

Start Customer Service Toolkit

Abstract

This guide will demonstrate how to open the Customer Service Toolkit software program.

Steps: Look for Toolkit shortcut OR Create shortcut – Open Toolkit

Details

Note: You must have Toolkit permissions and a Level 2 eAuthentication account before you are able to use Toolkit.

Open Toolkit using desktop shortcut

1. Look for Toolkit shortcut on the *desktop of your computer*.



Toolkit 2004

2. **Double click** on the *Toolkit shortcut* to start Toolkit.

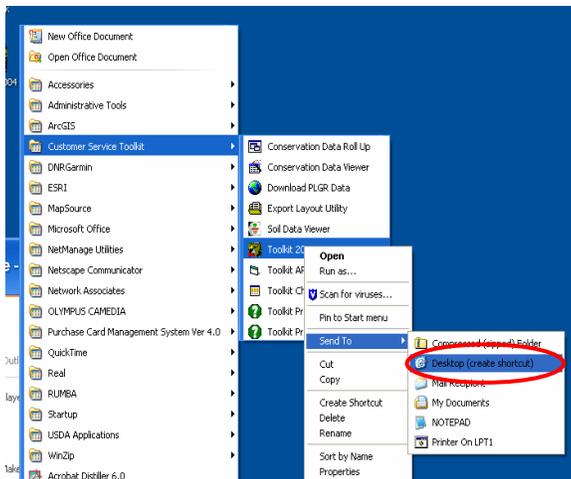
Note: If you do not have a desktop shortcut, the following steps will show you how to create one.

Creating a desktop shortcut for Toolkit

1. **Click** on the *Start menu* in the lower, left corner of your screen.
2. Navigate to the following path through the *Start Menu*:

[All Programs || Customer Service Toolkit || Toolkit 2004](#)

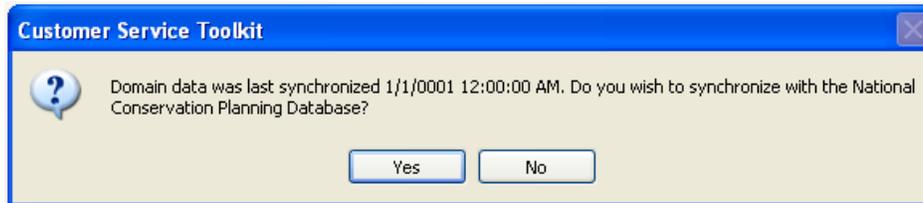
3. **Right click** on *Toolkit 2004...select Send To...then click Desktop (Create Shortcut)*.



Wisconsin Toolkit Task Guide

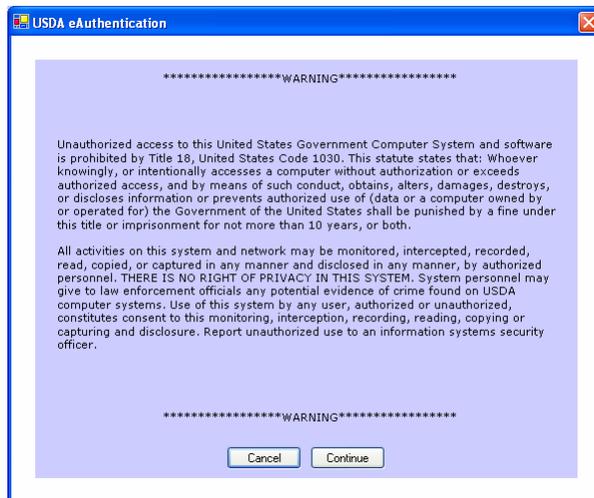
Opening Toolkit

1. **Double click** on the *Toolkit shortcut* on your desktop.
2. If a message box appears stating “Domain data was last synchronized...”
...**Click the *Yes button***



eAuthenticate

You will be prompted to login. At the screen below, **click the *Continue button***...



Enter your *User ID* and *Password*. **Wait** until the domain data has loaded. You are now logged into Customer Service Toolkit.