



Total Contacts with HelpDesk Solution

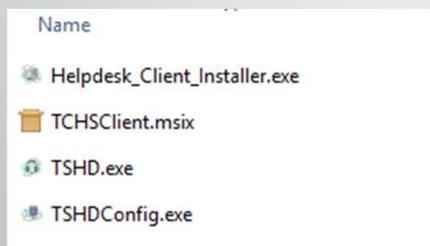
Version 7

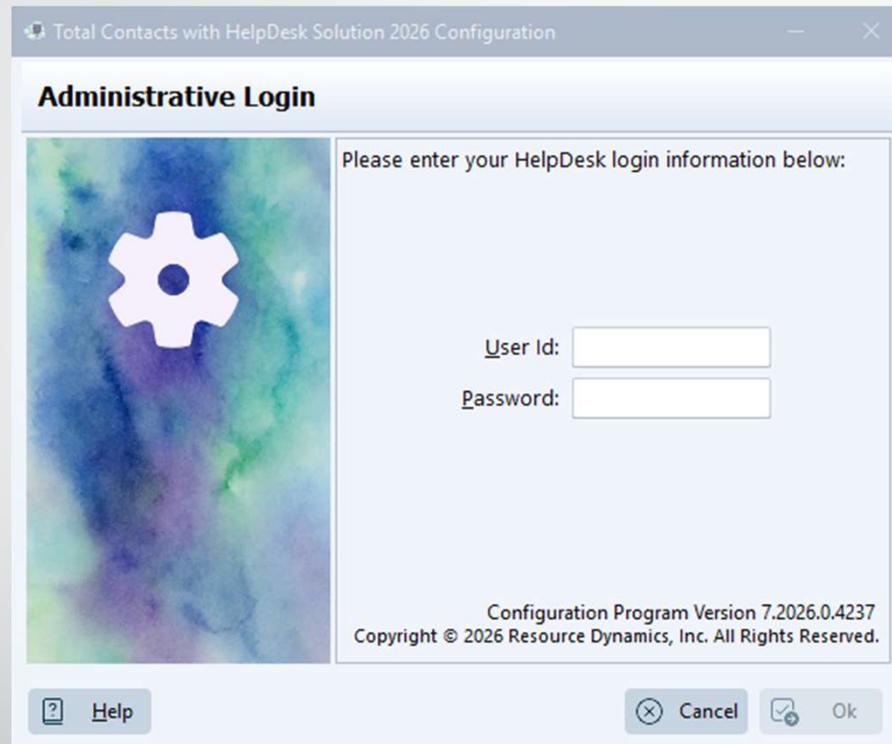
Users & Departments Configuration

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

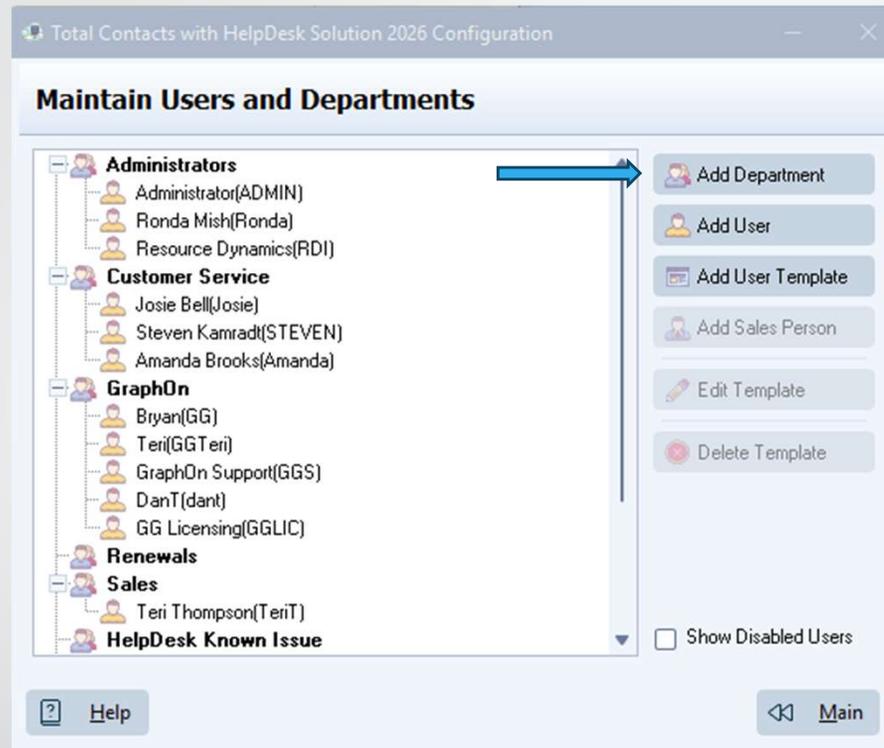




First time logon user Id ADMIN with no password



Start with Users & Departments menu option



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

Total Contacts with HelpDesk Solution 2026 Configuration

Department Details

Each department must have a unique identifier (limited to 8 characters) which identifies it as well as a department name. The department id must be unique not only between departments, but users as well.

