



ZIP Print This First - Quick Start Card

ZIP Documentation Suite • Spectrum 2 branded export • Generated 2026-02-12 14:24:03

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| Urgent Line Paged? Do This Now

1. Open `chrome://extensions`.
2. Turn **Developer mode** ON.
3. Click **Load unpacked**.
4. Select `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`.
5. Open `https://adobeprimetime.zendesk.com/agent/dashboard`.
6. Click ZIP in the toolbar.
7. Click `Login with Zendesk` if prompted.
8. Click `Assigned Tickets` and start triage.



30-Second Operating Pattern

- Start in `Assigned Tickets`.
- Sort by `Updated`.
- Pivot by `By Group` when balancing team load.
- Use `CSV` for manager snapshot exports.
- Click ticket IDs to jump directly into Zendesk tickets.

Fast Troubleshooting

- ZIP not opening: reload extension in `chrome://extensions`.

- Login loop: click `Login with Zendesk` again and return to ZIP.
- No tickets: clear filters and hit Refresh.
- CSV disabled: ensure at least one visible row.

Keyboard and Access Shortcuts

- Open/toggle ZIP: `Ctrl+Shift+Y` (Windows/Linux) or `Command+Shift+Y` (Mac)
- Context menu options:
 - `⚙ > Side panel position` (opens Chrome side panel settings)
 - `Ask Eric`

Install Paths

- Unpacked folder: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension`
- Handoff package: `/Users/minnick/Documents/PASS/ZIP/zip-chrome-extension.zip`