

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.

Southwestern CAMPUS TECHNOLOGY	<u>ID-333</u>
This is an acknowledgement to the request #333 you created	
Created By System Title Test email Category	
Add Note	
Submit If you are using actionable card for the first tine, <u>link yo</u> ur Outlook and ServiceDesk Plus Cloud account have already linked the accounts, please ignore.	s. If you

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

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Pe	Permissions requested				
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- 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 <u>helpdesk.swbts.edu</u> at anytime.

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	333	🚺 Test artist
D Solutions		

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