Department Id:

Department Name:

Each department can optionally have a department E-mail address. If this E-mail address is available, it will be used when using the refer inquiry and notify by email option. If this E-mail is not available and that feature is used, a separate E-mail will be delivered to all members of that department if thier E-mail address is available.

Department E-mail:

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

Total Contacts with HelpDesk Solution 2026 Configuration

Maintain Users and Departments

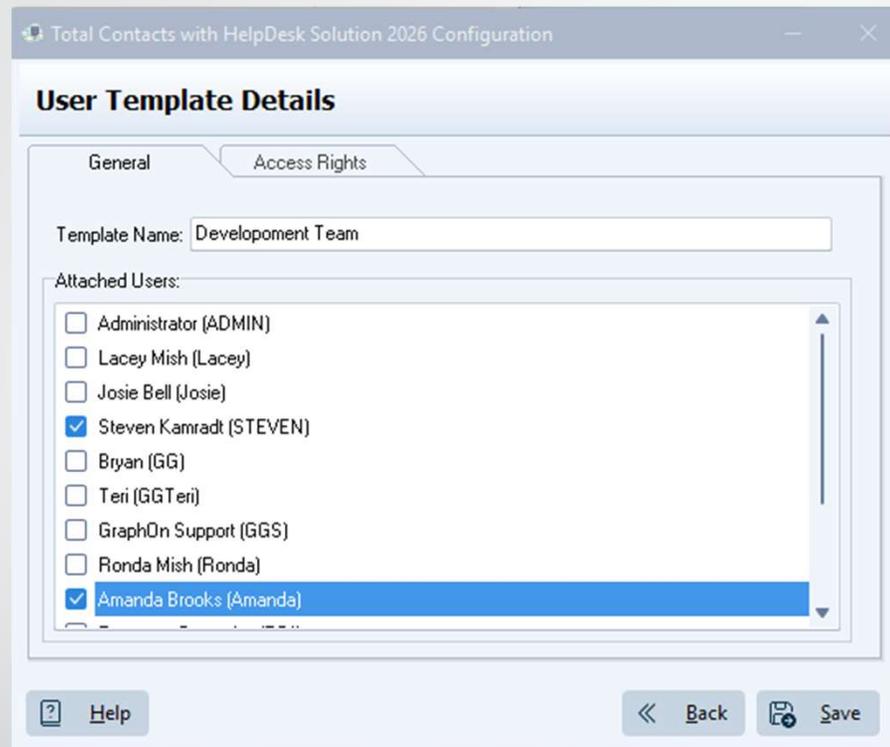
- Administrators**
 - Administrator(ADMIN)
 - Ronda Mish(Ronda)
 - Resource Dynamics(RDI)
- Customer Service**
 - Josie Bell(Josie)
 - Steven Kamradt(STEVEN)
 - Amanda Brooks(Amanda)
- GraphOn**
 - Bryan(GG)
 - Teri(GG Teri)
 - GraphOn Support(GGS)
 - DanT(dant)
 - GG Licensing(GGLIC)
- Renewals**
- Sales**
 - Teri Thompson(TeriT)
- HelpDesk Known Issue**

