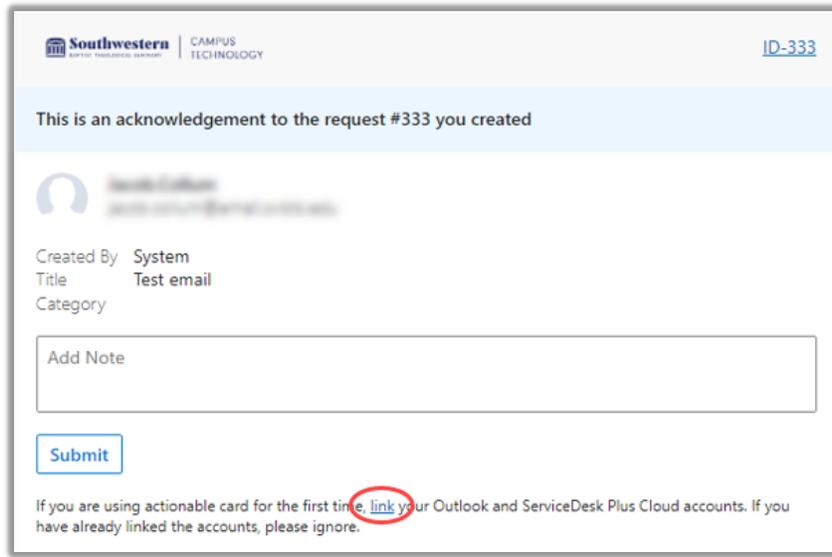
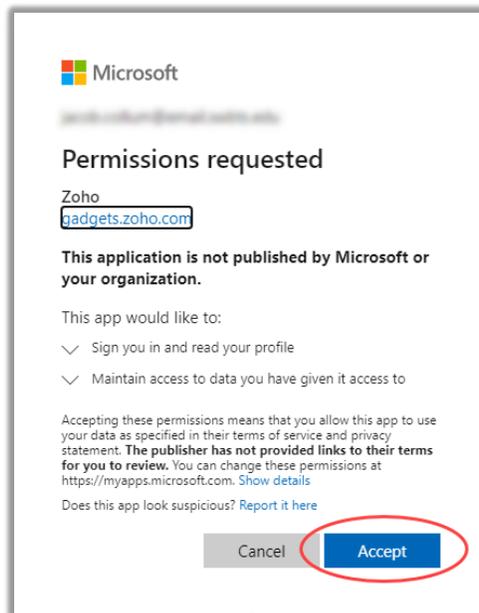


Linking Outlook accounts to ServiceDesk

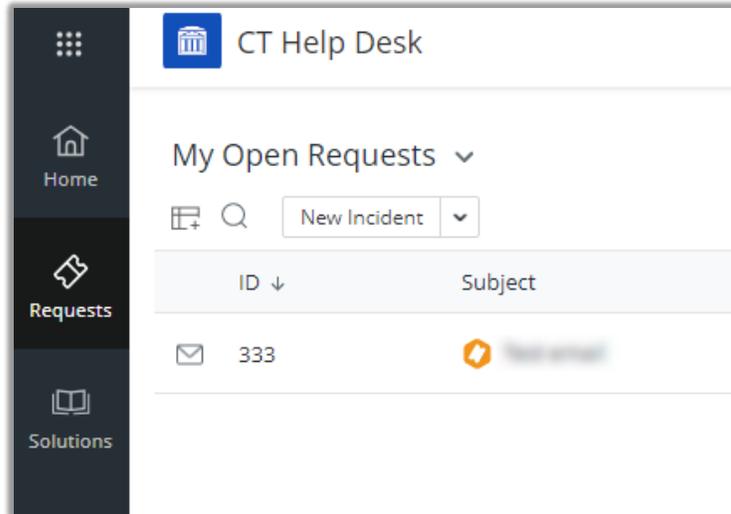
1. Open any “open request” email from Campus Technology.
2. Click at the bottom to link your Outlook and ServiceDesk account.



3. Sign-in with your SWBTS email address, password, and Microsoft authentication method.
4. Select ‘Accept’ on the Zoho Permission Request.



5. You have now successfully linked your account and can now add notes directly to the request emails.
6. You can also view your open requests on helpdesk.swbts.edu at anytime.



Revision History

Date of Change	Responsible	Summary of Change	
Sept 2023	Hannah W	Created Solution	

Need further assistance?
 Contact Campus Technology at (817) 921-8555 or
campustechnology@swbts.edu