

CHRONODAT HELP DESK ADD-IN  
EMAIL SYNC

# User Manual

CHRONODAT, LLC

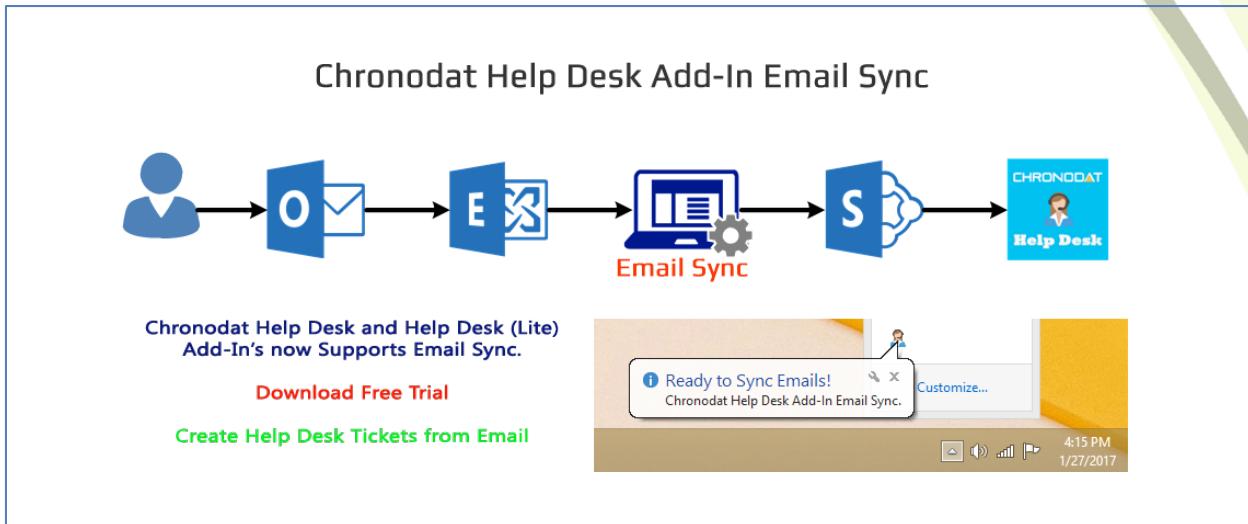
JANUARY 27, 2017  
VERSION 1.0

## 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.

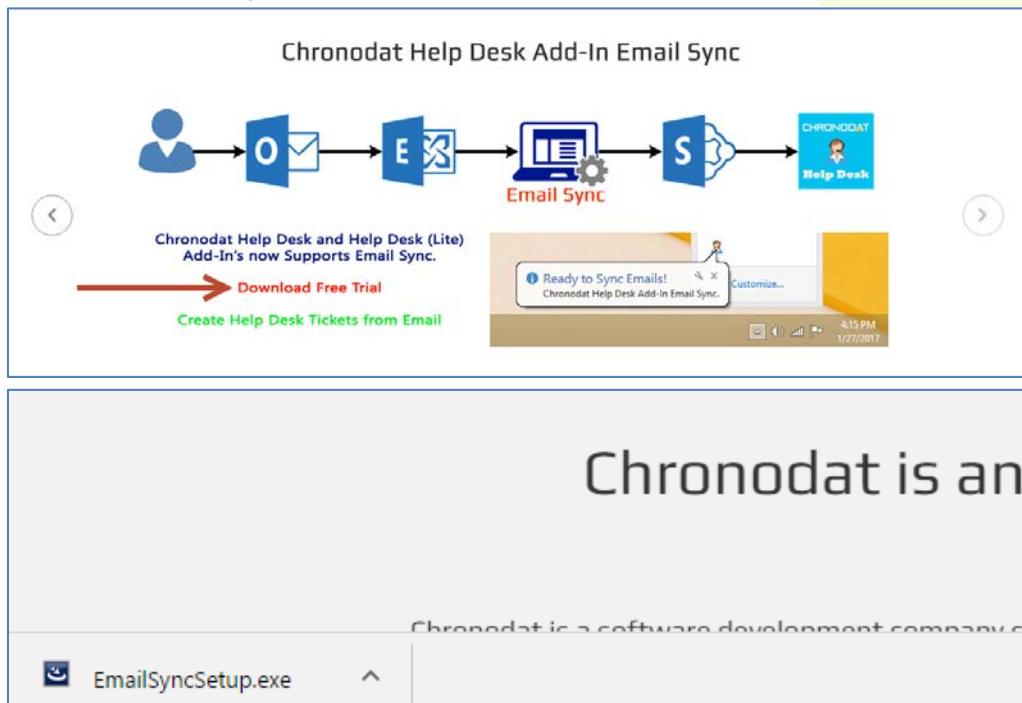


## Features:

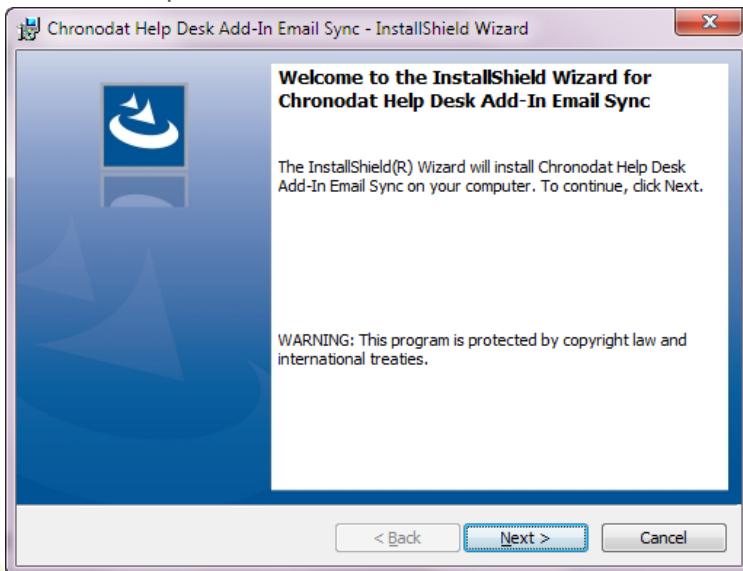
- Monitors specific exchange mailbox for incoming emails
- Converts email content to Help Desk ticket
- Pre configurable Category, Sub-category, RequestedFor (If user doesn't exist) and AssignedTo (If AssignedTo not available in support Contacts) settings
