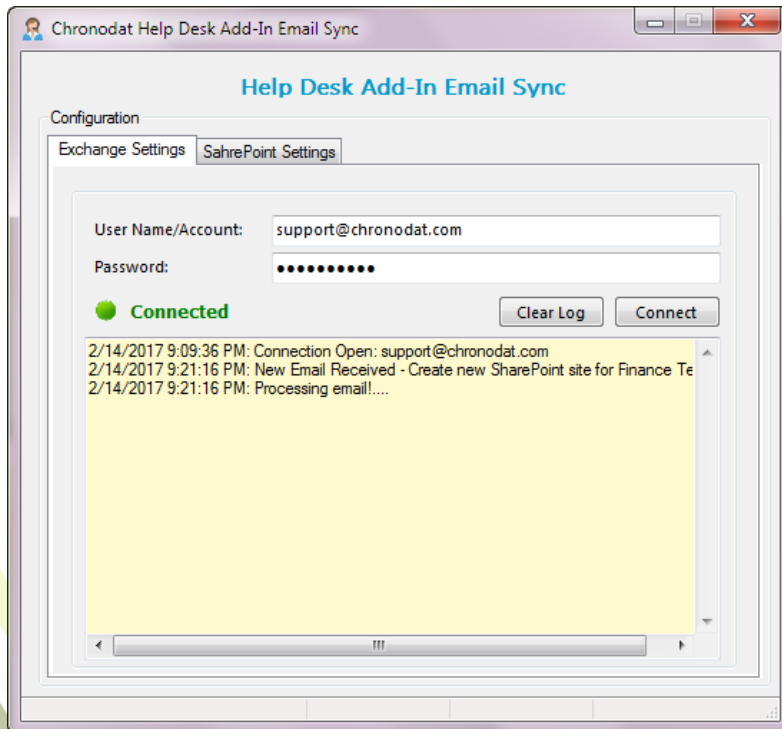
Assigned To (Email) * John.lee@chronodat.com

Update

- Configure exchange settings:
 - ✓ Enter exchange mailbox credentials to monitor emails and click “Connect”.
 - ✓ Done (Help Desk Add-In Email Sync monitor mailbox for new emails).



- New email received to “support@chronodat.com”



- Processed new email:

