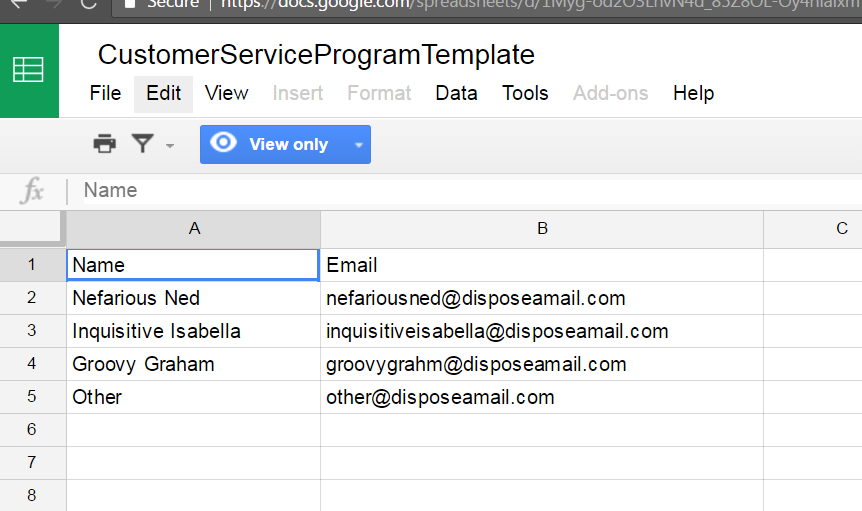
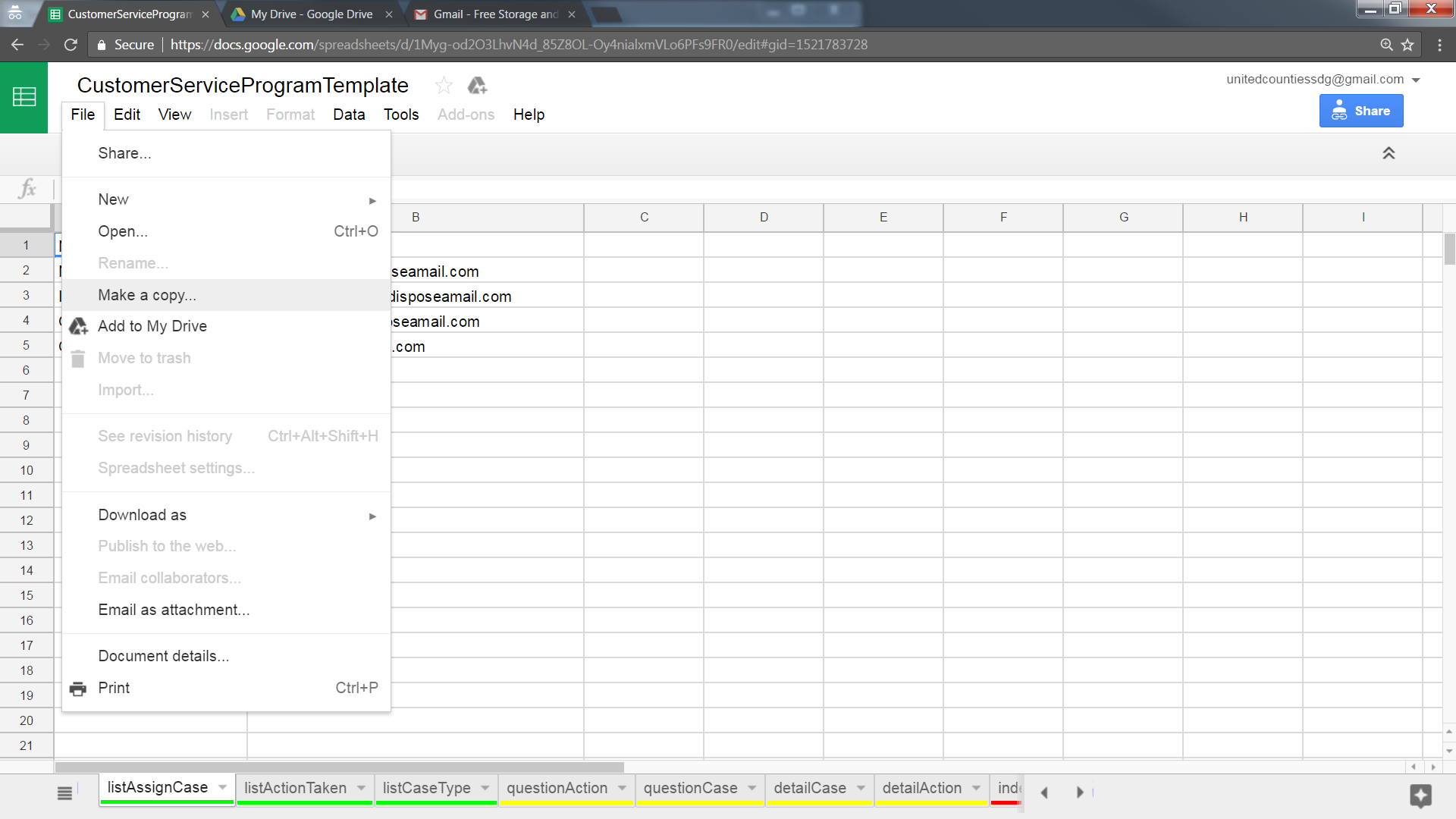
SDG Counties Customer Service Program

