Using the Helpdesk Template Auto Hotkey Script

The Joe .H version.

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# Installing AHK and starting the Script.

Download the latest ZIP file from the Helpdesk SharePoint[[1]](#footnote-1), Double click on the file and Drag/Drop the contents into a folder on your Desktop or Documents.  
The Contents of the Zip file should be as follows:

|  |  |
| --- | --- |
| AutoHotkey\_#.#.##.##\_setup | Auto Hotkey Language Support Installer |
| FrontierITServiceDesk.AHK | Frontier IT Sercice Desk AHK Script File. |
| FrontierITServiceDesk.EXE | Pre-Compiled Script File (for cases in which the full Autohotkey can not be installed. |
| ReadMe.docx | This file. |

## Run AutoHotkey\_#.#.##.##\_setup.exe.

This setup process is very simple, Select an appropriate install location, Click next when required and Auto Hotkey will install. This step only needs to be done once.

# Running and Using the Template Script.

Locate the *FrontierITServiceDesk.AHK* document and Double Click it. Auto hotkey will automatically load the key script and await your key commands.

# Using the Auto Hotkey Script.

In order to deploy templates and actions into Cherwell, be sure that the cursor is focused into the appropriate field. Press Control and Shift and 1 on the keyboard. A Tool Tip (floating information box) will appear listing the templates available. Press the number for the template you wish to deploy. The command will cancel itself after 3 seconds or if an invalid key is pressed there will be an audible tone confirming this.

In order to use Email Templates, you can use Control, Shift and 2.

Press Control Shift and ? for a detailed help screen.

Note both the template files and this document are works-in-progress. Please check in often for new updates feel free to suggest new templates or (if you know or are comfortable with AHK) submit your own.

1. The Zip file can be downloaded from the Helpdesk Share Point site or you can acquire it from one of the other Help Desk Agents [↑](#footnote-ref-1)