

Toolkit

Task Guide #13

Creating a Desktop Shortcut for Toolkit

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Abstract

Toolkit can be accessed through a desktop shortcut file that must be created by the user. The following instructions detail one way of creating a desktop shortcut.

Instructions

Use the screen shot at the bottom of the page for reference.

After completion of the following steps, a new Toolkit 2004 desktop shortcut will appear on your desktop.

1. Click **Start**
2. Click **All Programs**
3. Click **Customer Service Toolkit**
4. Right click **Toolkit 2004**
5. Click **Send To**
6. Click **Desktop (create shortcut)**
7. To close the programs list, click somewhere in the open area on your desktop.

