## Technician Installation and Configuration

Step 1. Run the *TeamPublisherUserSetup.exe* to start the installation. Click Next to Continue. If Outlook 2003 (SP2 or above) or later is not installed, the setup wizard will not be able to proceed. Please also ensure Outlook is shutdown (if already running or active in the task manager) as the setup has to install an Outlook add-in.
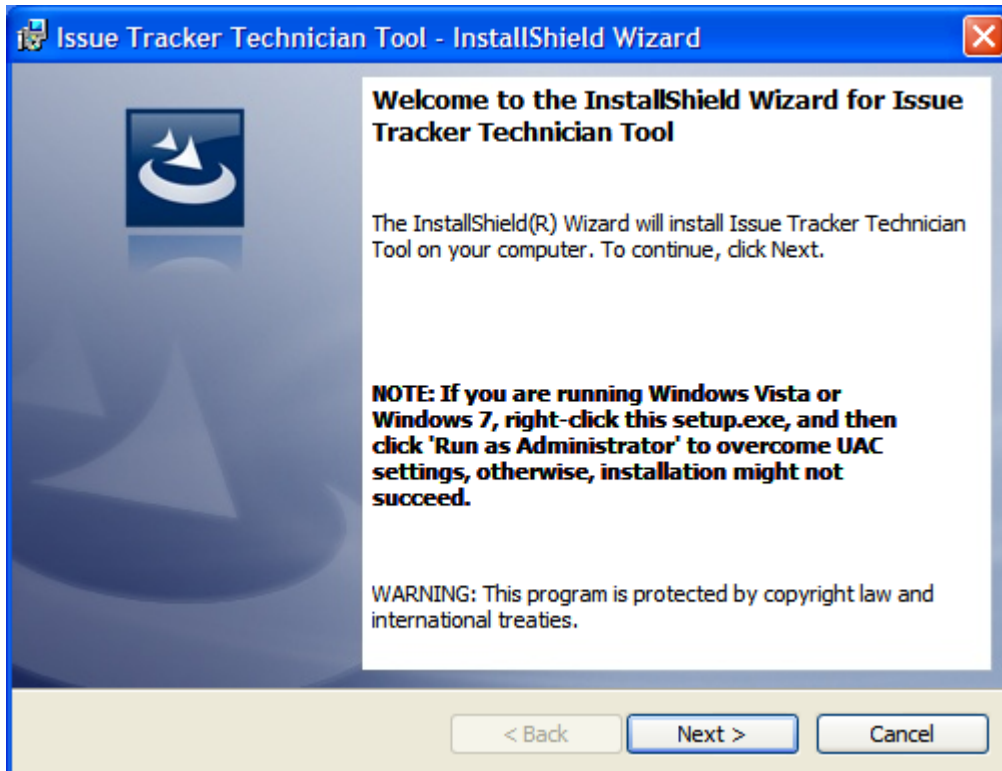

Step 2. Select the appropriate destination folder where the application files will be installed. If you change the default folder path, please make sure you have appropriate permission. (Note: by default, it will be installed under your program files folder)
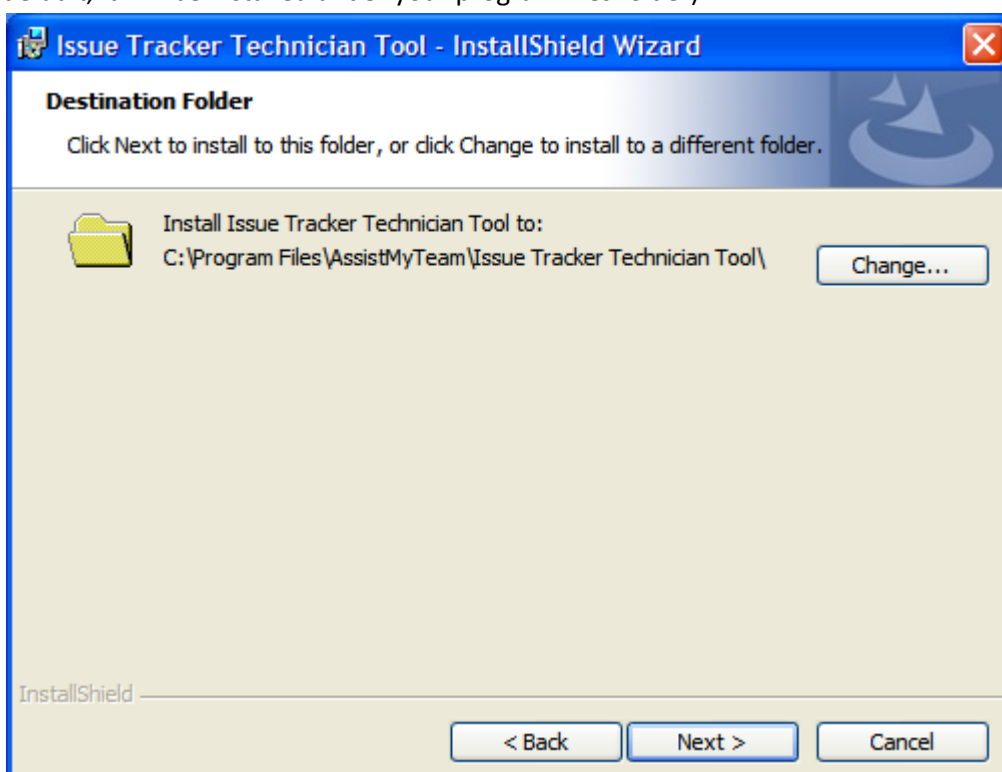
Step 3. Once you have verified the previous steps, click Next to continue the files extraction. It may take a few minutes to complete the whole copying process
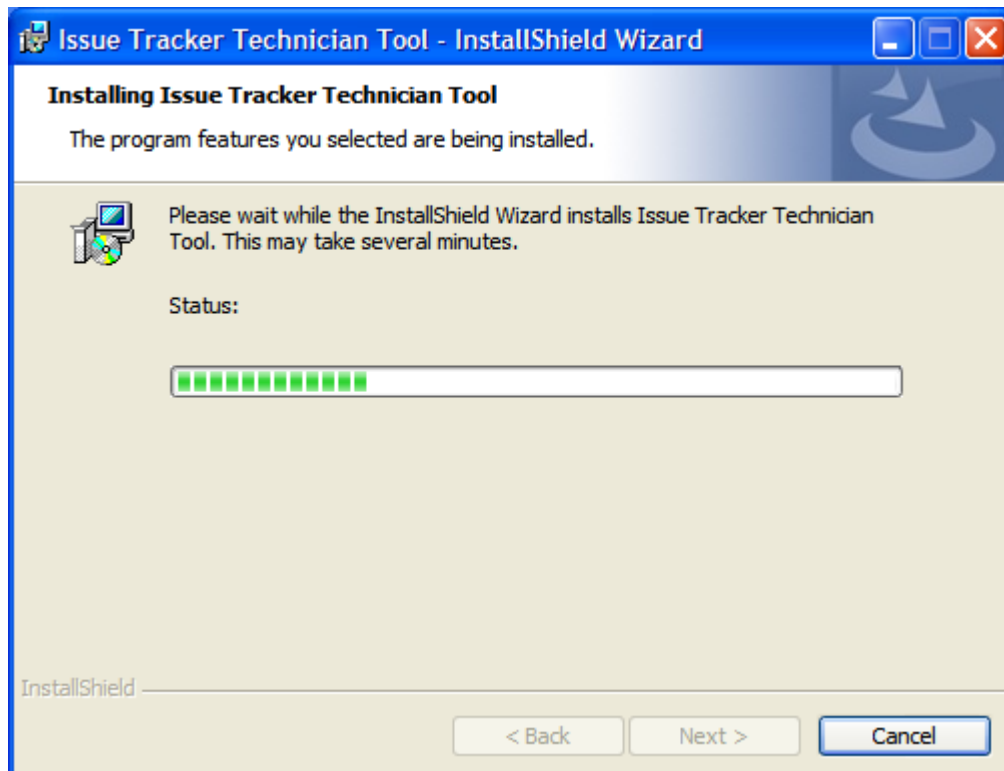

Step 4. Click 'Finish' to proceed to the server configuration in Microsoft Outlook. This ends the files installation process in your system.
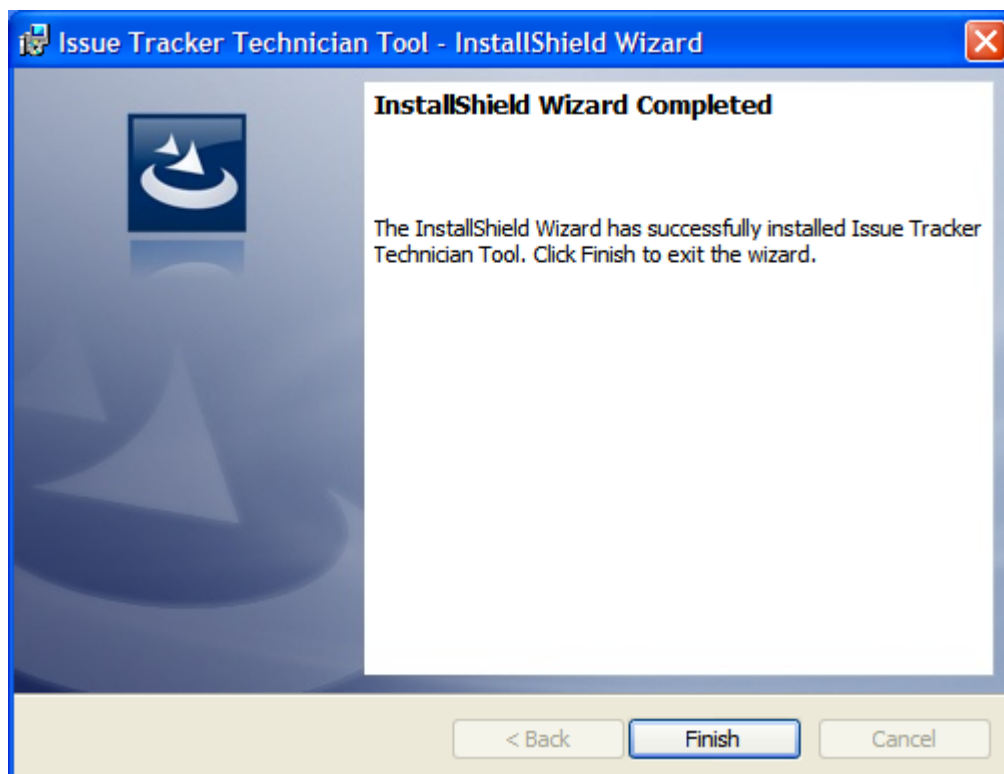
Client Configuration – connect to helpdesk settings data source

Once installed, the user will be prompted to specify the Helpdesk Settings Data Source, which is nothing, but a special SharePoint list having the title '*TeamIssueTrackerSettings*', which was configured previously by the helpdesk manager. If the 'Team Helpdesk Data Source' panel does not show up, you can invoke from the **Advanced menu > Set Helpdesk Settings Data Source...**
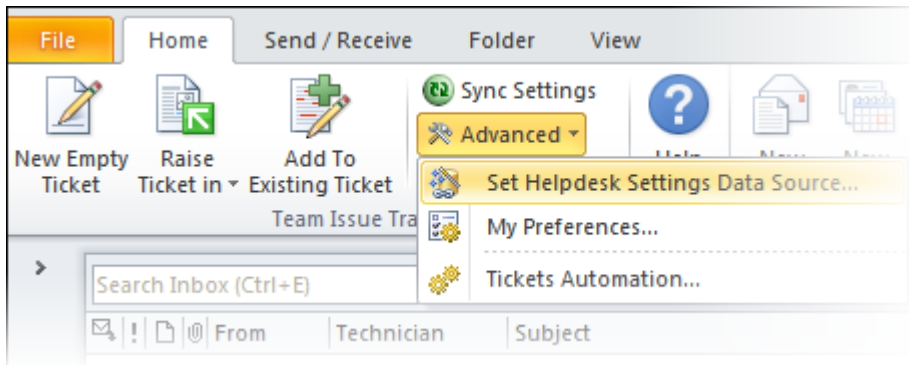

*Click 'Browse...' to specify the SharePoint site where the 'TeamIssueTrackerSettings' list is located*
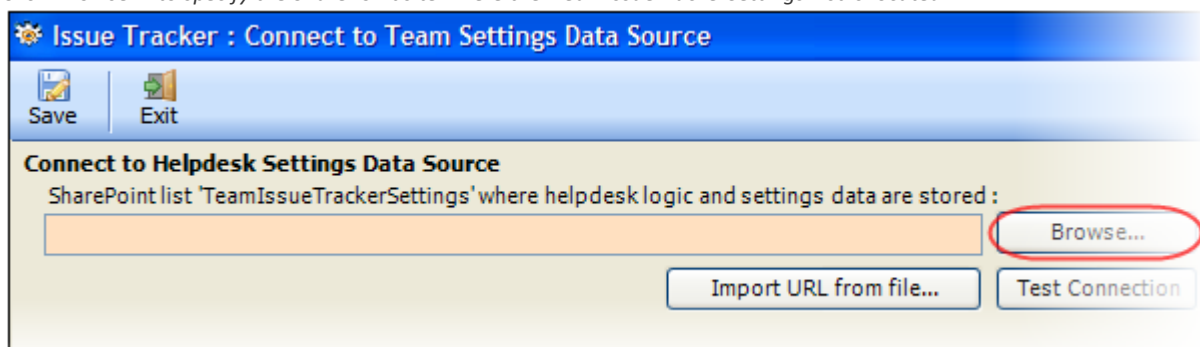
Enter the SharePoint URL site to show all available sub-sites and lists. If your helpdesk manager had already configured Issue Tracker System with the admin tool, there would be a list '*TeamIssueTrackerSettings*' that stores helpdesk configurations including destination SharePoint lists and their corresponding mapping settings. Select that list to maintain a permanent link between the Technician add-in and the Helpdesk data source.

Screenshot: *The SharePoint list chooser dialog box, where it shows all the available sub-sites and their lists displayed in hierarchical order.*
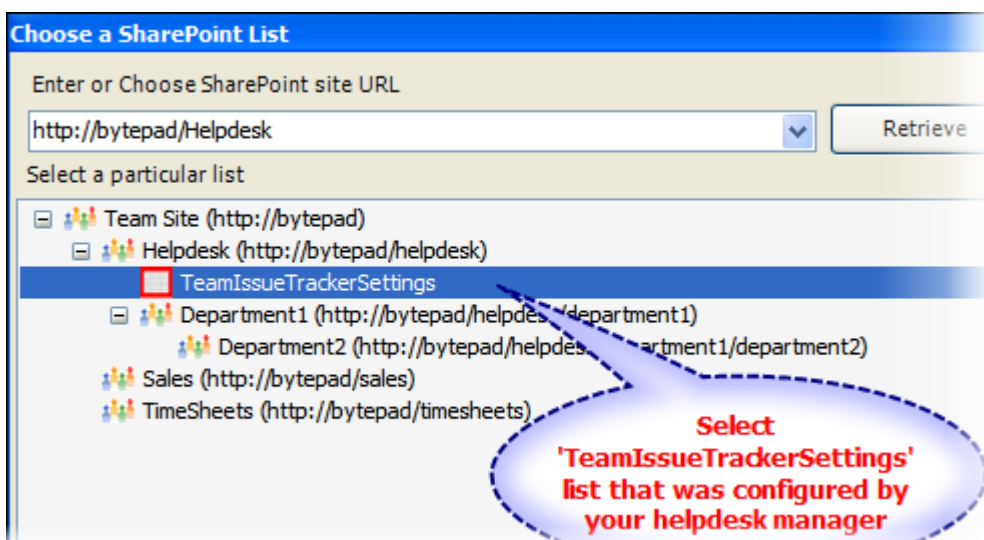
Issue Tracker for Outlook & SharePoint – Technician Install and Configuration (PDF)

Now, click the Save button, to confirm the connection. Issue Tracker Technician add-in is now ready to raise trouble tickets from emails in Outlook to one or more of the administrator chosen SharePoint lists.
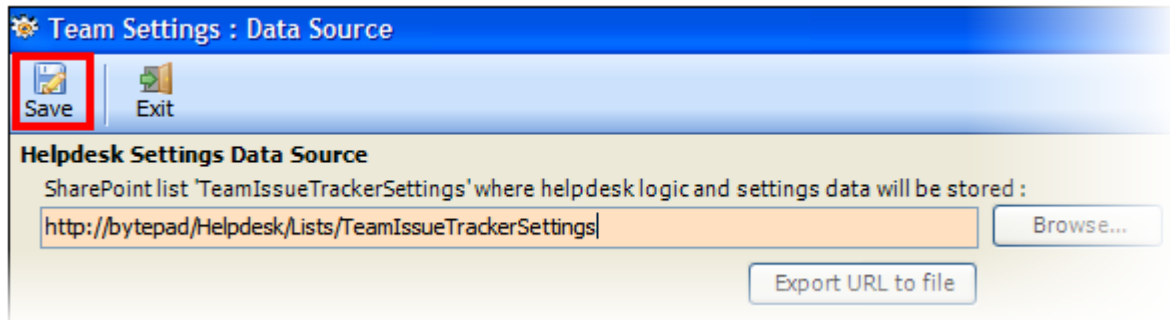
NOTE: *For more references and helps on working of Issue Tracker and raising of trouble tickets from Outlook, refer to the PDF Help Manual, which can be invoke from **the Issue Tracker toolbar or ribbon > Help > Help Topics**.*

You can also download the full PDF help manual directly from this link:
http://www.assistmyteam.net/downloads/Manuals/IssueTrackerTeamHelp.pdf