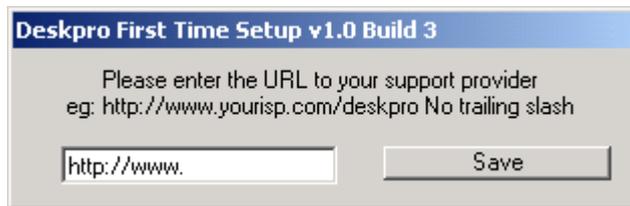


Using The Deskpro Support Tool

- Launch the program by double clicking it. The first time you run it you will get the following screen.



- Enter the following URL, and click save:

<https://mail.isdept.co.uk/deskpro>

- If you are authorised to use the support tool you will receive a username and a password. You must enter these into the following screen and click 'Get Support'



- You will be presented with the following screen, which you can use to create new job tickets as well as monitor the progress of existing ones

