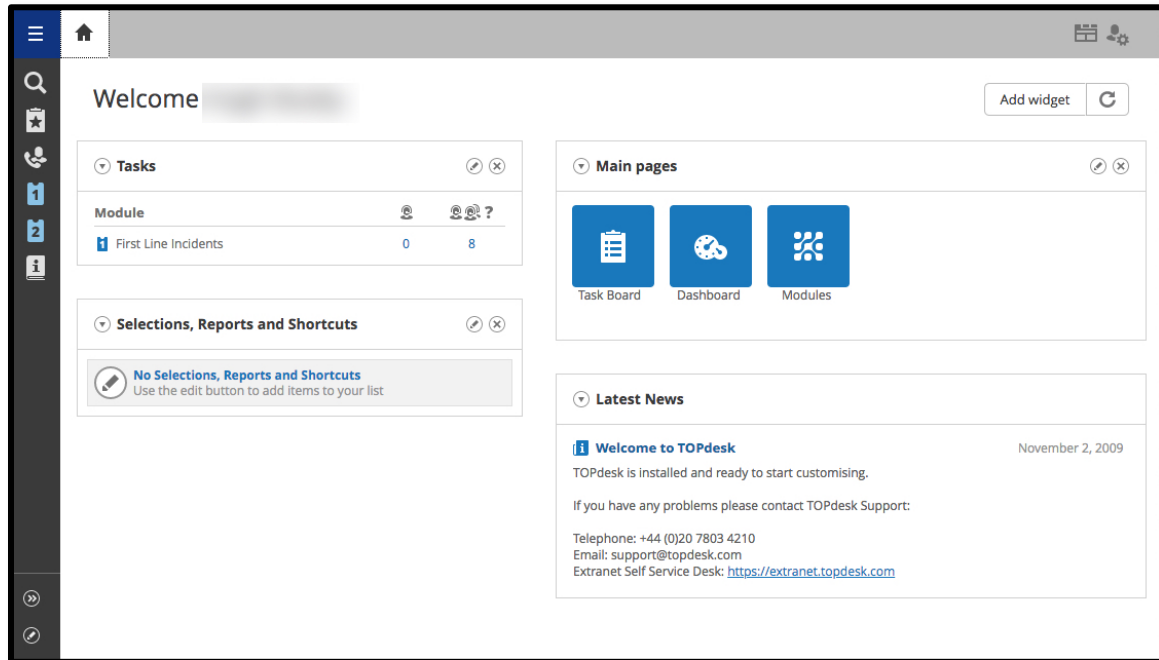


## Customizing TOPdesk

This is the default view; the workspace can be customized.




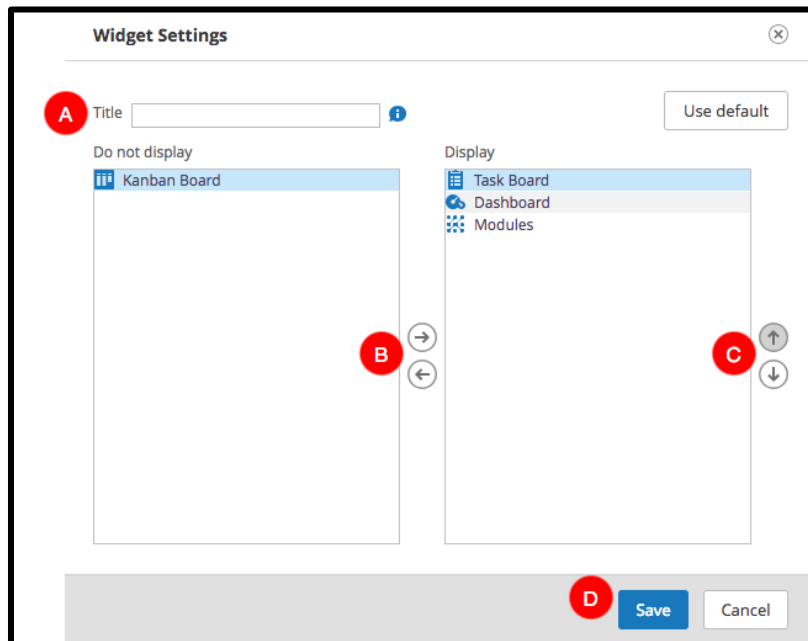
## Customizing Your Workspace

The Main pages window can be customized on a per operator basis. You can drag and drop 'widgets', add new widgets, and change the way your tasks are displayed.

### Adding, Moving and Deleting Main Page Widgets



1. To change the order of your widgets, click on the Edit button .
2. Available widgets will be listed on the left side. **A)** You can Name your Widget area here. **B)** Highlight the widget you want to display and use the left/right arrow buttons to add or remove widgets in the Display column. **C)** Highlight the widget you would like to change order of and use the up/down arrow buttons to organize the order in which they are displayed. Once you have made your choices **D)** Click Save.

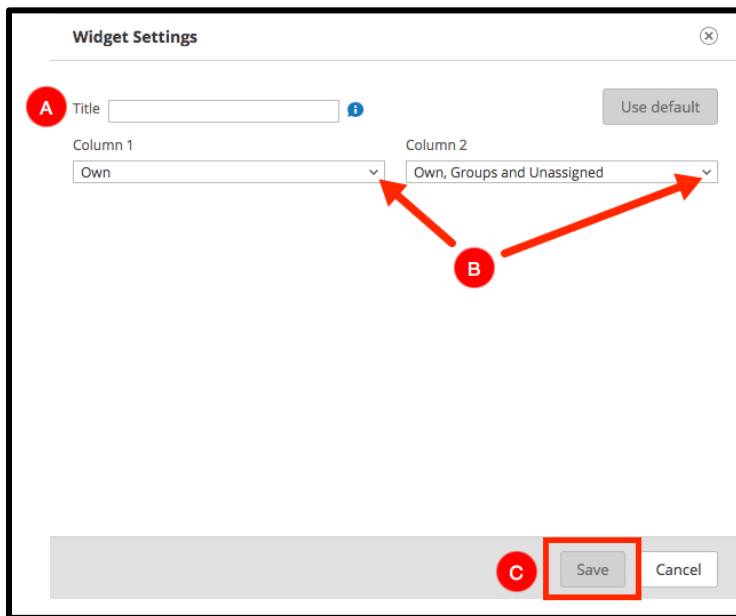


## Tasks

1. Click on the *Edit icon*  in the Tasks widget.
2. The *Tasks Widget Settings* will open.




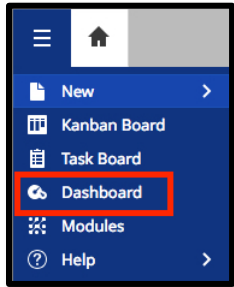
3. From here, you can **A)** rename your Task Widget **B)** and select the incidents you wish to see in these columns from the drop-down search lists, under **Column 1** and **Column 2**.



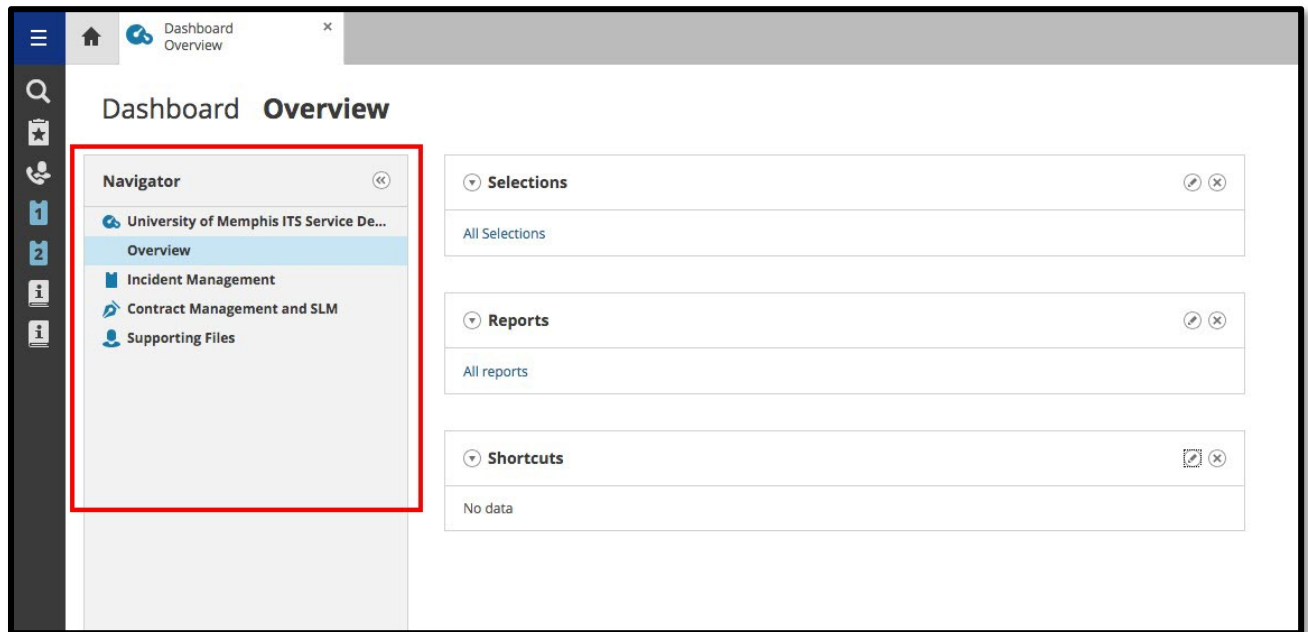
4. **C)** Click Save. Your start page will now display the incidents you have selected to view.