Show Disabled Users

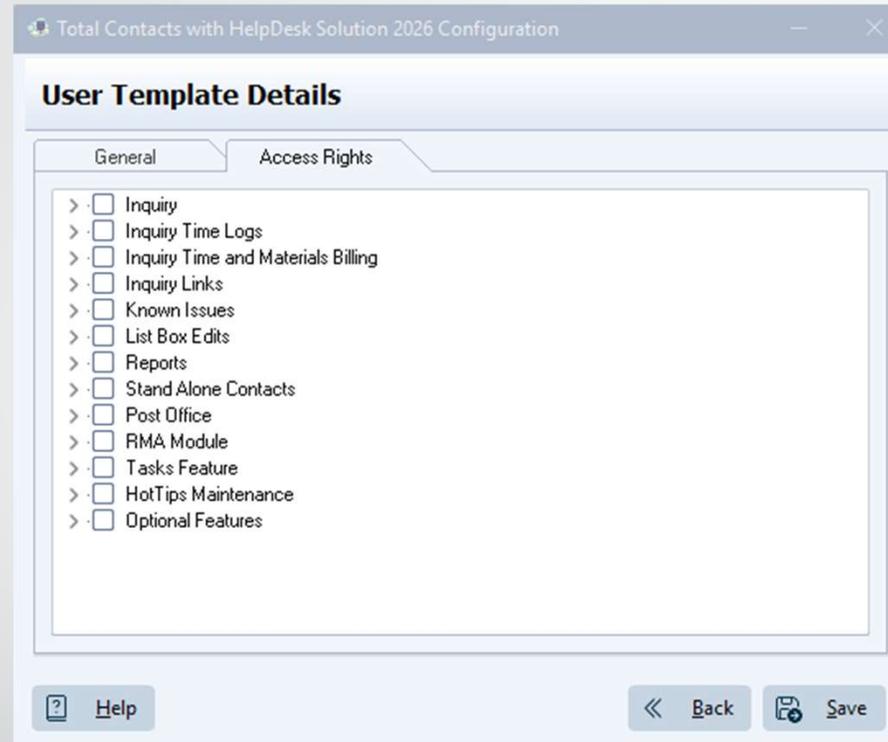
[Add Department](#)
[Add User](#)
[Add User Template](#)
[Add Sales Person](#)
[Edit Template](#)
[Delete Template](#)

[Help](#) [Main](#)

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.

Total Contacts with HelpDesk Solution 2026 Configuration

Maintain Users and Departments

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Show Disabled Users

[Add Department](#)
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[Edit Template](#)
[Delete Template](#)

[Help](#) [Main](#)

Let's add Users now

Total Contacts with HelpDesk Solution 2026 Configuration

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](#)

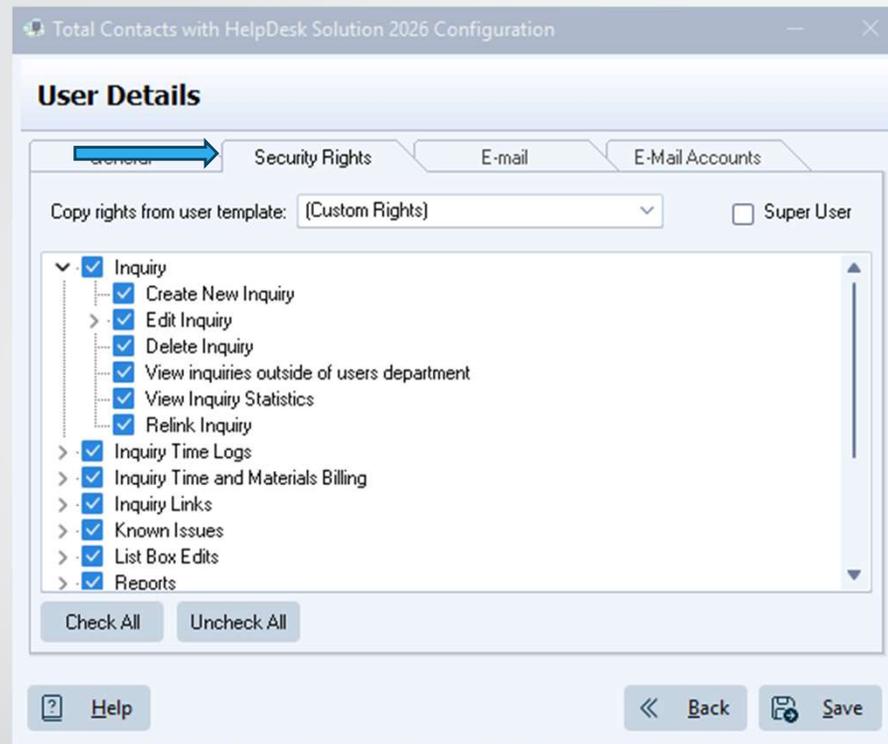
Active User

[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 a 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 **Settings** E-mail E-Mail Accounts

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

E-mail Address:

The EMail identity 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:

 Help  Back  Save

Total Contacts with HelpDesk Solution 2026 Configuration

User Details

General Security Rights **E-Mail Accounts**

Please select the email accounts below that this user will be allowed to use. If none are selected then the system default account will be used.

- Ronda@Resource-Dynamics.com
- Admin@Resource-Dynamics.com
- CustomerService@Resource-Dynamics.com
- Accounting@Resource-Dynamics.com

Default E-Mail Account:

[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](#)