



**spinso**



**ServiceDesk**  
Service management software  
Lite (Free Edition)

The logo for ServiceDesk features the word 'Service' in black and 'Desk' in green. Above the 'k' in 'Desk' is a grey icon of a crossed wrench and screwdriver.

**Installation Guide**

Step by step guide for download and installation



# Installation Guide

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# 1

## Download & Install

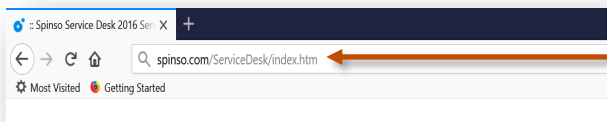
Installing ServiceDesk Lite is quiet easy. A simple setup wizard will guide you through the entire installation process. Follow these step by step instructions to help you install ServiceDesk Lite on your computer.



### Prerequisite

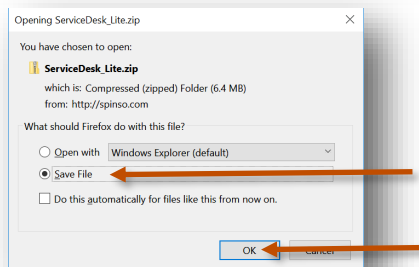
Operating system Windows Xp, Windows 7, 8, 8.1 or Windows 10

For windows Xp - Dot net 2.0 *free runtime from Microsoft is available on our website*



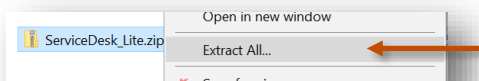
# 1

Download installer from our website  
[Spinso.com/ServiceDesk/Lite](http://Spinso.com/ServiceDesk/Lite)  
or  
[Spinso.in/ServiceDesk/Lite](http://Spinso.in/ServiceDesk/Lite)



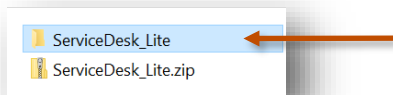
# 2

Select **Save File** to save on our desktop  
Click on **Ok**



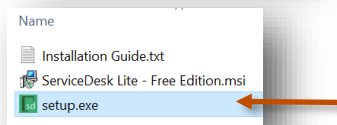
# 3

Extract Zip file  
Right Click on zip file & Click **Extract All**



# 4

ServiceDesk\_Lite folder will be created  
on desktop.  
Open the folder **ServiceDesk\_Lite**



# 5

You would see the following files  
Run **Setup.exe** to install

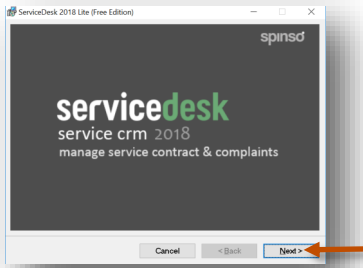


Note : Incase you are prompted for unknown publisher error  
Click on **More Info**  
Click on **Run anyway** to continue

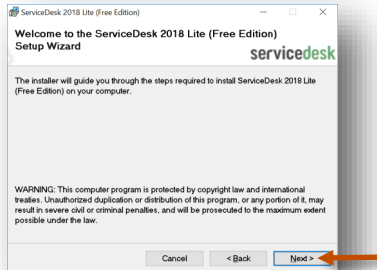


### Note

We **do not** recommend you to run Setup.exe directly from ServiceDesk\_Lite.zip file  
Please unzip the ServiceDesk\_Lite.zip file and run the setup from extracted folder



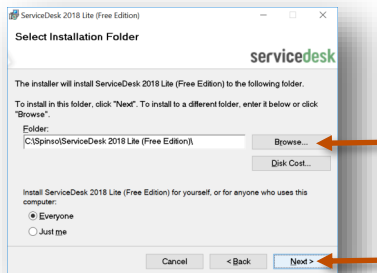
6 Click on **Next** button



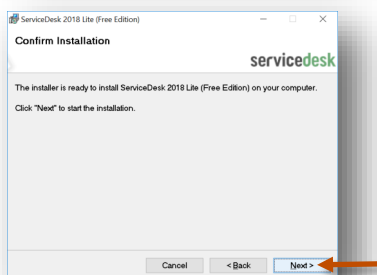
7 Click on **Next** button



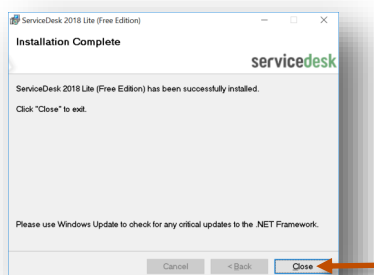
8 Select **I Agree**  
Click on **Next** button



9 If you wish to change the installation path, Click on "**Browse**" and select the path for installation  
We would recommend default path  
Click on **Next** button

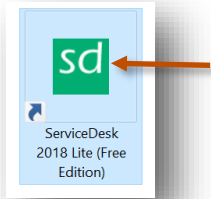


10 Click on **Next** button



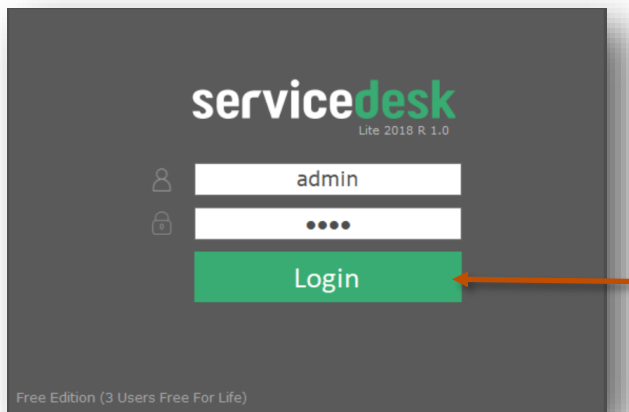
11 Click on **Close** button

# 2 Login



After you install ServiceDesk you can click on the ServiceDesk icon on your desktop to launch the application

You can also launch the application from **Start - Program Files - Spinso - ServiceDesk**



In trial mode ServiceDesk login screen would Open with default login name and password

### Default login details

Login Name : admin

Password : demo



### Please note

You can change the password in **Master- Employee (user)** Screen  
Once you change the password Login screen will not load default login and password

Other software's

**EQMS**  
Sales CRM

**TimeTracker**  
Project Timesheet

**xplore**  
Digital catalog software

**spinfo**

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