## Customizing Dashboard

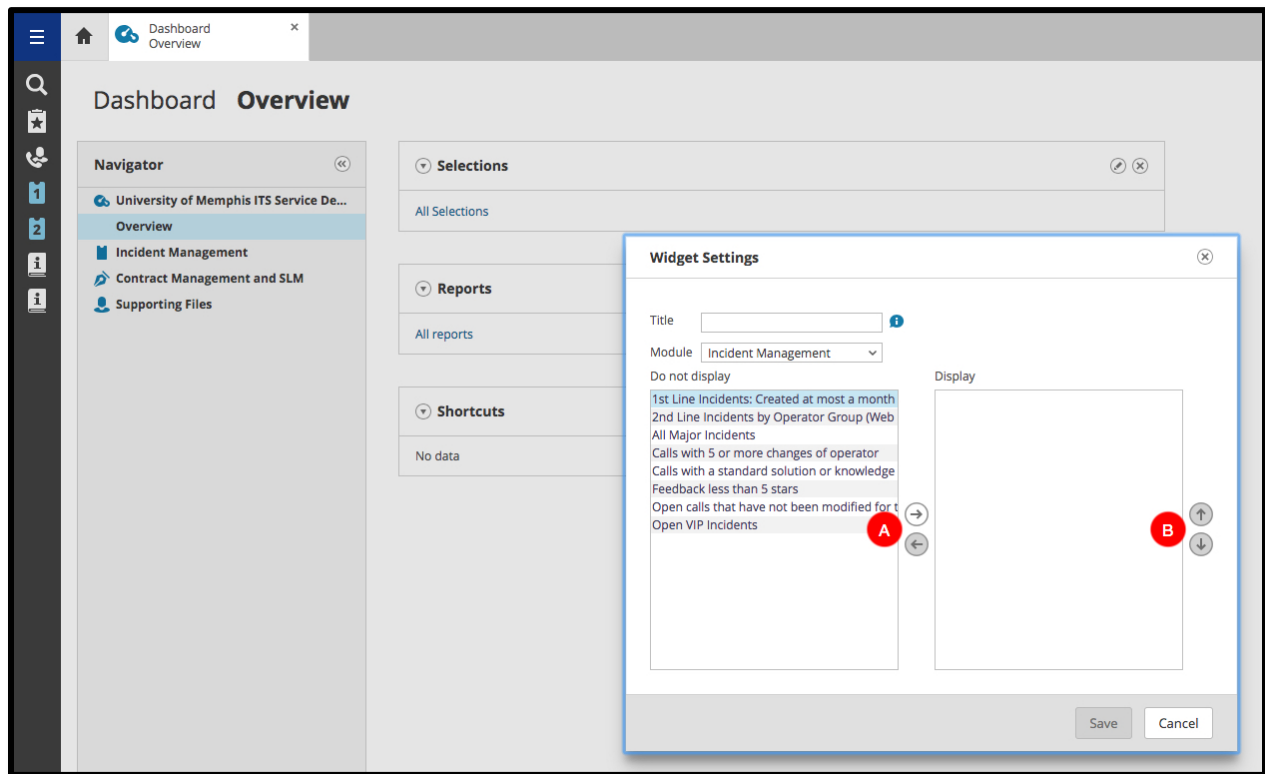
1. Click the 'TOPdesk Menu' icon on the main page . Select Dashboard from the drop-down menu.



2. In the Navigator pane, click **Overview** to see a general overview or click on each module (e.g. Incident Management) to see a more detailed overview.




3. Additional items can be added to Selections, Reports and Shortcuts by clicking the edit button . A) Highlight what widget you want to display and use the left/right arrow button to add or remove widgets in the Display column. B) Use the up/down arrow button to choose order.

