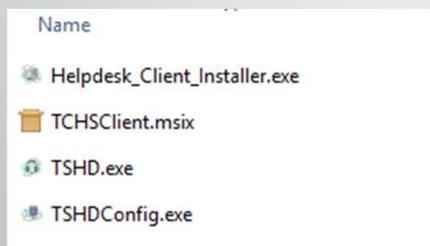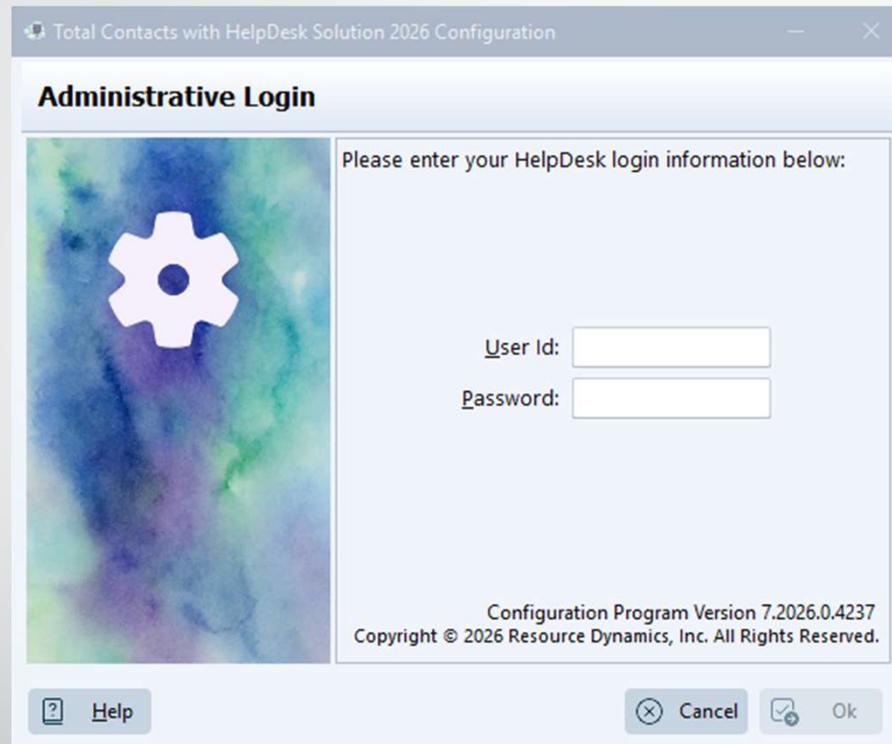# Total Contacts with HelpDesk Solution

Version 7

Users & Departments Configuration

Once you have installed the host files and completed the host configuration, now is time to configure the software.

Browse to \Program Files (x86)\HelpDesk\server\client_files

Here you will find the TSHDConfig.exe

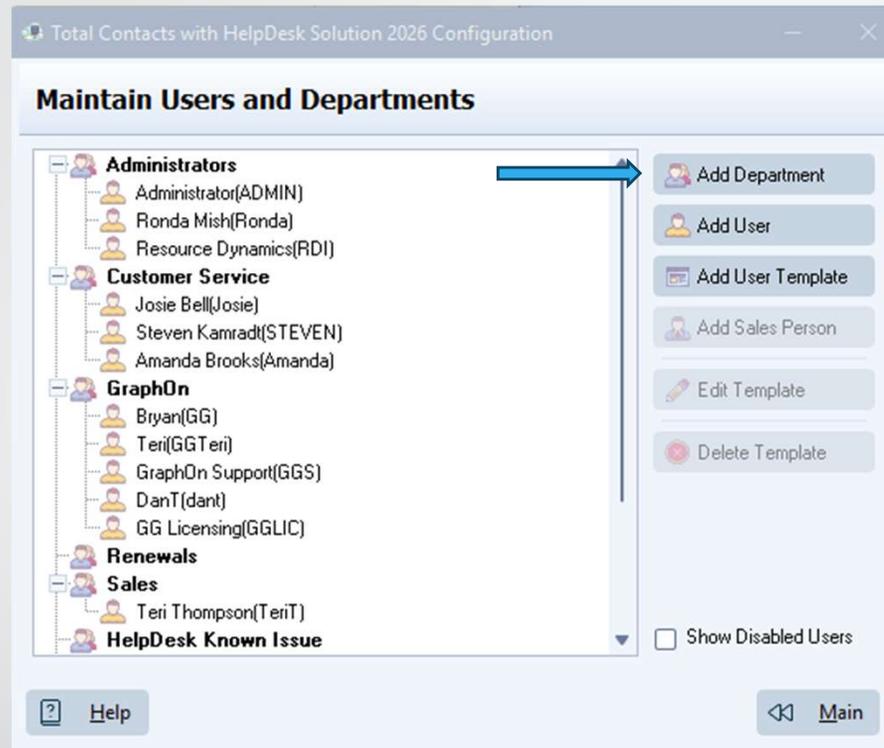| Name |
| --- |
| Helpdesk_Client_Installer.exe |
| TCHSClient.msix |
| TSHD.exe |
| TSHDConfig.exe |

First time logon user Id ADMIN with no password

Start with Users & Departments menu option

Start by adding departments. Every user must be linked to a department.

Create a unique 8-character department ID. Enter a department name. Department email is optional.

Once you have your departments, you can create a user template, which is optional. This is good to use if you have a lot of departments and users.
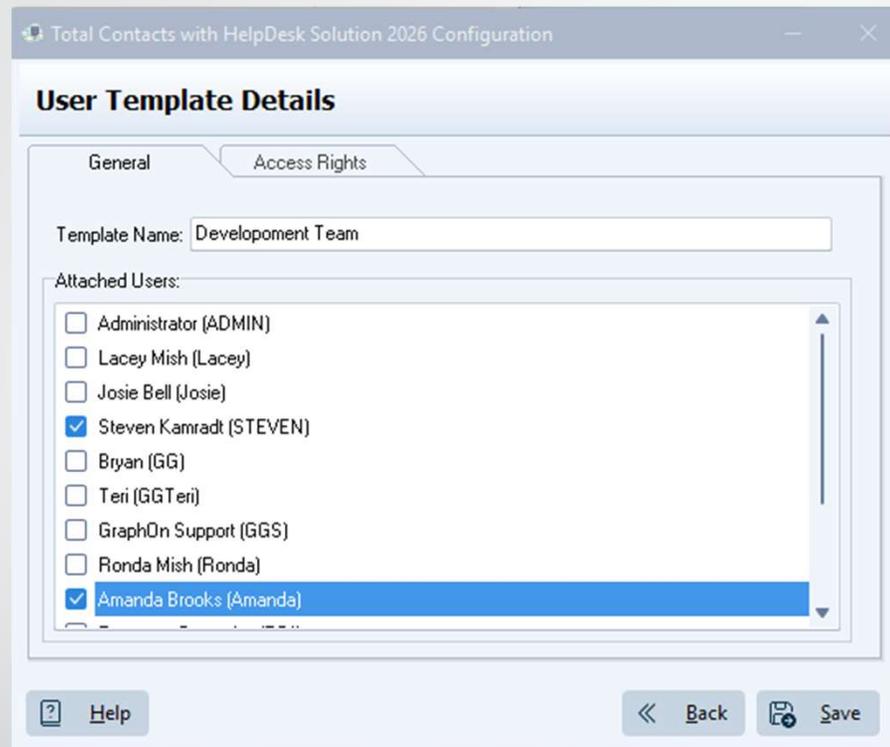
Create a unique template name and then select which users you will attach to this template. Then click the Access Rights tab.
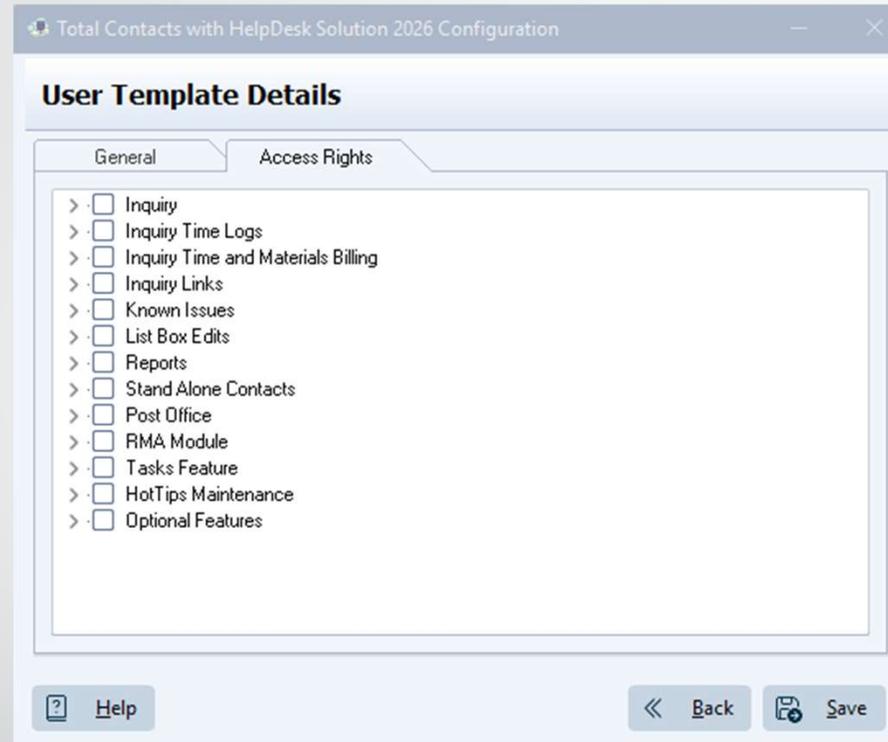
On the access rights, here you will decide what rights this group of users will have. ALL users require Create – Edit – View security rights. You can click the boxes to enable all rights, or expand the category and select specific rights.

Let's add Users now

User Details

| General | Security Rights | E-mail | E-Mail Accounts |

User Id
BillW

Full Name
Billy Webb

☑ Supervisor   Change Password

Profile

Department:
Customer Service ▼

Title:

Extension:

Contact Manager Connection

Contact Manager User Id:

Contact Manager Password:

Test Contact Manager Connection

☑ Active User

? Help   « Back   💾 Save

You can add a pw by clicking on Change Password

Only users that are Active will be able to log in. You cannot delete users. You can deactivate them by unchecking this box

Create a unique 8-character User Id. Enter their full name. If you would like this user to be a supervisor of their department, enable the check box for supervisor. Enter the Department they will be assigned. Title and Extension are optional and only available if you create custom reports.
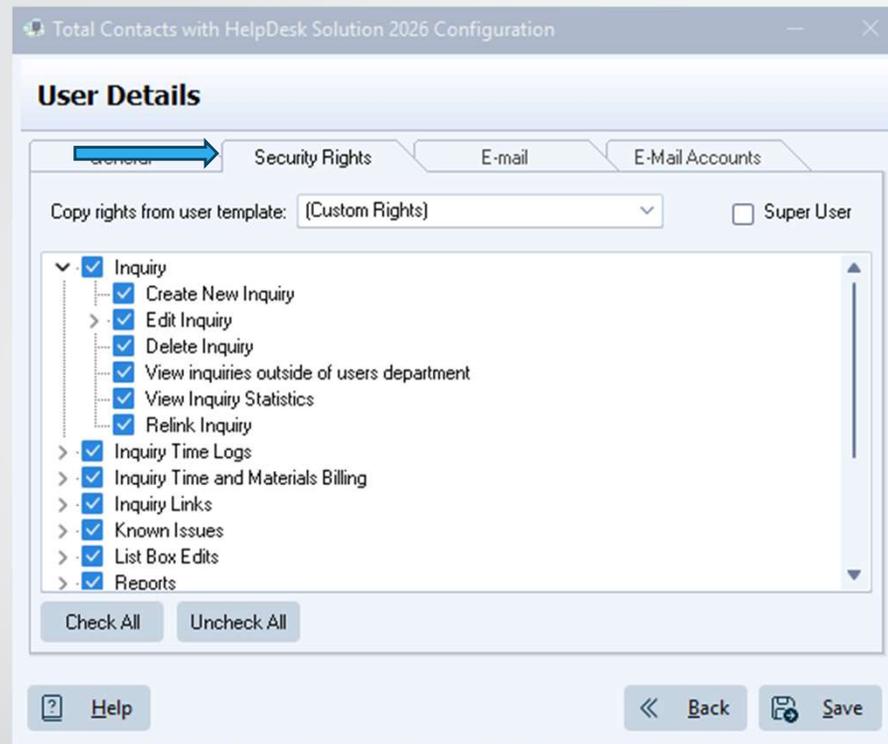
If this is a User that you want to be s Super User, which gives them access to all areas of the software, check this box.

If you created templates, you can use the drop down and select the template to apply. If not, then you can select the rights. You can select all or expand each category and select rights. Remember Create – Edit-View are minimum rights needed for everyone.

Total Contacts with HelpDesk Solution 2026 Configuration

User Details

| General | Security Rights | E-mail | E-Mail Accounts |

The EMail address will be used as the recipent by the escalation server, or when the manual refer and notify by email option is used.

E-mail Address: billw@mycompany.com

The EMail identiy is used when sending EMail using the post office for this user. This identity will only replace the display name with what is here in the field below.

E-mail Identity: Customer Service

? Help « Back Save

You will only see multiple emails if you have already configured multiple out-bound email accounts. You can always come back if you add more out-bound accounts that you would like to use.

Congratulations!!!
You just finished Users & Departments configuration

If you have any questions, please don't hesitate to reach out to our team

customerservice@resource-dynamics.com

We are available Monday-Friday 8am-4pm EST
Excluding scheduled holidays