- Client side tool can be installed on a user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

## Installation Steps:

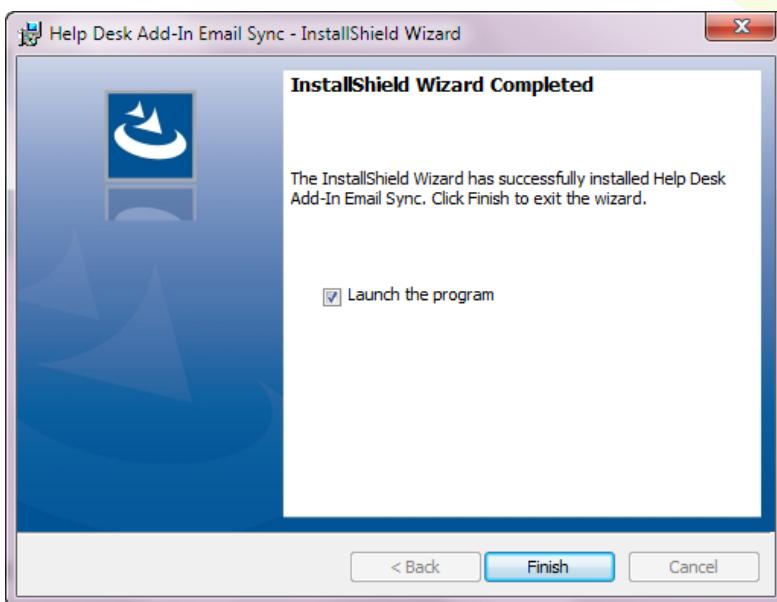
- Download "EmailSyncSetup.exe" file from Chronodat web site



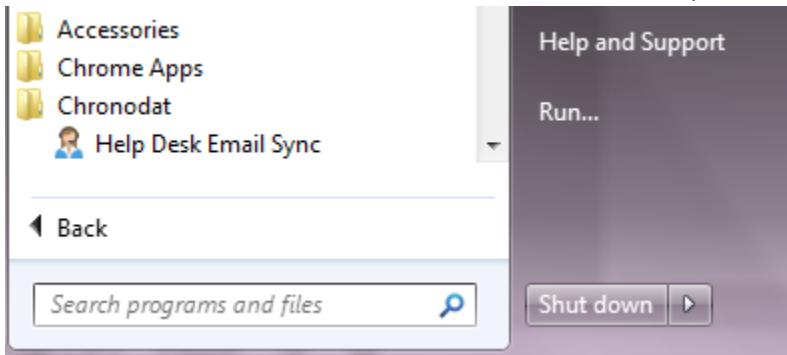
- Run the setup file



- Follow the wizard



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

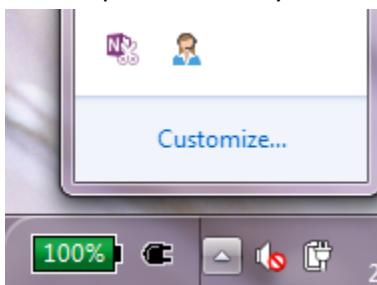


- Wait few seconds for program to respond with Trial Information. Click "Start Trial".