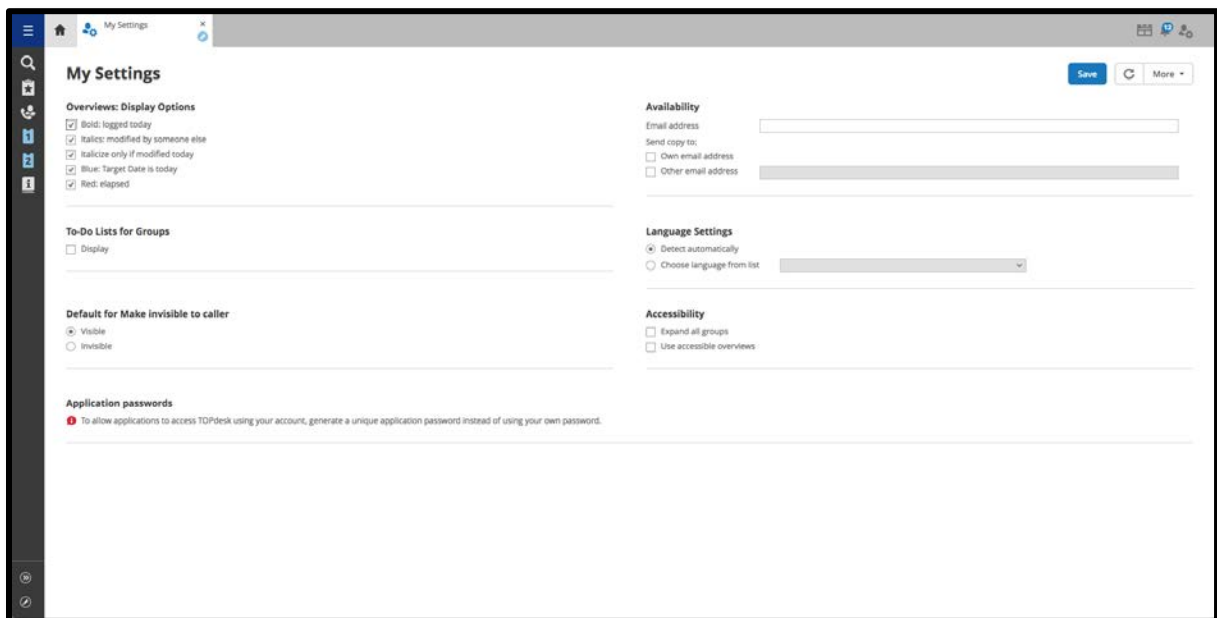


The screenshot displays the 'Dashboard Overview' interface. On the left is a 'Navigator' sidebar with options like 'University of Memphis ITS Service De...', 'Overview', 'Incident Management', 'Contract Management and SLM', and 'Supporting Files'. The main area contains three sections: 'Selections' (All Selections), 'Reports' (All reports), and 'Shortcuts' (No data). A 'Widget Settings' dialog box is open, showing a list of widgets under 'Do not display' and an empty 'Display' column. The widget '1st Line Incidents: Created at most a month' is highlighted. Red callouts 'A' and 'B' point to the left/right and up/down arrow buttons, respectively. The dialog also includes a 'Title' field, a 'Module' dropdown set to 'Incident Management', and 'Save' and 'Cancel' buttons at the bottom.

## Adjusting User settings

The **My Settings** button allows the user to change some custom settings such as display options, adding additional email addresses, to-do lists for groups to display, and language settings.

1. Click on  in the top right corner and select **My Settings**.
2. Useful options to select here include:
  - Bold Logged Today
  - Italics: modified by someone else
  - Italicize only if modified today
  - Blue: Target Date is today
  - Red: Elapsed (task is overdue)



**My Settings** [Save] [Refresh] [More]

**Overviews: Display Options**

- Bold: logged today
- Italics: modified by someone else
- Italicize only if modified today
- Blue: Target Date is today
- Red: elapsed


**To-Do Lists for Groups**

- Display

**Default for Make invisible to caller**

- Visible
- Invisible

**Application passwords**

 To allow applications to access TDPdesk using your account, generate a unique application password instead of using your own password.

**Availability**

Email address:

Send copy to:

- Open email address
- Other email address

**Language Settings**

- Detect automatically
- Choose language from list:

**Accessibility**

- Expand all groups
- Use accessible overviews