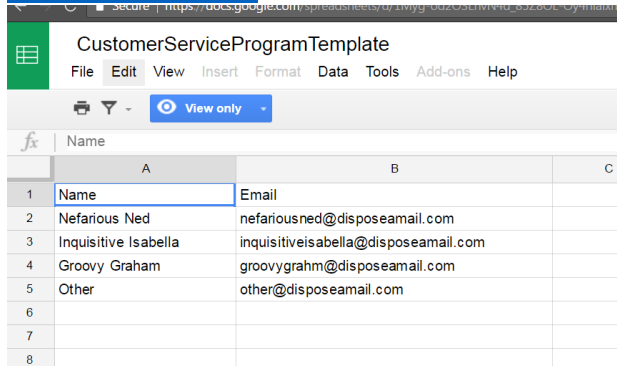


## SDG Counties Customer Service Program

### Installation Instructions

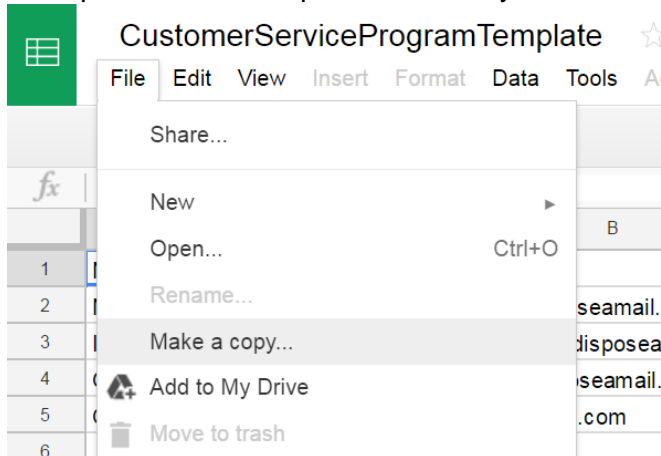
---

- 1) **Log into the gmail account** that you will use for the customer service program. You can create a new account or login here: <https://www.google.com/gmail/about/>
- 2) Now that you are logged into gmail **open the [Customer Service Program Template](#)**
- 3) Make a copy of the Customer Service Program Template. By Clicking **Click here to open the template**

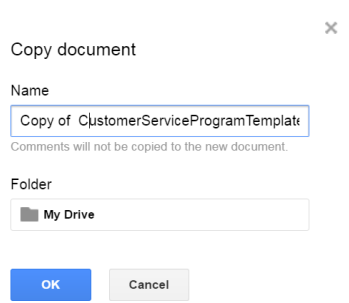


	A	B	C
1	Name	Email	
2	Nefarious Ned	nefariousted@disposeamail.com	
3	Inquisitive Isabella	inquisitiveisabella@disposeamail.com	
4	Groovy Graham	groovygrahm@disposeamail.com	
5	Other	other@disposeamail.com	
6			
7			
8			

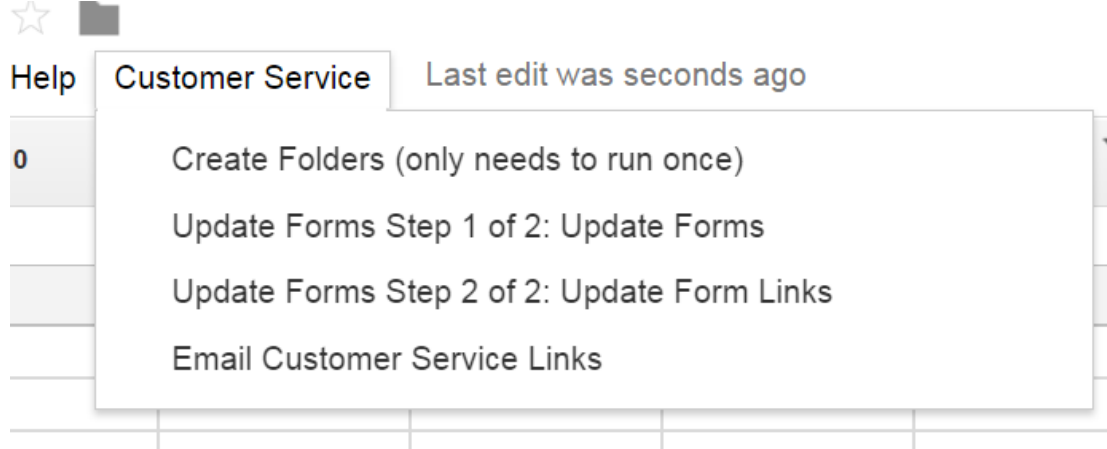
- 4) The spreadsheet will open in View only mode. **Click File>>make a copy**