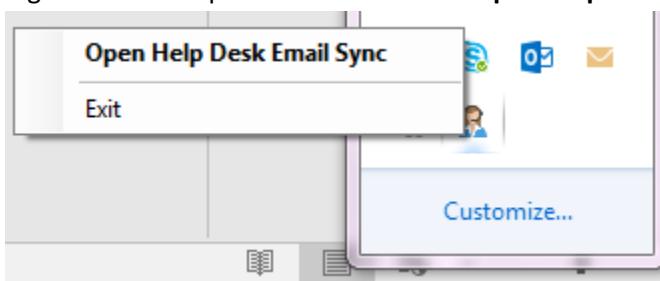


**CHRONODAT**

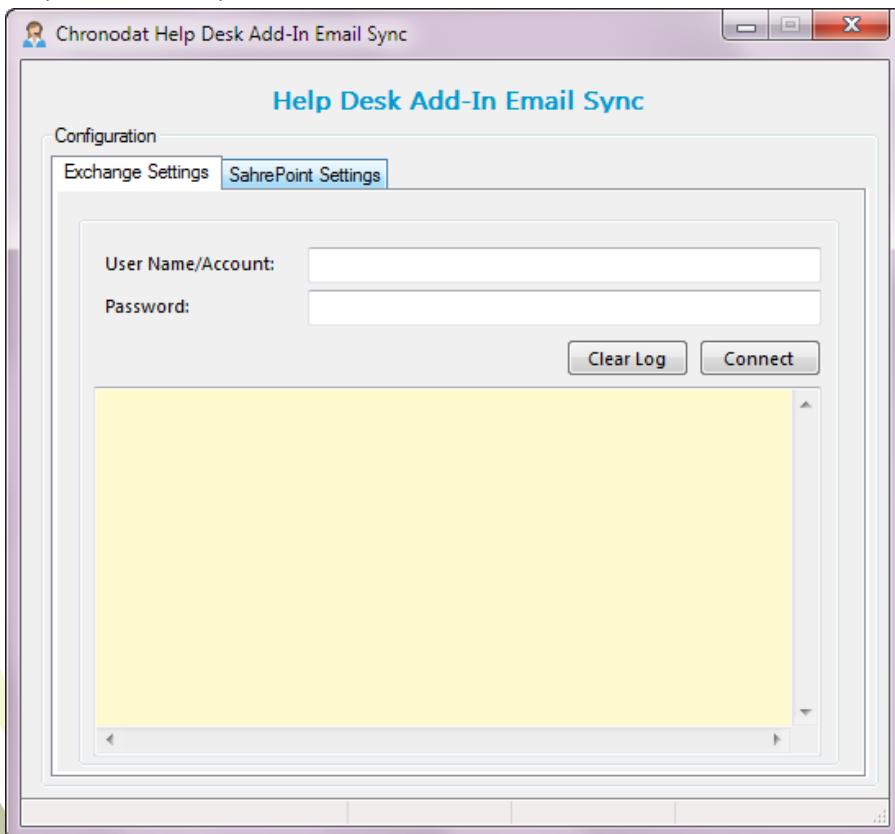
- Find Help Desk Email Sync Tool in system tray



