



InstaMember USER'S GUIDE

Setting Up Support Desk Options

Setting Up Support Desk Options

This is one of the powerful features of InstaMember where a support desk is integrated in the membership configuration without the hassle of setting it up. It automatically generates a support department for every product you have added into your site. Apart from that, it gives you the option to provide a specific support area for affiliates and other security related options.

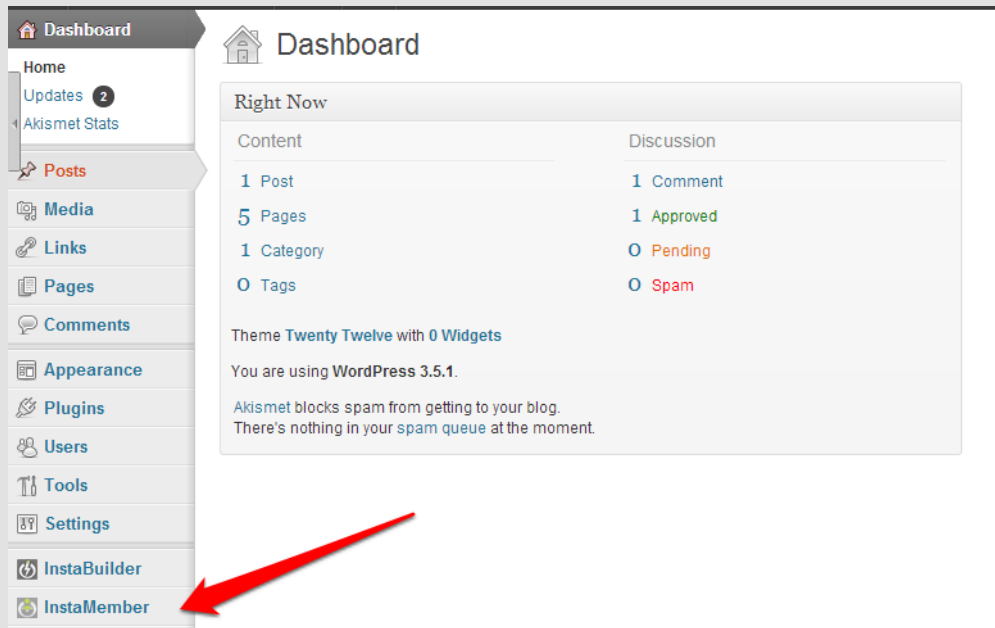
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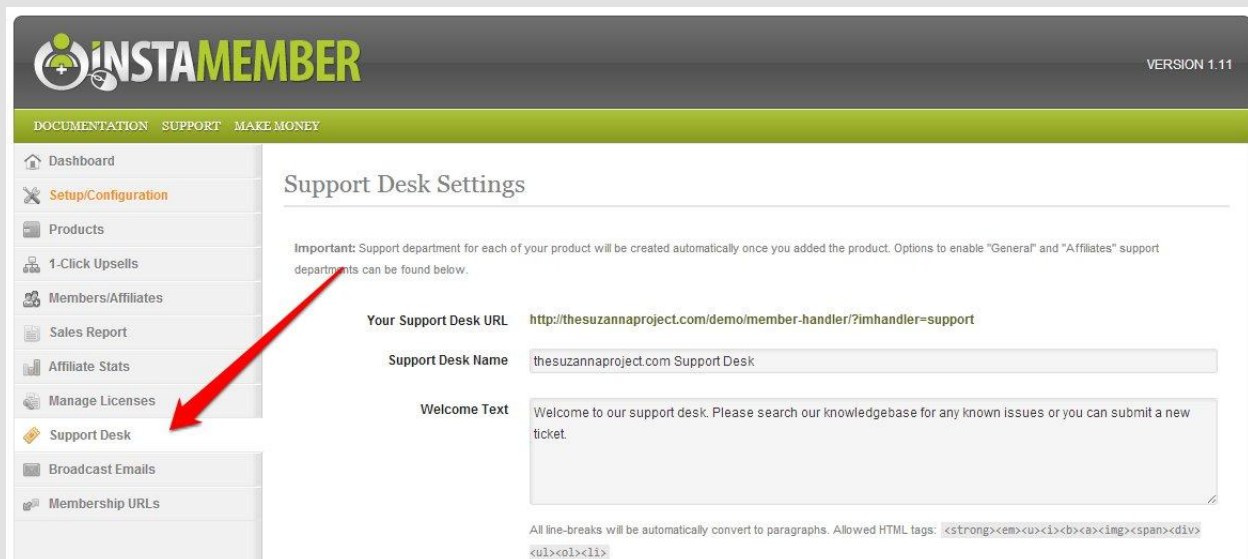
Setting Up Support Desk Options

*This guide assumes that you have already logged in and successfully installed InstaMember to your wordpress site and that you have already setup the membership handler page under **Setup/Configuration** option.*

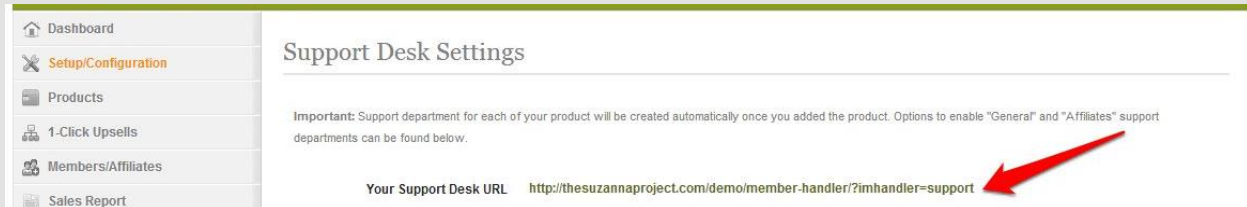
1. Navigate to your Instamember Dashboard by clicking the **Instamember** menu option on your wordpress dashboard.



2. Click the '**Support Desk**' option.



3. Your Support Desk URL is automatically generated for you once you have setup the membership handler page in setup/configuration option.



Dashboard

Setup/Configuration

Products

1-Click Upsells

Members/Affiliates

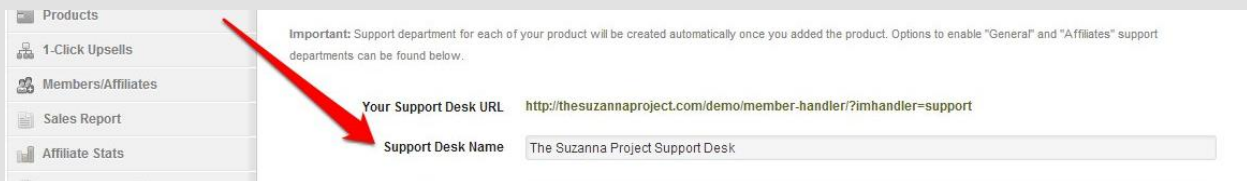
Sales Report

Support Desk Settings

Important: Support department for each of your product will be created automatically once you added the product. Options to enable "General" and "Affiliates" support departments can be found below.

Your Support Desk URL <http://thesuzannaproject.com/demo/member-handler?imhandler=support>

4. **Support Desk Name** is the field where you will be providing the name of your support desk/area.



Products

1-Click Upsells

Members/Affiliates

Sales Report

Affiliate Stats

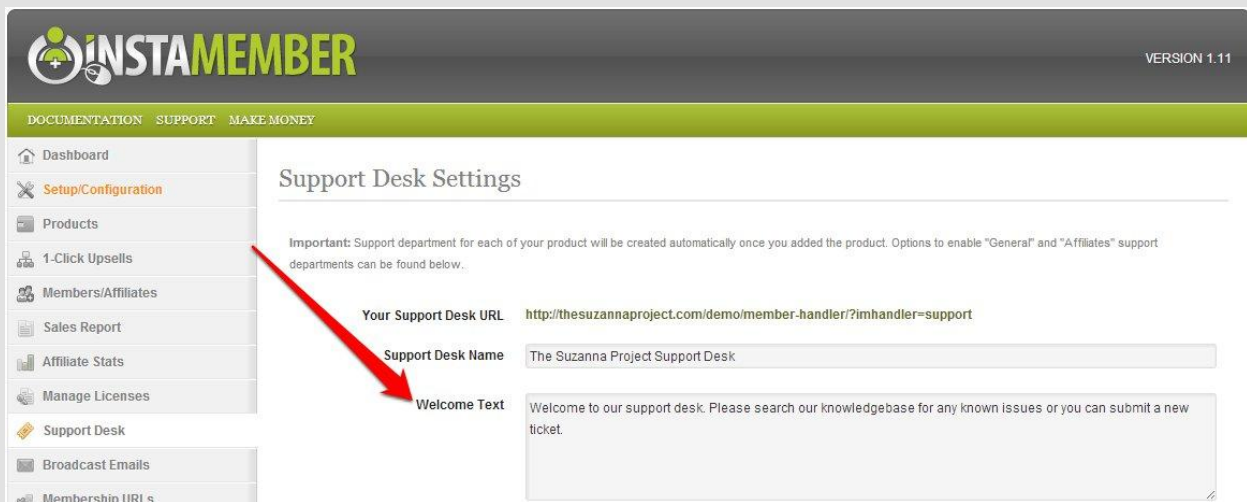
Support Desk Settings

Important: Support department for each of your product will be created automatically once you added the product. Options to enable "General" and "Affiliates" support departments can be found below.

Your Support Desk URL <http://thesuzannaproject.com/demo/member-handler?imhandler=support>

Support Desk Name

5. The **Welcome Text** textarea is where you will be placing a welcome statement, message or instructions on how to use the support area.



INSTAMEMBER

VERSION 1.11

DOCUMENTATION SUPPORT MAKE MONEY

Dashboard

Setup/Configuration

Products

1-Click Upsells

Members/Affiliates

Sales Report

Affiliate Stats

Manage Licenses

Support Desk

Broadcast Emails

Membership URLs

Support Desk Settings

Important: Support department for each of your product will be created automatically once you added the product. Options to enable "General" and "Affiliates" support departments can be found below.

Your Support Desk URL <http://thesuzannaproject.com/demo/member-handler?imhandler=support>

Support Desk Name

Welcome Text

Note: All line breaks will automatically be converted into paragraphs. And the only allowed HTML tags are the following:
<u><i><a><div>

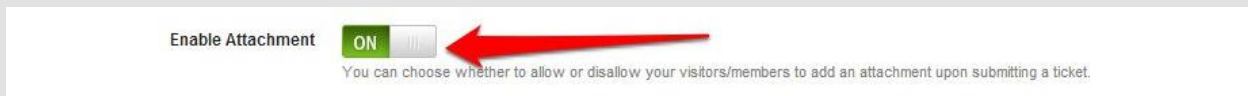
6. Enable **General Department** – this is a switch that is set to on by default. Setting it as on will add a general department for general inquiries that may be related to the products. Otherwise, you may click this switch off if preferred.



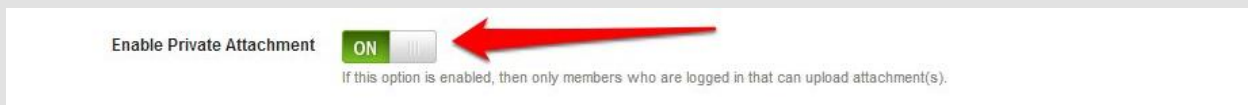
7. Enable **Affiliates Department** – this switch is by default turned on. When switched on, this will create a department that handles affiliate related concerns. Turn the switch of if preferred not to have this department.



8. Enable **Attachment** – this is an option for the support desk to allow attachments to the tickets being submitted by visitors or members. By default this is turned on. Turn this off if you don't want to enable attachments.



9. Enable **Private Attachment** – this option by default is set to on. This means that only logged in members can exclusively attach files on the tickets they submit.



10. **Max Attachment Count** – this input field accepts numerical value that corresponds to the maximum allowable attachments per ticket submitted.



11. **Max File Size Per Attachment** – this input field accepts numerical value that corresponds to the maximum allowable file size to be attached per ticket submitted.

Max. File Size Per Attachment MB

- 12. Enable reCaptcha** – this option is only available if you have successfully setup reCaptcha in the **Integration** option page. When enabled, this option will require non-members to successfully pass a captcha challenge in order to submit a ticket. By default, the switch is turned off.

Enable reCaptcha

☐ OFF

You may require a non-member to enter a reCaptcha code upon submitting a ticket. Please note that you MUST integrate reCaptcha with InstaMember on the Integration Setup page.

- 13. Enable Private Submissions** – if this switch is turned on, then only members of the site are allowed to submit tickets. By default this option is turned off.

Enable Private Submissions

☐ OFF

Important: If this option is enabled, then ONLY MEMBERS that can submit a ticket. Non-Members will not be able to submit a ticket, unless they join your membership first.

- 14. Knowledge Base Category** – you can turn any post into a knowledge base article. Simply choose a category, and all posts under that category will be used by InstaMember as your knowledge base. You can also create sub-categories under this category to serve as specific knowledge bases for each of your product.

Enable Private Submissions

☐ OFF

Important: If this option is enabled, then ONLY MEMBERS that can submit a ticket. Non-Members will not be able to submit a ticket, unless they join your membership first.

Knowledge Base Category

[-- Select a category --]

You can turn any post into a knowledge base article. Simply choose a category, and all posts under that category will be used by InstaMember as your knowledge base. You can also create sub-categories under this category to serve as specific knowledge bases for each of your product.

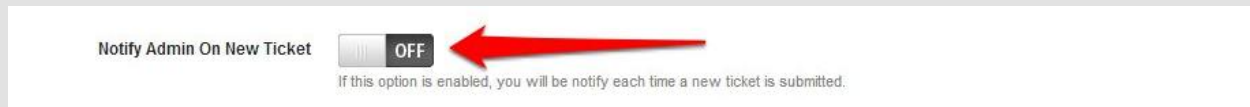
- 15. Notify Submitter On Reply** – this option when turned on will send or notify the ticket submitter through email if a new reply has been made. This is turned off by default.

Notify Submitter On Reply

☐ OFF

Notify visitors/members who submitted the ticket via email each time you provide a reply/answer.

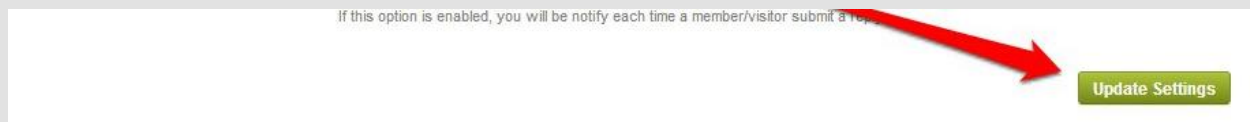
- 16. Notify Admin On New Ticket** – this option when turned on will enable the system to send you a message once a new ticket is submitted. By default this is turned off.



- 17. Notify Admin On Reply** – this option when turned on will enable the system to send you a message once a ticket has been replied to by the submitted. By default this is turned off.



- 18.** Once done with all the setup, click **Update Settings** button to save or update the changes made.



BROUGHT TO YOU BY: SUZANNA THERESIA

If you have any questions or input on how we could improve this manual, please contact our support team at <http://asksuzannatheresia.com>