- 5) Press **Ok**



- 6) A copied version of the spreadsheet will now open. This copy is sitting inside your Google Drive folder. **Click Customer Service>> Create Folders**

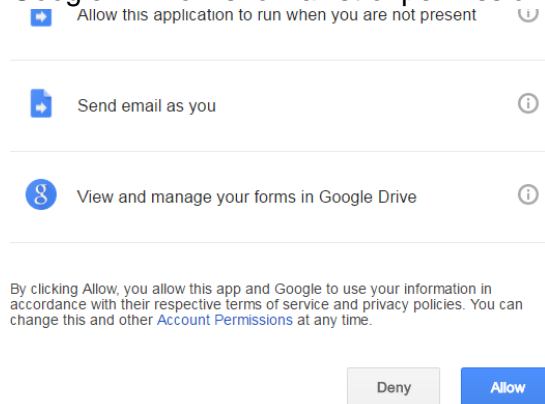


- 7) Google will now ask for your permission to run the script code. **Press Continue**
- Authorization Required

CS\_S\_Settings\_Code needs your permission to access your data on Google.



- 8) Google will now show a list of permissions that the scrip requires. **Press Allow**



- 9) The script will run and create the customer service folder and a subfolder for the Forms. The script will also rename the spreadsheet to Customer Service. The next step is to create the forms.

**Click Customer Service>>Update Forms Step 1 of 2: Update Forms**

Update Forms Step 1 of 2: Update Forms

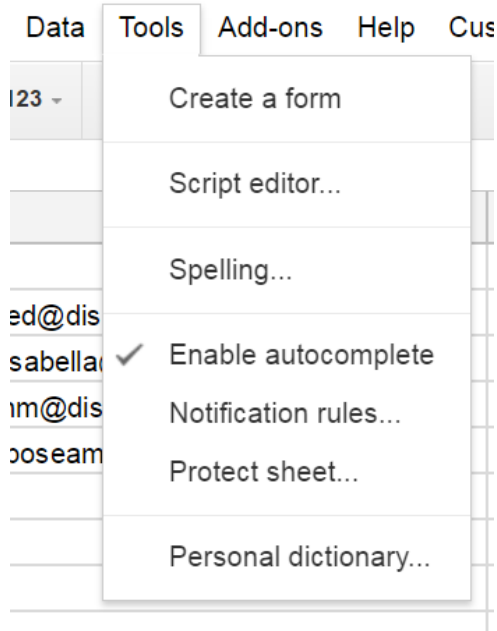
- 10) The script run and create the forms. The forms will be stored in the Forms folder which is inside the Customer Service folder. Now run the update from links code:

**Click Customer Service>> Update Forms Step 2 of 2: Update Form Links**

Update Forms Step 2 of 2: Update Form Links

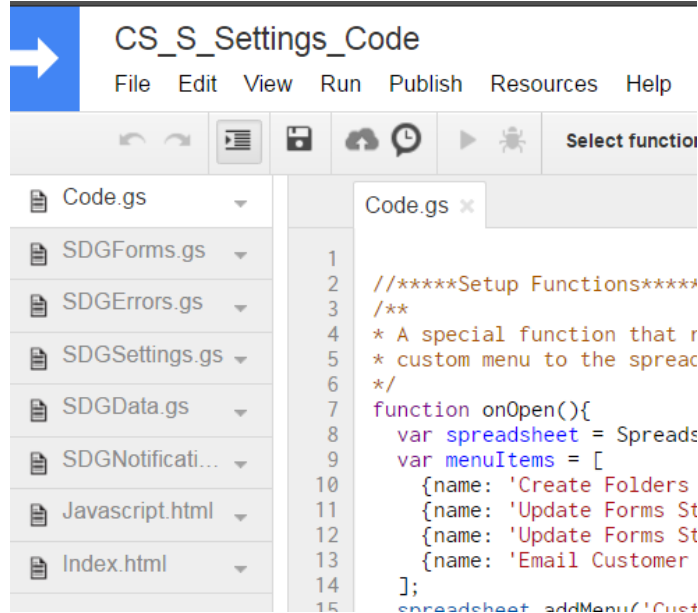
- 11) The script will run and update all the links to the forms that were created in the previous step. Now it is time to update the email address that will receive the error messages.

**Click Tools>>Script editor...**



- 12) The Script editor will now open. The first thing that needs to be done is to edit the administrator password so that if an error occurs you will know about it.

On the left handside of the screen **Click SDGErrors.gs**



13) The SDGErrors.gs file will open.

**On line 4 replace: errors.administratorEmail = 'customerserviceadmin@disposeamail.com';**

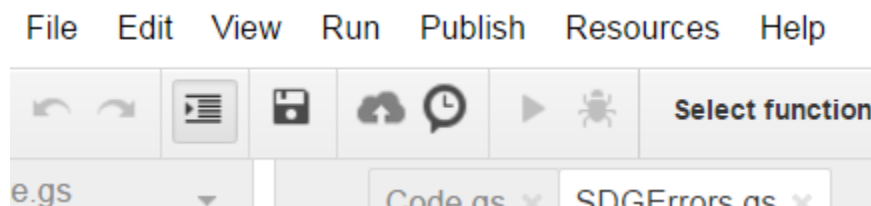
**With: errors.administratorEmail = 'youremail@address.here';**



The screenshot shows a code editor with two tabs: 'Code.gs' and 'SDGErrors.gs'. The 'SDGErrors.gs' tab is active, displaying the following JavaScript code:

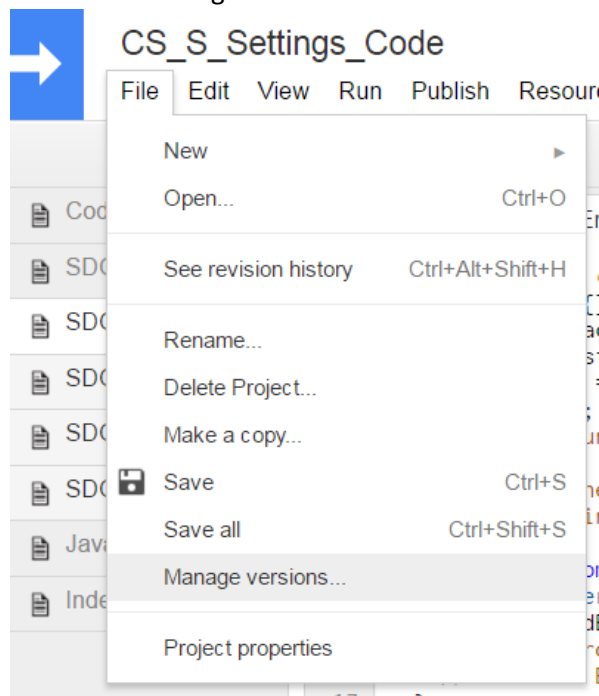
```
1 var SDGErrors = (function () {  
2   var errors = {};  
3   errors.namespaceName = 'SDGErrors';  
4   errors.administratorEmail = 'customerserviceadmin@disposeamail.com';  
5   errors.custom = custom; |  
6   return errors;  
7   /**Public Functions**
```

14) Save the change by pressing the Disk Button



15) You are now ready to setup the website (also known as a web app).

Click File>>Manage versions...



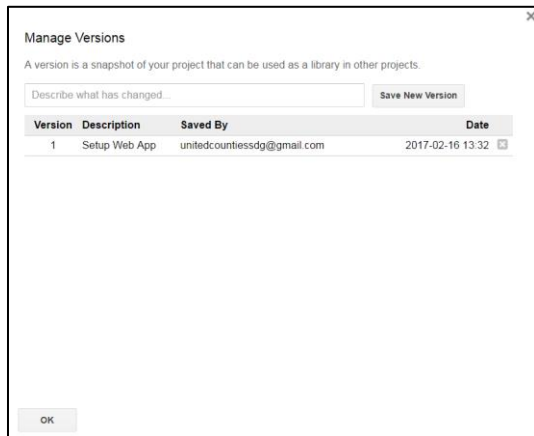
16) Enter "Setup Web App" and press Save New Version

### Manage Versions

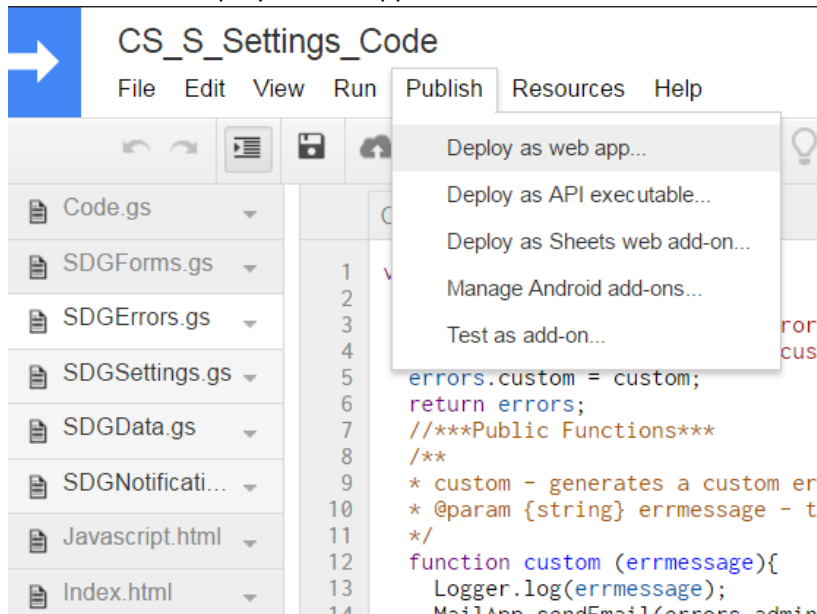
A version is a snapshot of your project that can be used as a library in other projects.

Setup Web App	Save New Version
---------------	------------------

17) Press **Ok** to exit the Manage Versions Screen



18) Click Publish>>Deploy as web app...



19) The Deploy as web app window will now open.

**Set the following settings:**

**Setup the Project Version to the highest number (which will be 1 in this case)**

**Execute the app as: Me (yourgoogleaccountname@gmail.com)**

**Who has access to the app: Anyone, even anonymous**

✕

Deploy as web app

Please read this carefully. It's not the usual yada yada.

---

**Project version:**

1 ▼

**Execute the app as:**

Me (unitedcountiessdg@gmail.com) ▼

You need to authorize the script before distributing the URL.

**Who has access to the app:**

Anyone, even anonymous ▼

Deploy

Cancel

Help

20) The website (web app) will now be ready.

**Press Ok to close the window.**

✕

Deploy as web app

This project is now deployed as a web app.

Current web app URL:

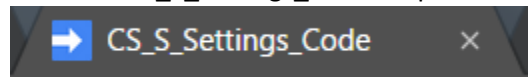
https://script.google.com/macros/s/AKfycbxMorS4sldBZBym6

Test web app for your [latest code](#).

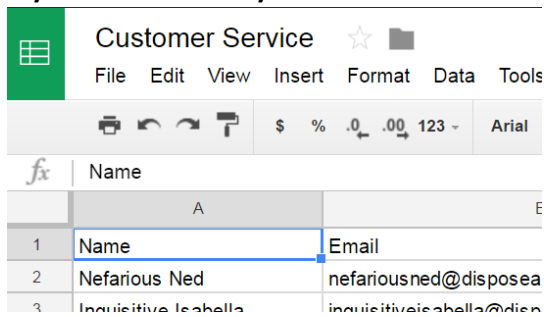
OK

21) The program is now all setup. The next steps will help you validate that everything is working.

Close the CS\_S\_Settings\_Code script file. **Close the tab.**

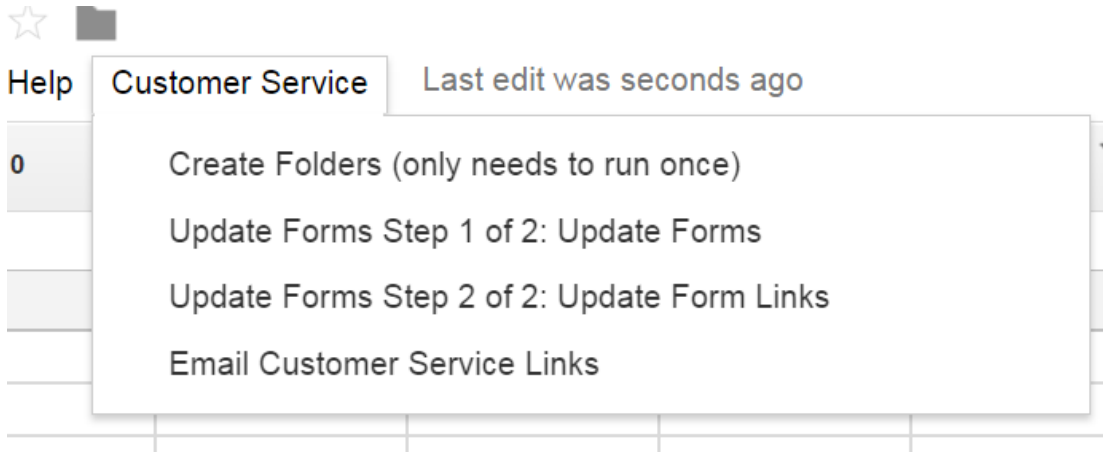


22) If you are not already there - Go back to the Customer Service spreadsheet.

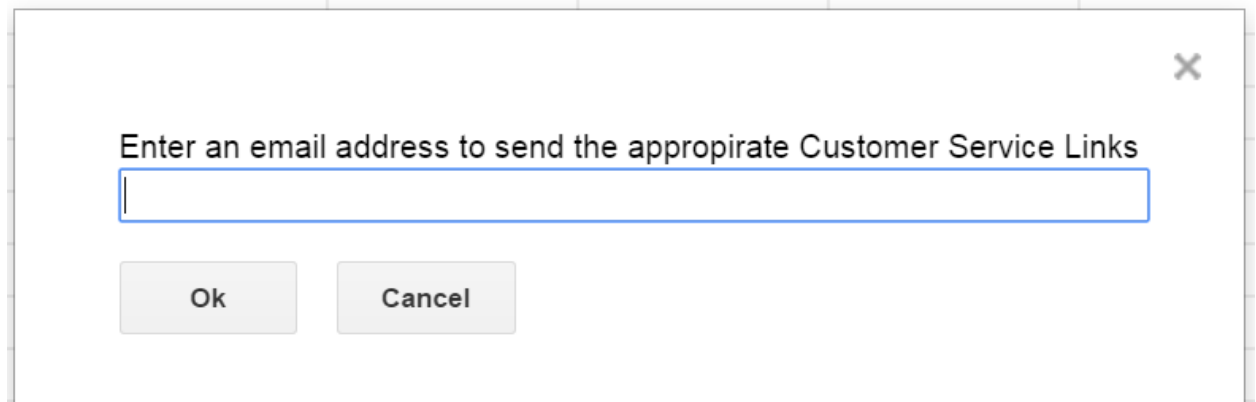


	Name	Email
1	Name	Email
2	Nefarious Ned	nefariousned@disposea
3	Inquisitive Isabella	inquisitiveisabella@disen

23) Press **Customer Service>>Email Customer Service Links**



24) Type in your email address and press ok

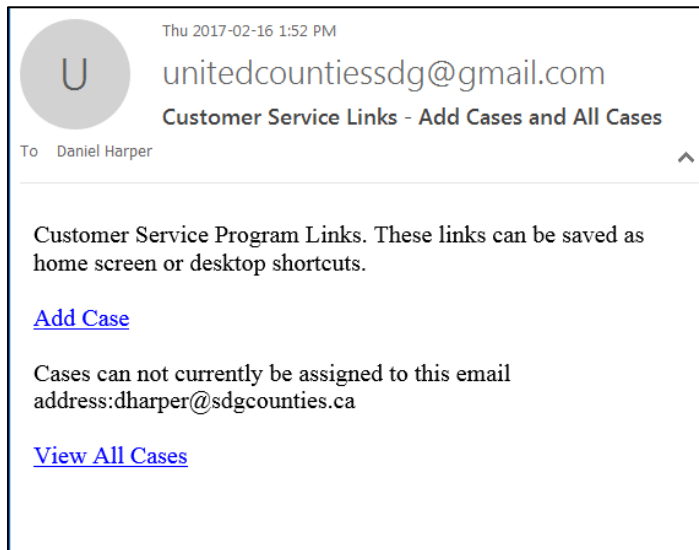


Enter an email address to send the appropriate Customer Service Links

Ok Cancel

25) The program will email you the links to the program.

**Check your email and open the Add Case link**



26) Enter some test data

Assign the case to Nefarious Ned

Then Press Submit

A form titled 'Assign Case' with a purple header button. Below the title, there are three radio button options: 'Nefarious Ned' (which is selected), 'Inquisitive Isabella', and 'Grouchy Graham'.

27) Now it is time to validate that everything worked. **Open the View All Cases Link** from your email. You should see the Case that you just entered.

**Customer Service**

A web interface for case management. At the top is a green '+ Case' button. Below it are two dropdown menus: 'Assigned To' set to 'All' and 'Status' set to 'All'. A line of text indicates 'Number of Cases: 1 (Search Time: 0.887s)'. A card displays the case title 'Wild William (321 Distant St)'. Below the title, it shows 'Case: 1 Updated: 2017-02-16T13:58:14 EST' and lists details: 'Name: Wild William', 'Location: 321 Distant St', 'Assigned To: Nefarious Ned', and 'Description: Would like a new road built to his house'. At the bottom of the card are two buttons: 'Show Details' and 'Show Actions'. Below the card is a row of three buttons: a green '+ Action' button, a blue 'Case' button with a pencil icon, and a red 'Case' button with a trash can icon.

28) You can also confirm that Ned received his email by checking his email by clicking here:

<https://disposeamail.com/mail/nefariousned>



29) The installation procedure is now complete. Check the How To Customize The Program Guide for instructions on how to setup the program to meet your specific needs.