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

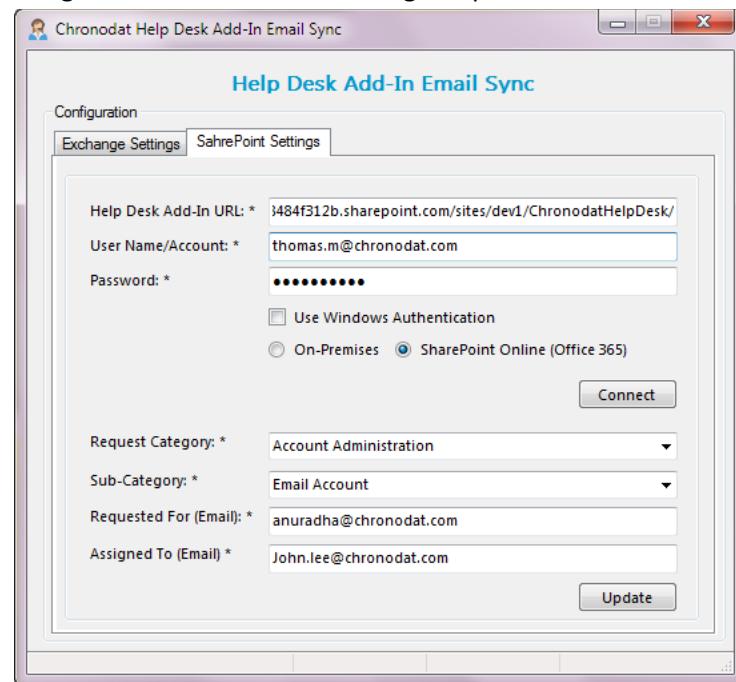


- Help Desk Email Sync Tool

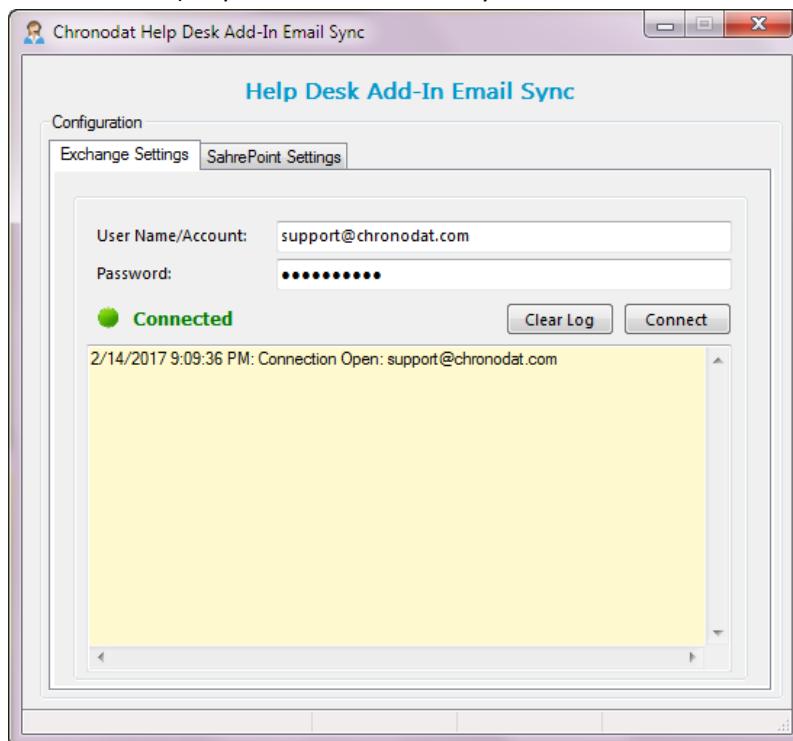


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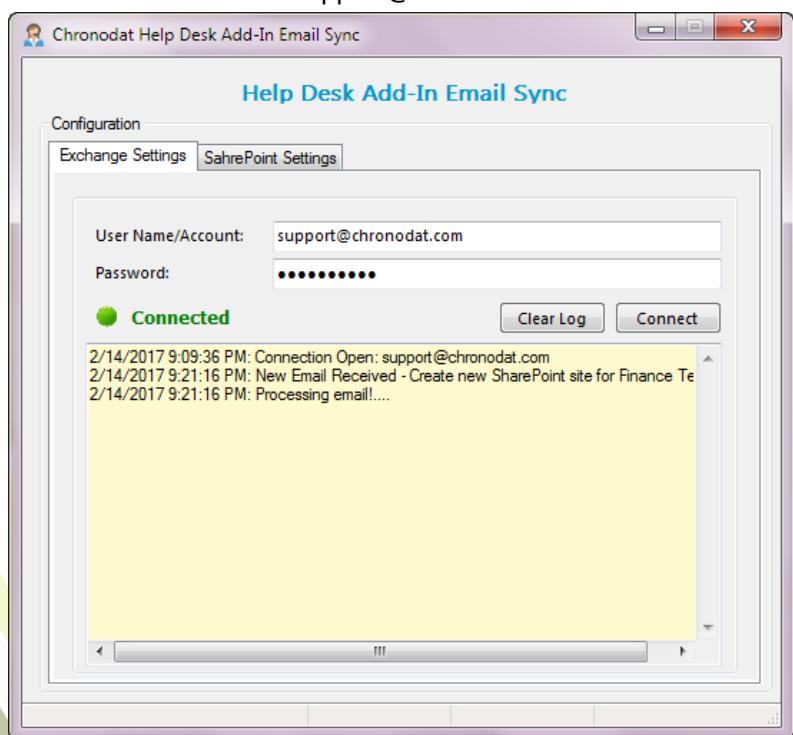
- Configure SharePoint Settings:
  - Copy and paste Help Desk app URL into “Help Desk Add-In URL”.
  - Enter SharePoint credentials in User Name and Password textboxes
  - Click “Connect”
  - Once the connection is successful, select “Request Category” and “Sub-Category” fields
  - Enter Requested For (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.



- 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:

