

# INSTRUCTIONS FOR INSTALLATION-USE HelpMe 1.0 (English Version)

## Application information

HelpMe application can greatly assist in managing tickets for technical support, especially for users of a company or organization. Users submit their request and the department responsible carries out their resolution.

## Contact

You can contact me for questions about using and installing the application, or suggestions / collaboration on areas related to information security, software development, telecommunications / networks, and social media:

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## Application prerequisites

.NET Framework 4.0

MySQL Server 5.7

MySQL Server User Settings

## Installation

Create a folder on your system with a name you want and give it full write and read permissions, within this folder unzip the file (**HelpMe.exe**) the application is installed. Install **MySQL Server 5.7** then create a database named **help\_desk** and import the SQL file that exists in the ZIP file you downloaded the application if the import is successful then you have created the database. Finally, create a user with the rights and policies you want. The database can be anywhere, the application can even have it on a USB stick to communicate with MySQL Server

## Initial settings / application usage

The MySQL Server user credentials must be entered into the application and then all the departments and all employees must be imported. Anyone user who has a problem and needs support, open the application without having to create a user account and submit the problem by classifying it into priority categories then, the application manager / system administrator connects to find its tickets and solves it then closes the ticket, so simply, the application manager / system administrator simply checks daily for new tickets. Users can not access tickets, they can only make new tickets and as mentioned above without having to create an account for each user. To enter the application manage, the password you can change also if you want is: **helpadmin**