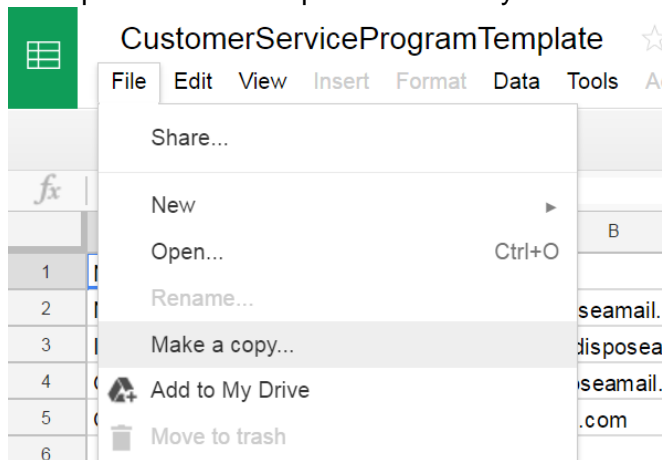


## SDG Counties Customer Service Program

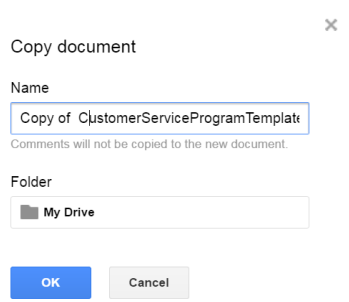
### Installation Instructions

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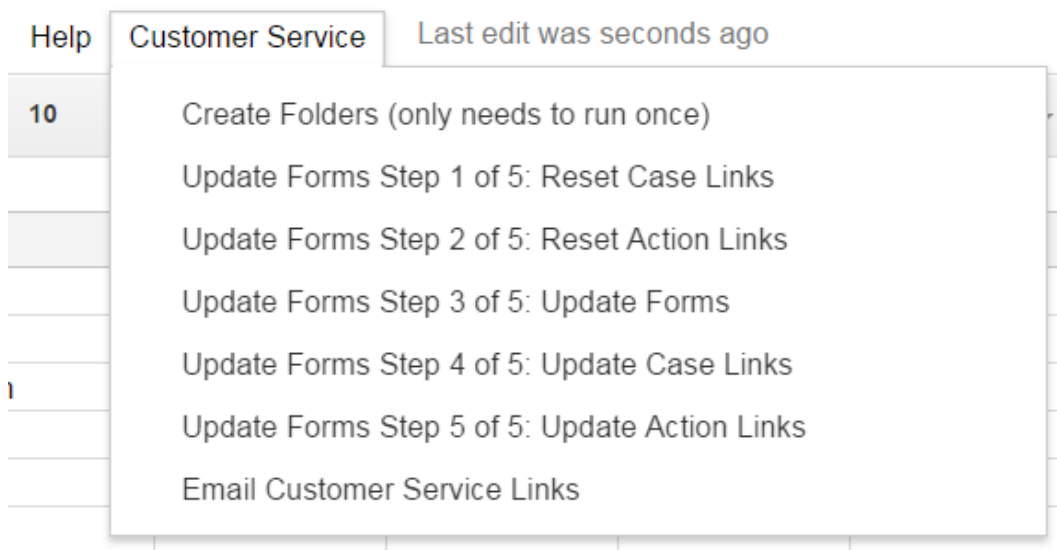
- 1) **Log into the gmail account** that you will use for the customer service program. You can create a new account or login here: <https://www.google.com/gmail/about/>
- 2) Now that you are logged into gmail **open the [Customer Service Program Template](#)**
- 3) The spreadsheet will open in View only mode. **Click File>>make a copy**



- 4) Press **Ok**



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

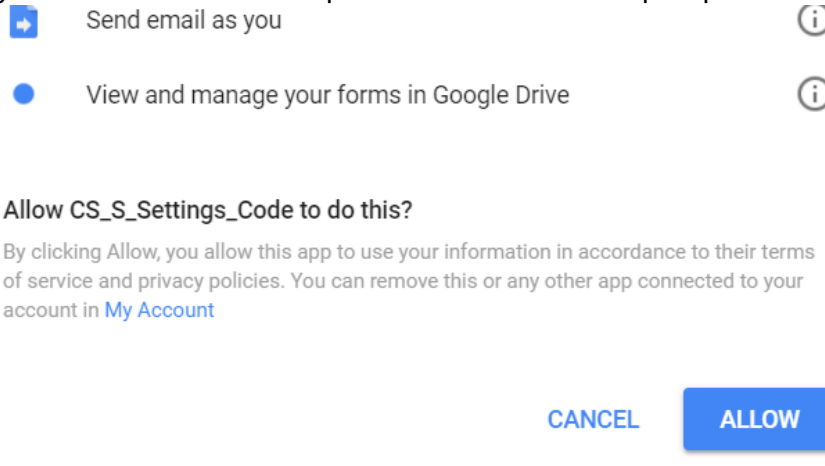


- 6) Google will now ask for your permission to run the script code. **Press Continue**  
Authorization Required

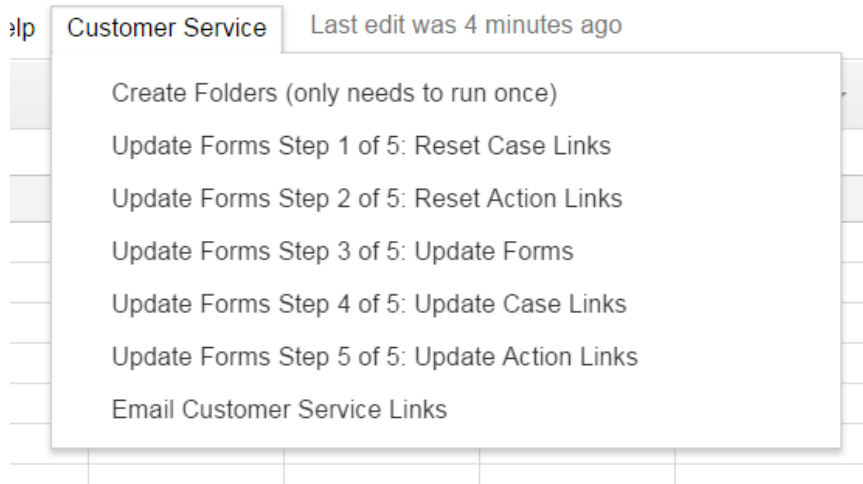
CS\_S\_Settings\_Code needs your permission to access your data on Google.



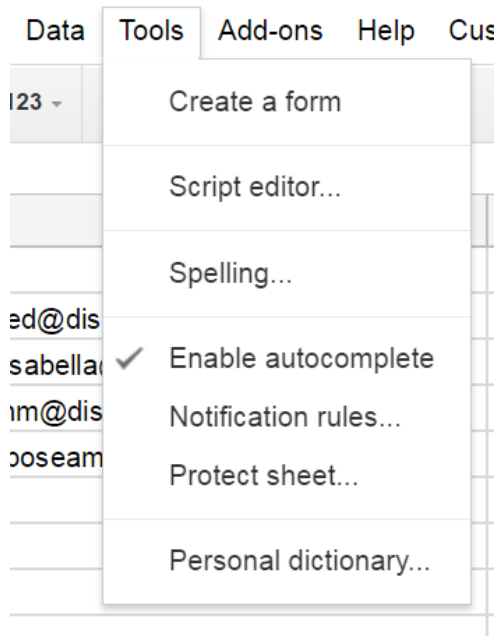
- 7) Google will now show a list of permissions that the scrip requires. **Press Allow**



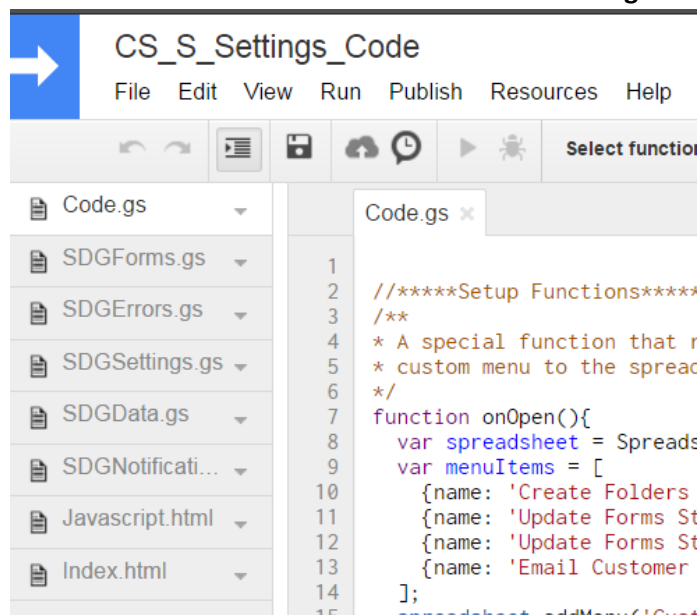
- 8) The script will run and create the customer service folder and a subfolder for the Forms. The script will also rename the spreadsheet to Customer Service. The next step is to create the forms. Before you create or update forms you need to reset the links.  
**Click Customer Service>>Update Forms Step 1 of 5: Reset Case Links**



- 9) The Case links are now reset. Your next step is to reset the action links.  
**Click Customer Service>>Update Forms Step 2 of 5: Reset Action Links**
- 10) The case and action links are now reset. You can now create the forms.  
**Click Customer Service>>Update Forms Step 3 of 5: Update Forms**
- 11) The script will now have created the forms. The forms will be stored in the Forms folder which is inside the Customer Service folder. Now that the forms have been created the links to the forms need to be updated.  
**Click Customer Service>>Update Forms Step 4 of 5: Update Case Links**
- 12) The case links will be updated. Now update the Action Links  
**Click Customer Service>> Update Forms Step 5 of 5: Update Action Links**
- 13) Now it is time to update the email address that will receive the error messages.  
**Click Tools>>Script editor...**



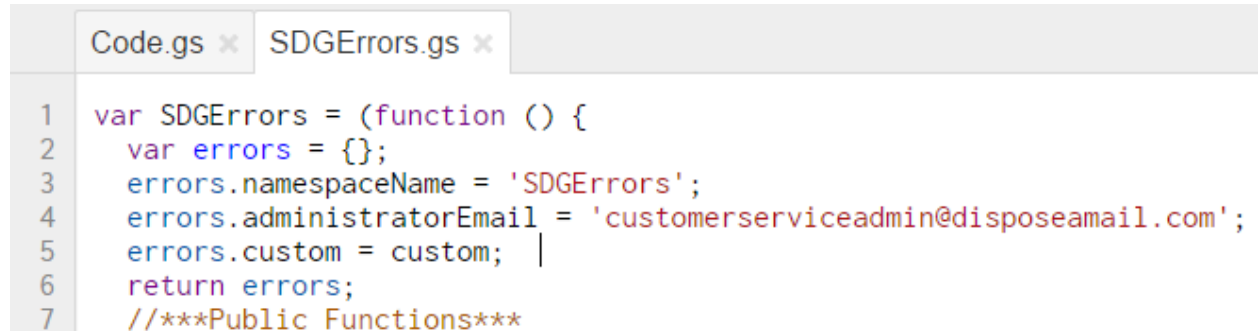
- 14) The Script editor will now open. The first thing that needs to be done is to edit the administrator email address so that if an error occurs you will know about it. On the left hand side of the screen **Click SDGErrors.gs**



15) The SDGErrors.gs file will open.

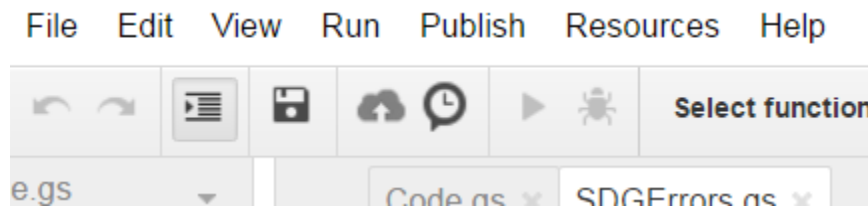
**On line 4 replace: errors.administratorEmail = 'customerserviceadmin@disposeamail.com';**

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



```
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**/
```

16) Save the change by pressing the Disk Button



17) If you want to require uses to enter a password before they see case information then you can add a Password. If you do not want users to enter a password no action is required (the default setup is no password. To setup a password follow these steps:

- a. Open the program settings - **Click SDGSettings.gs**
- b. On line 6 replace:

SDGSettings.password = "";

with

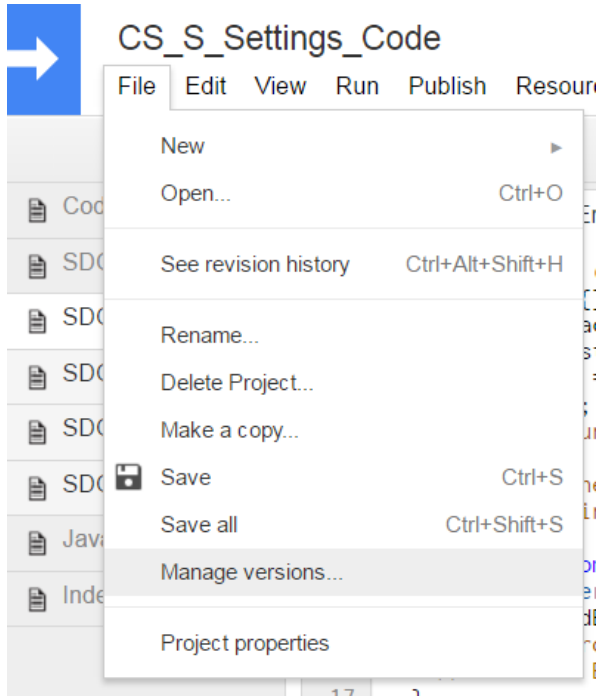
SDGSettings.password = "enteryourpasswordhere";

- c. Save the change by pressing the disk button

Security Note: The password setup is very basic. It does not provide the same level of security that you could expect from google's authentication. The password is stored in plain text in the code and only one password is used by all users.

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

Click File>>Manage versions...



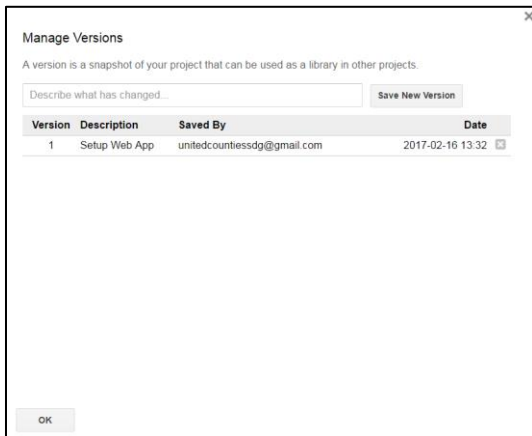
19) Enter "Setup Web App" and press Save New Version

### Manage Versions

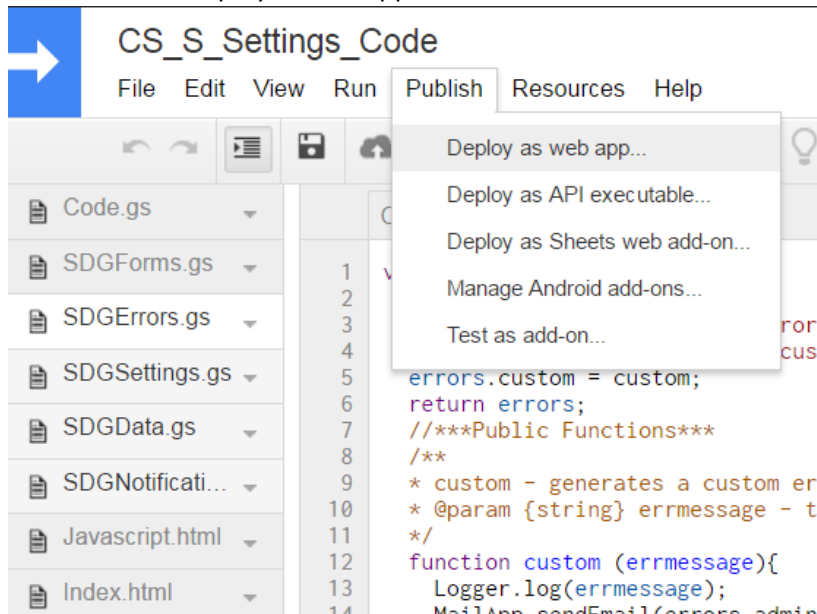
A version is a snapshot of your project that can be used as a library in other projects.

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

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



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



22) 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

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

**Press Ok to close the window.**

Deploy as web app

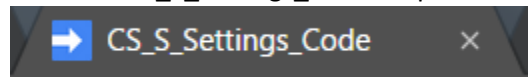
This project is now deployed as a web app.

Current web app URL:  
<https://script.google.com/macros/s/AKfycbxMorS4sldBZBym6>  
Test web app for your [latest code](#).

OK

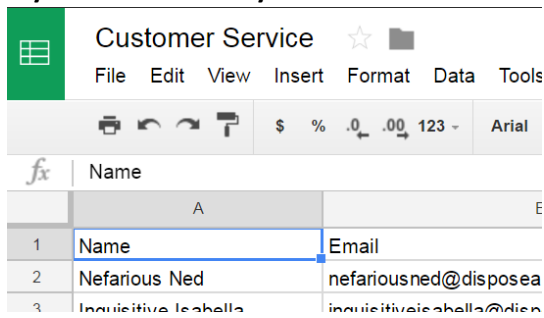
24) The program is now all setup. The next steps will help you validate that everything is working.

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



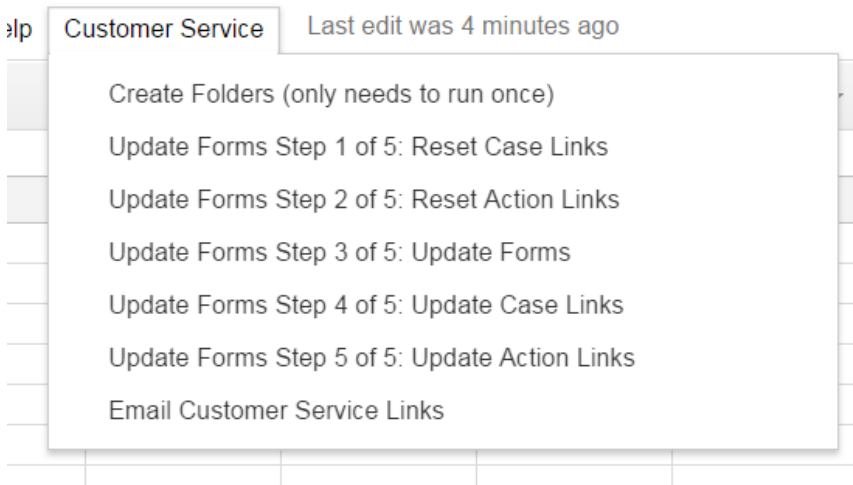


25) If you are not already there - Go back to the Customer Service spreadsheet.

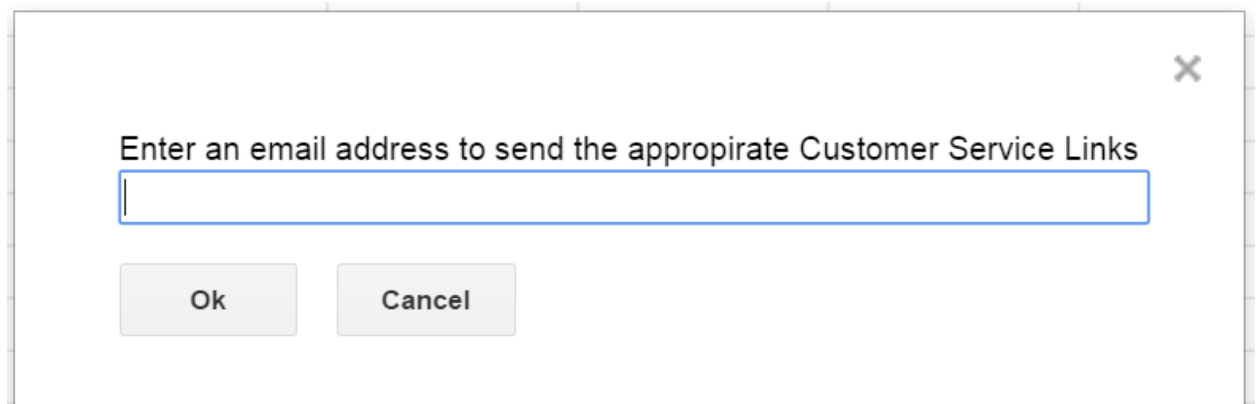


	Name	Email
1	Name	Email
2	Nefarious Ned	nefariousned@disposea
3	Inquisitive Isabella	inquisitiveisabella@dis

26) Press Customer Service>>Email Customer Service Links



27) Type in your email address and press ok

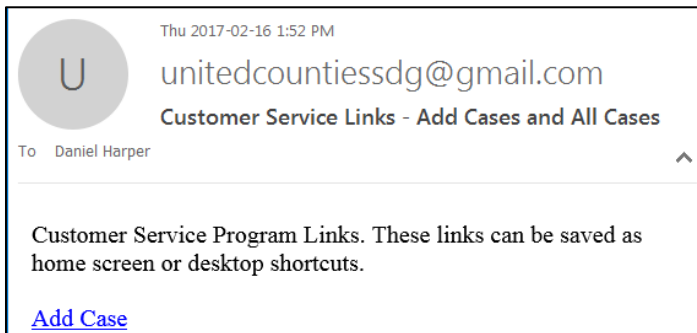


Enter an email address to send the appropriate Customer Service Links

Ok Cancel

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

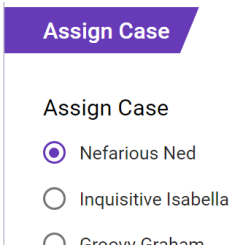
**Check your email and open the Add Case link**



29) Enter some test data

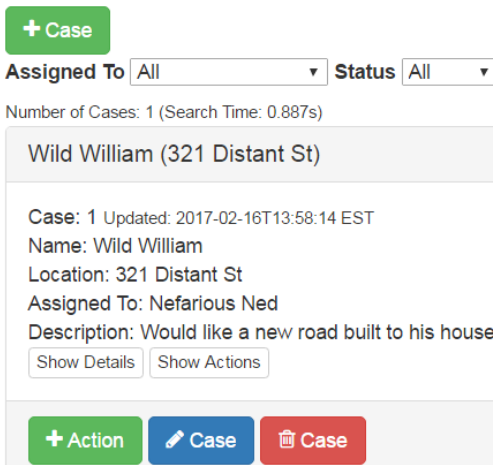
Assign the case to Nefarious Ned

Then Press Submit



30) 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**



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

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

32) 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.