Installation Instructions

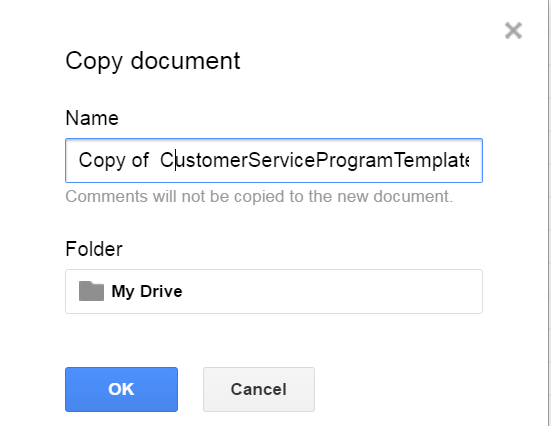
1. **Log into the gmail account** that you will use for the customer service program. You can create a new account or login here: <https://www.google.com/gmail/about/>
2. Now that you are logged into gmail **open the** [**Customer Service Program Template**](https://drive.google.com/open?id=1Myg-od2O3LhvN4d_85Z8OL-Oy4nialxmVLo6PFs9FR0)
3. Make a copy of the Customer Service Program Template. By Clicking **Click here to** [**open the template**](https://drive.google.com/open?id=1Myg-od2O3LhvN4d_85Z8OL-Oy4nialxmVLo6PFs9FR0)



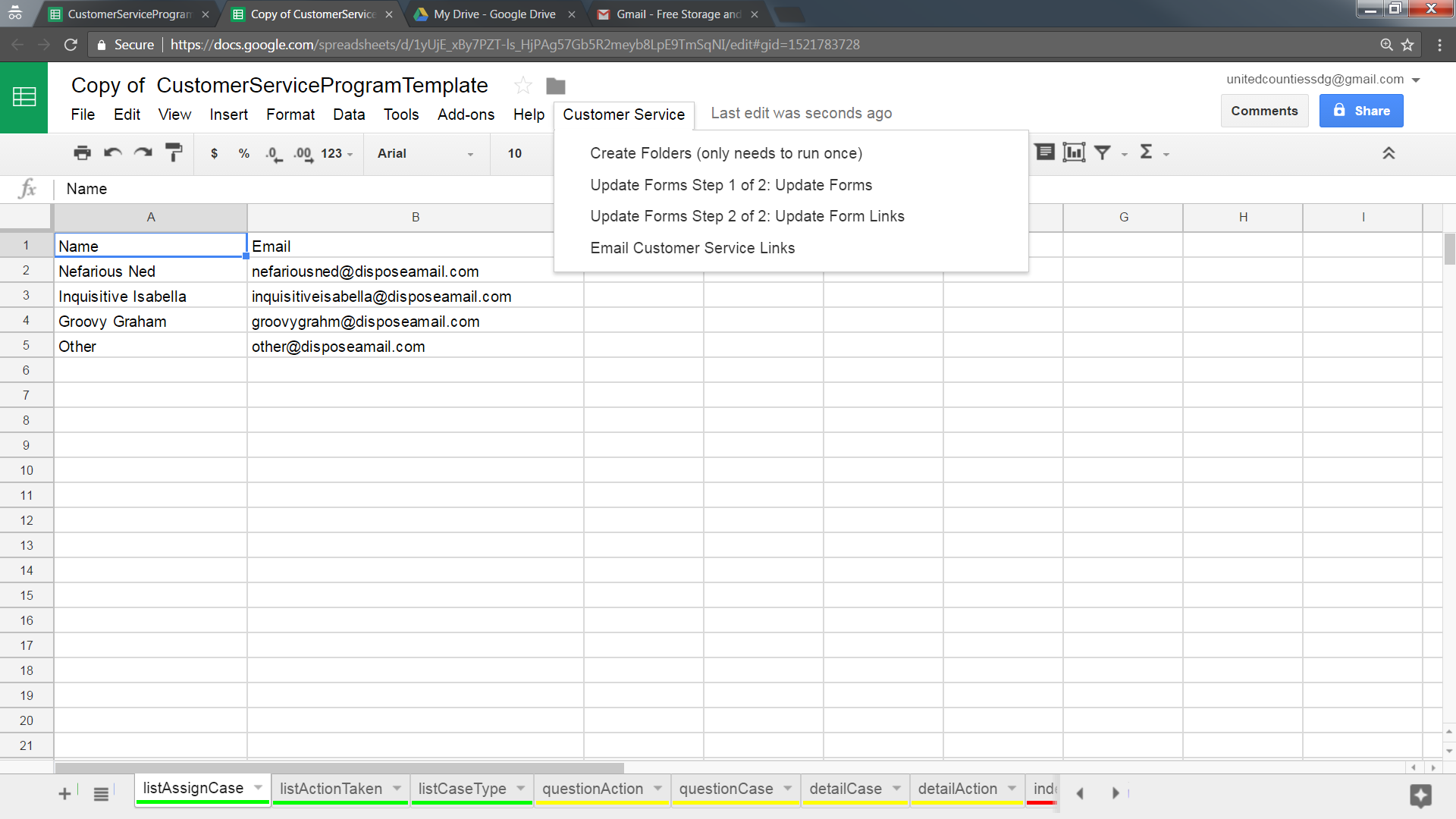
1. The spreadsheet will open in View only mode. **Click File>>make a copy**



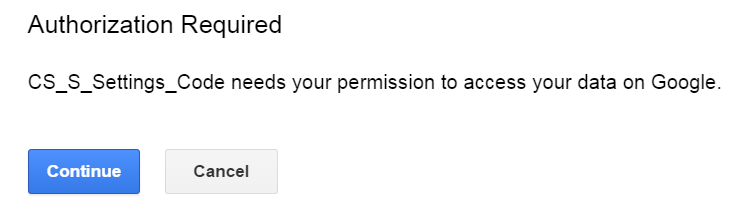
1. Press **Ok**



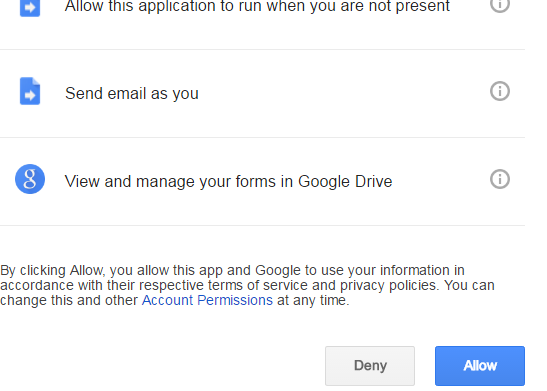
1. A copied version of the spreadsheet will now open. This copy is sitting inside your Google Drive folder. **Click Customer Service>> Create Folders**



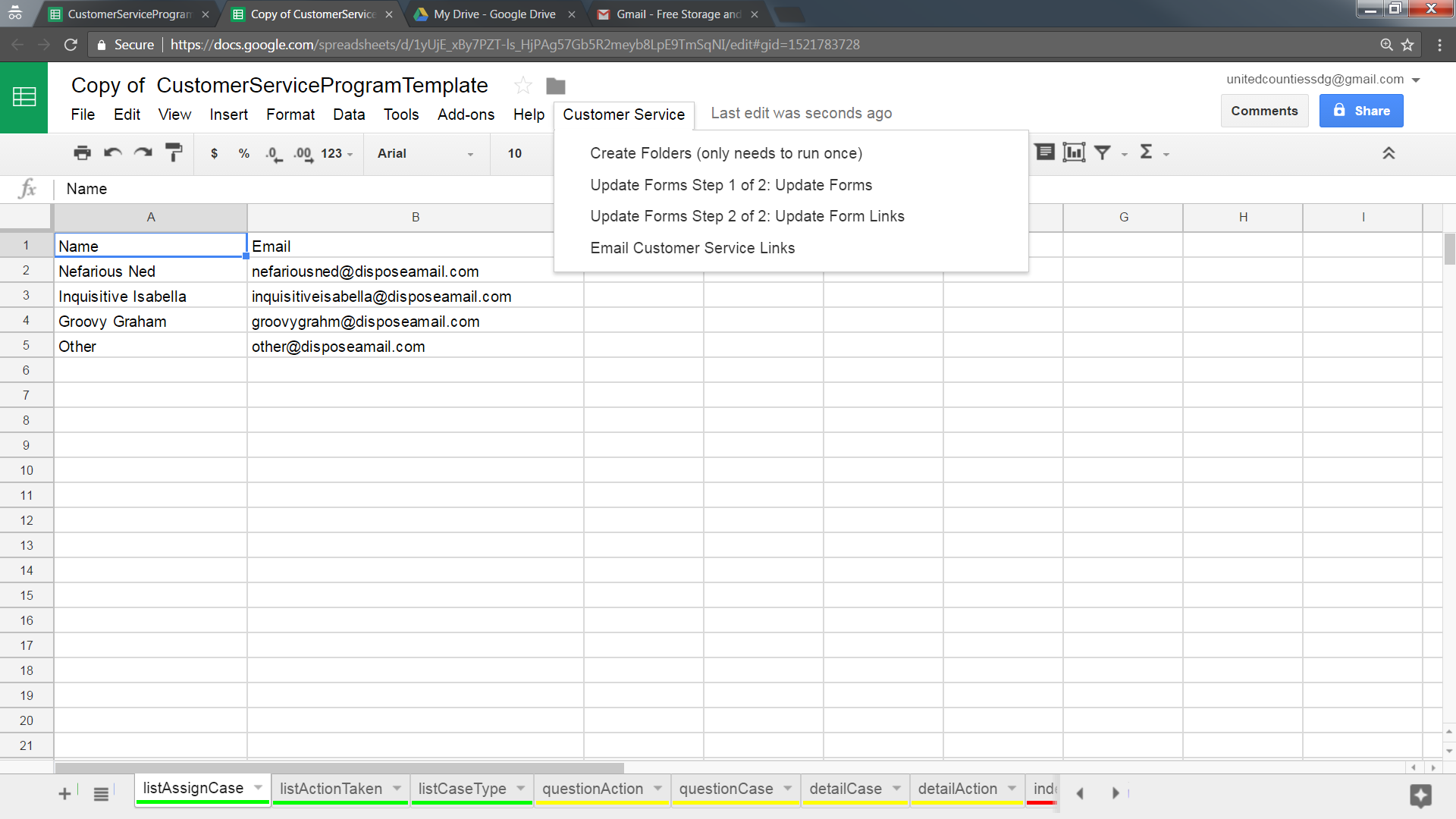
1. Google will now ask for your permission to run the script code. **Press Continue**



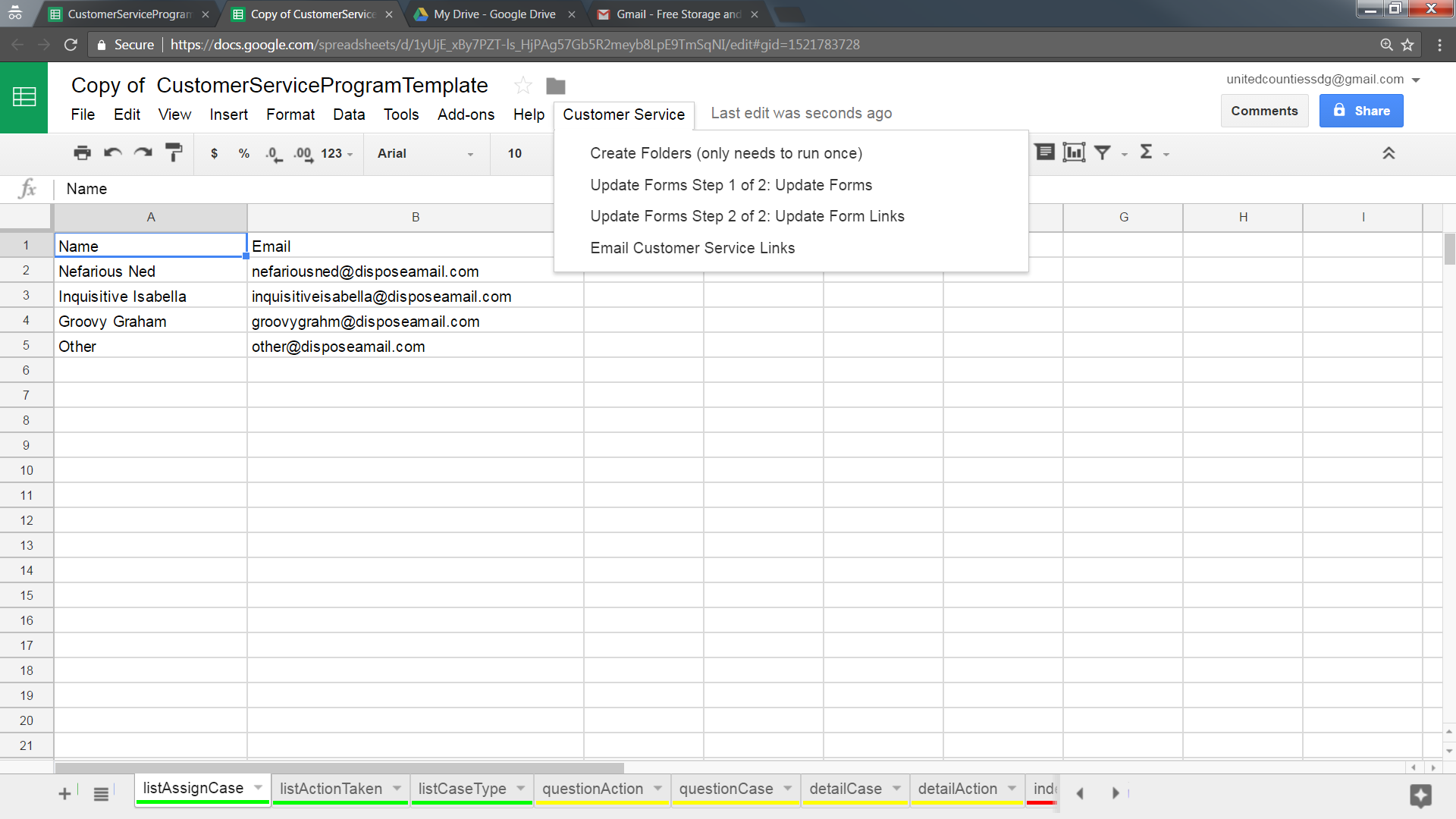
1. Google will now show a list of permissions that the scrip requires. **Press Allow**



1. 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.

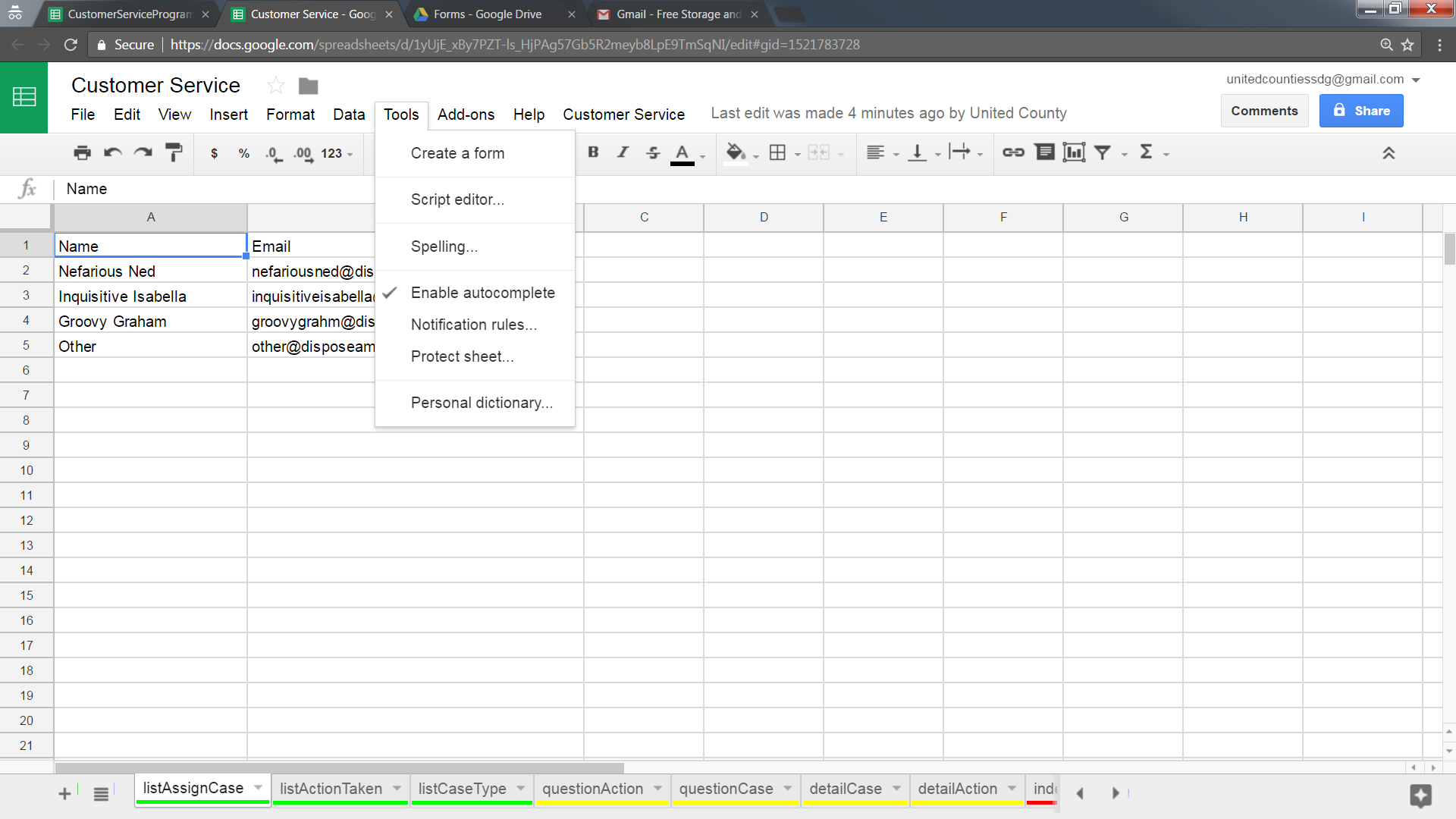
**Click Customer Service>>Update Forms Step 1 of 2: Update Forms**

1. 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**

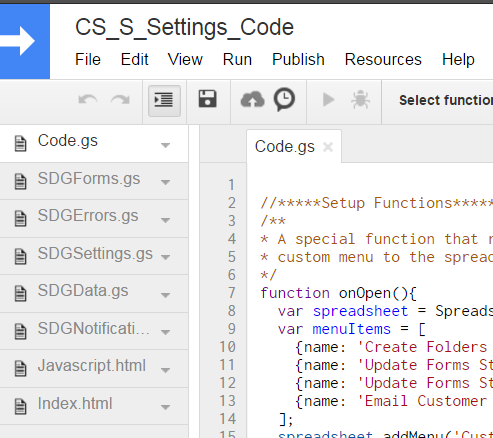
1. The script will run and update all the links to the forms that were created in the previous step. Now it is time to update the email address that will receive the error messages.

**Click Tools>>Script editor…**



1. 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.

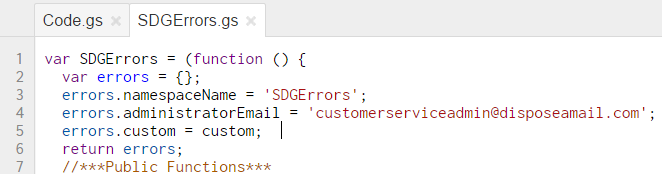
On the left handside of the screen **Click SDGErros.gs**



1. The SDGErrors.gs file will open.

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

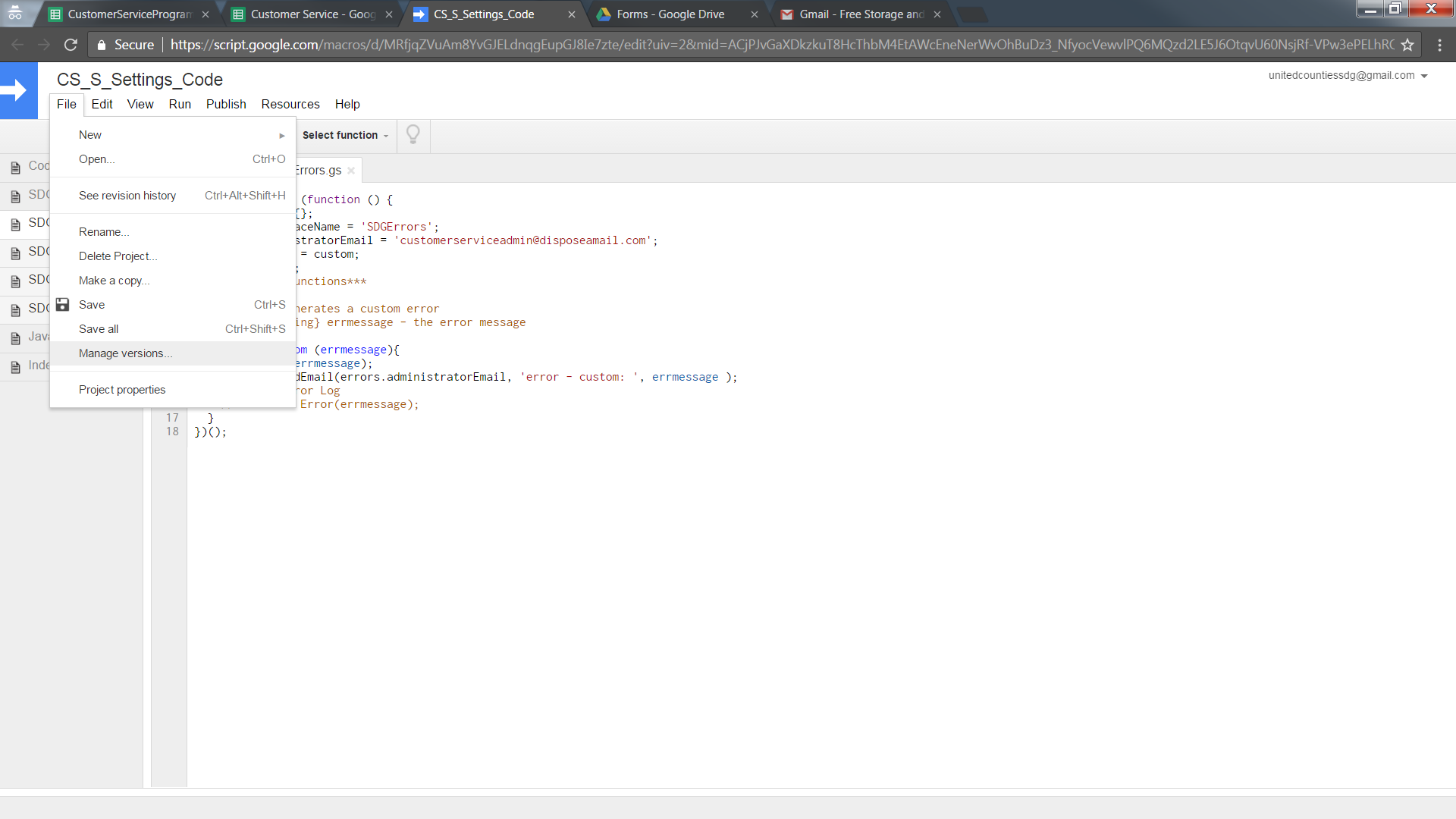
**With: errors.administratorEmail = 'youremail@address.here';**



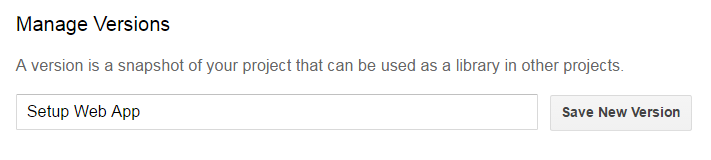
1. **Save the change by pressing the Disk Button**

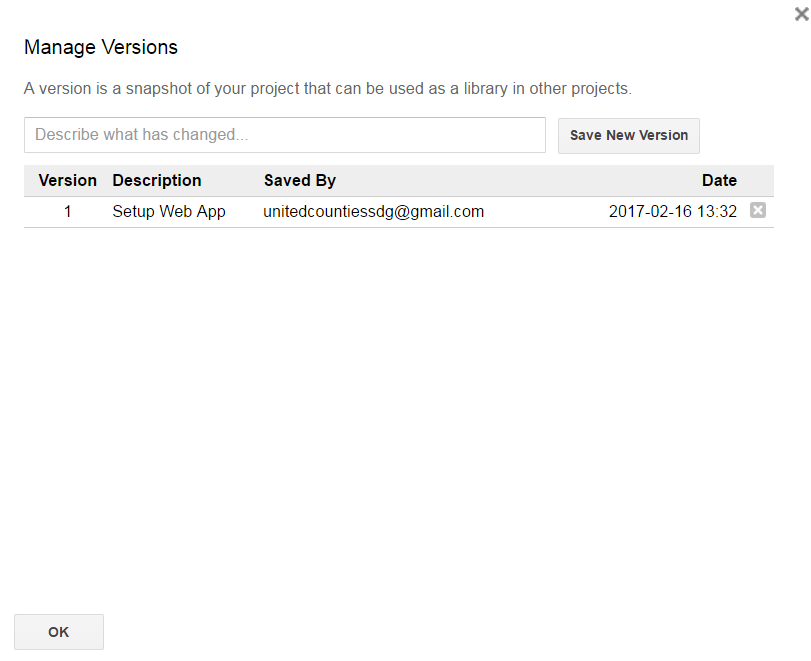


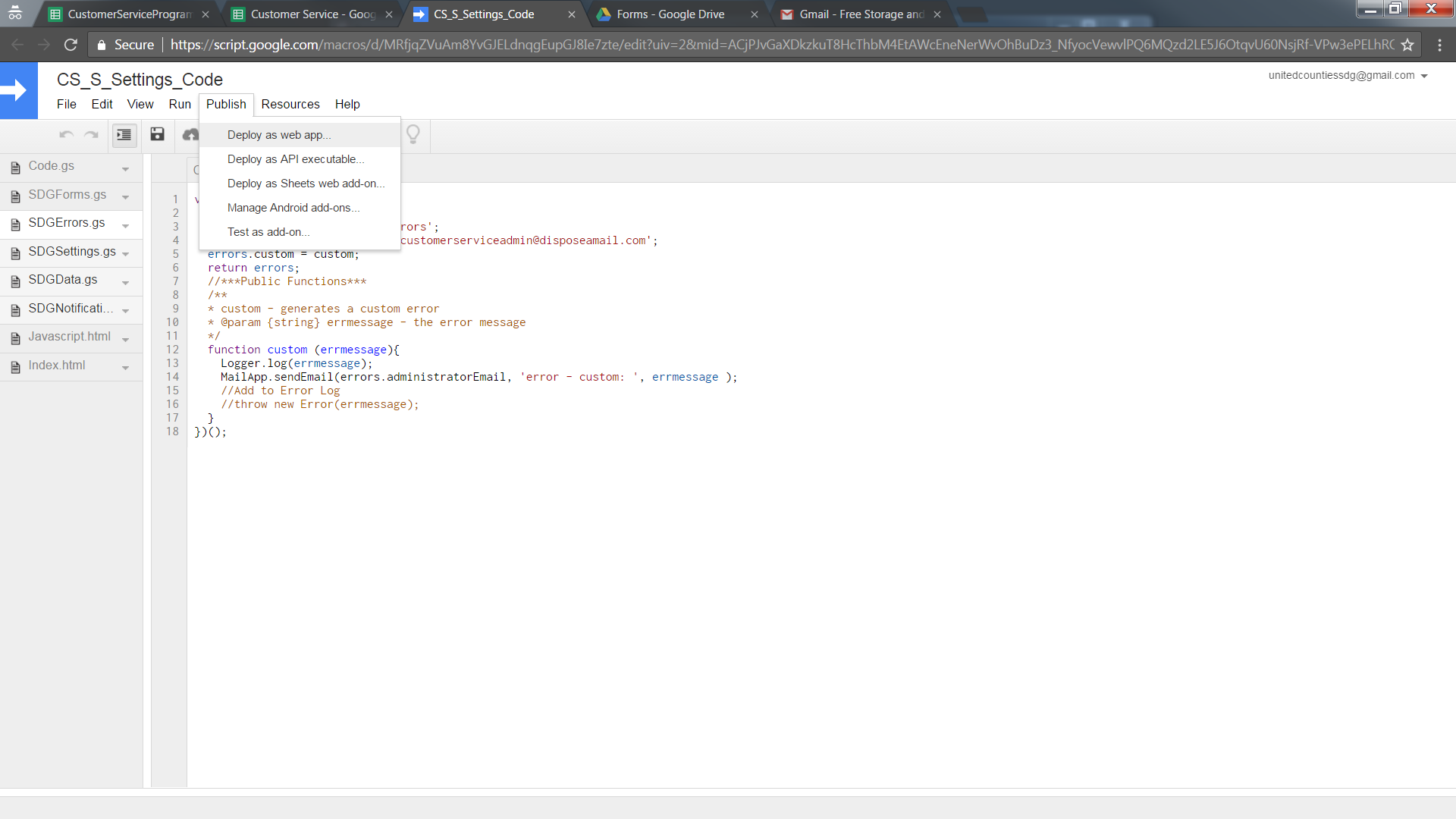
1. You are now ready to setup the website (also known as a web app).   
   Click File>>Manage versions…



1. Enter “Setup Web App” and press Save New Version



1. **Press Ok** to exit the Manage Versions Screen  
   
2. Click Publish>>Deploy as web app…

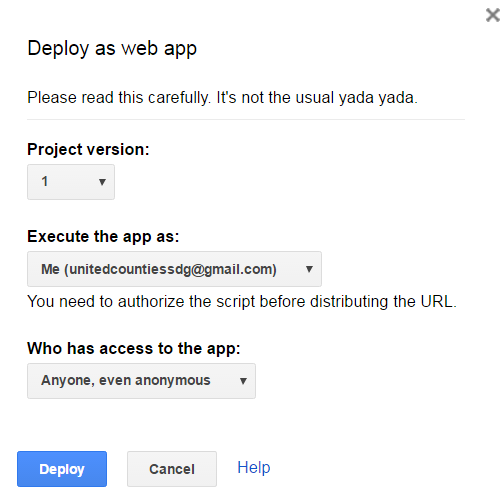


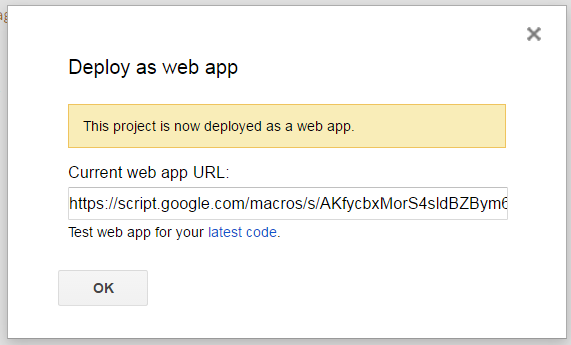
1. The Deploy as web app window will now open.

**Set the following settings:**

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

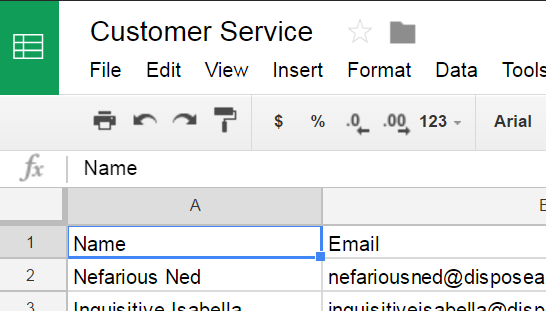
**Execute the app as: Me (yourgoogleaccountname@gmail.com)  
Who has access to the app: Anyone, even anonymous**



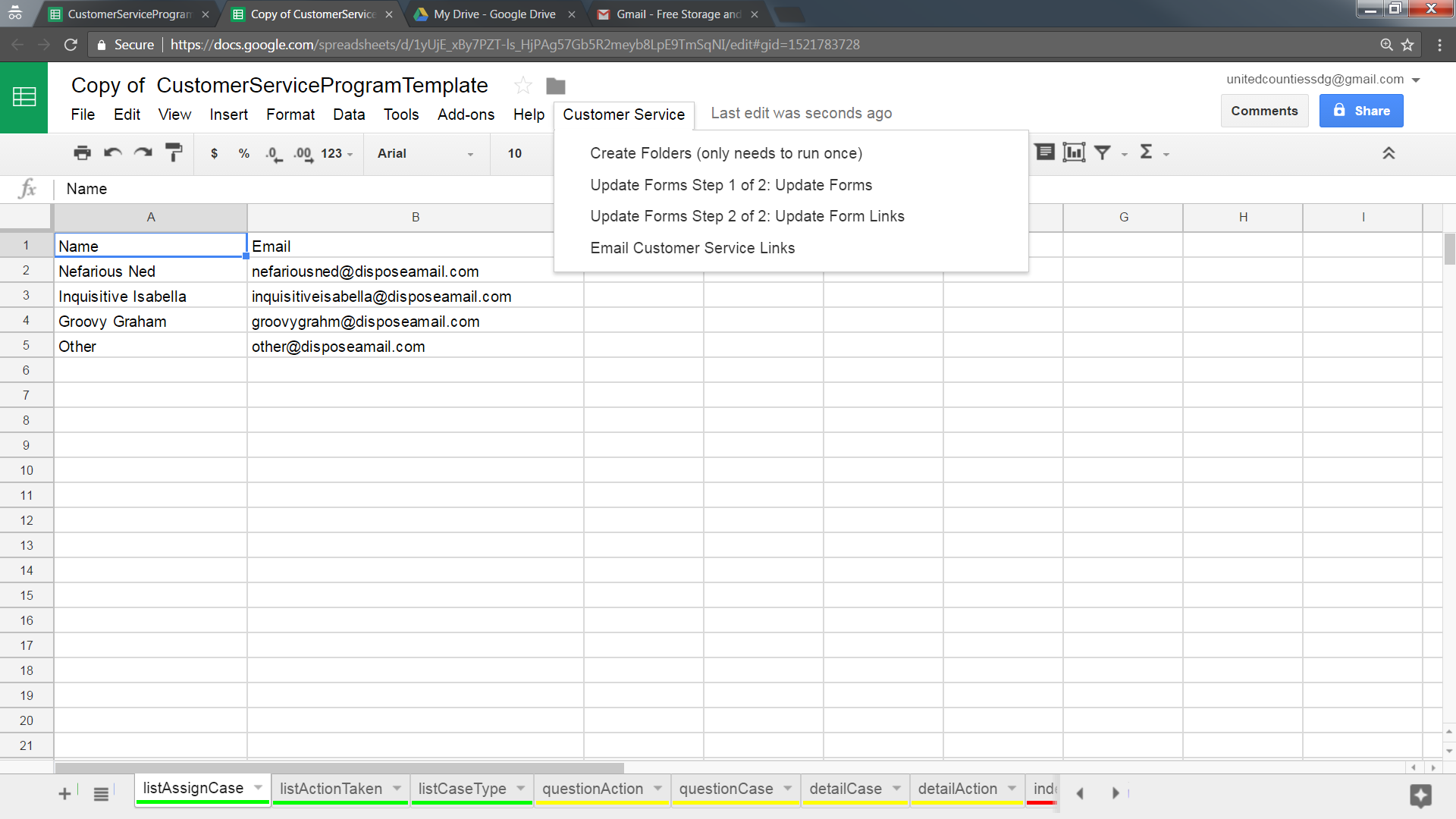
1. The website (web app) will now be ready.   
   **Press Ok to close the window.**   
   
2. The program is now all setup. The next steps will help you validate that everything is working. Close the CS\_S\_Settings\_Code script file. **Close the tab.**



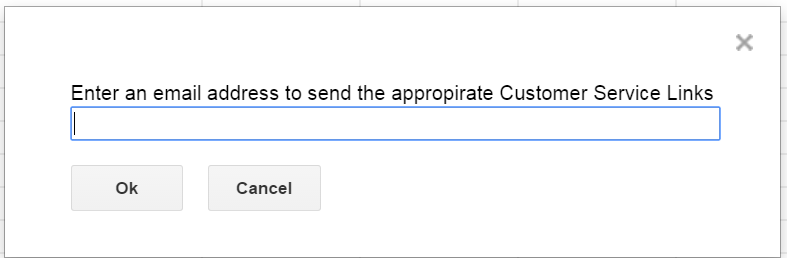
1. **If you are not already there - Go back to the Customer Service spreadsheet.**



1. **Press Customer Service>>Email Customer Service Links**

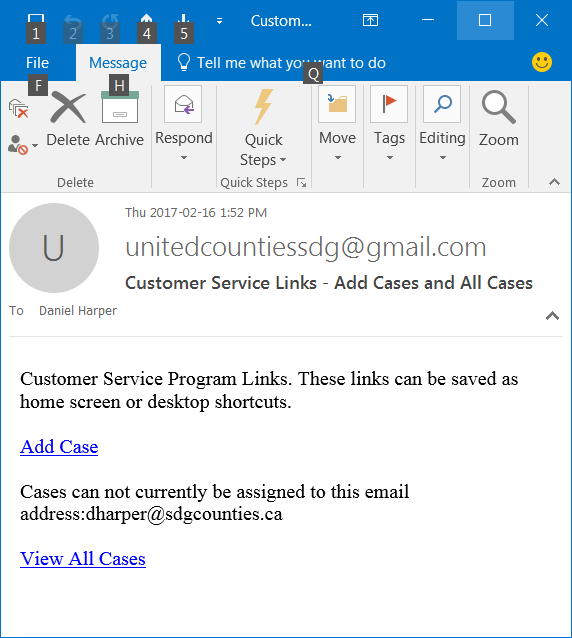


1. **Type in your email address and press ok**



1. The program will email you the links to the program.

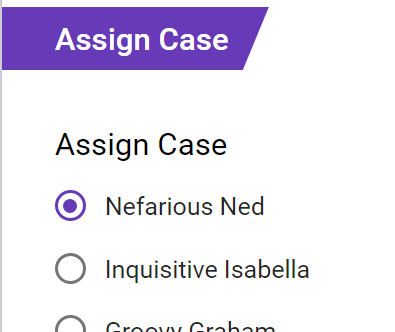
**Check your email and open the Add Case link**



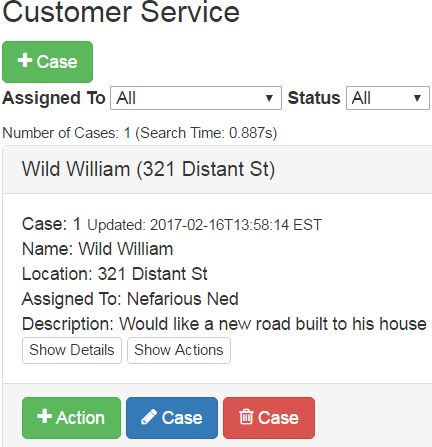
1. Enter some test data

Assign the case to Nefarious Ned

Then Press Submit



1. 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.



1. You can also confirm that Ned received his email by checking his email by clicking here: <https://disposeamail.com/mail/nefariousned>
2. 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.