

[Documentation](#) → [Modules](#) → [Account](#) →

Helpdesk



This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

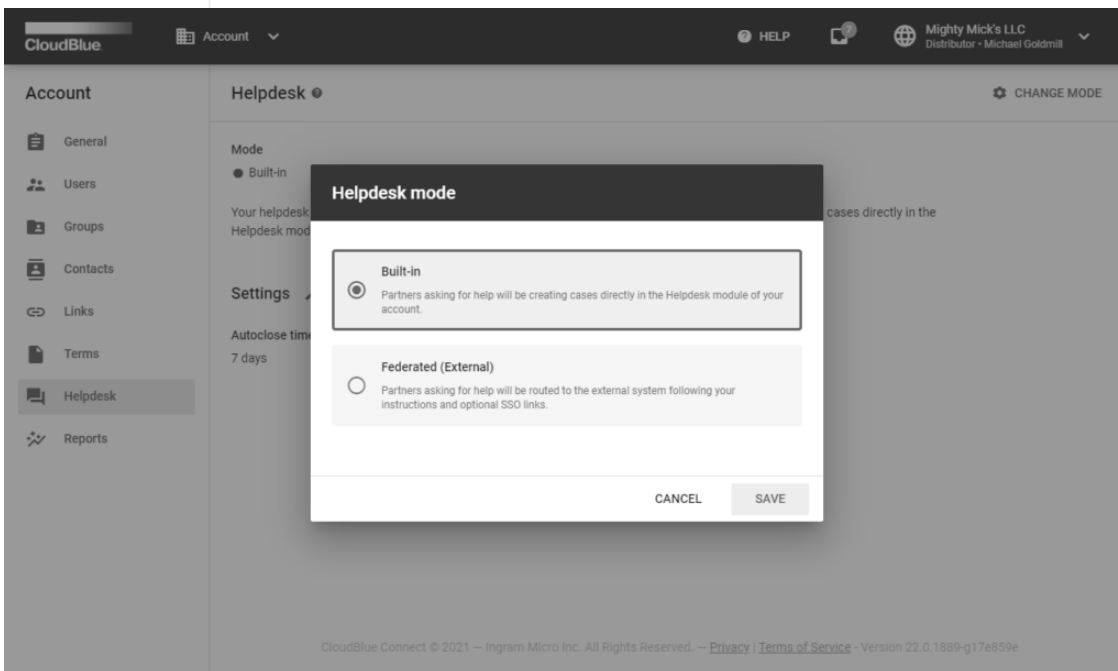
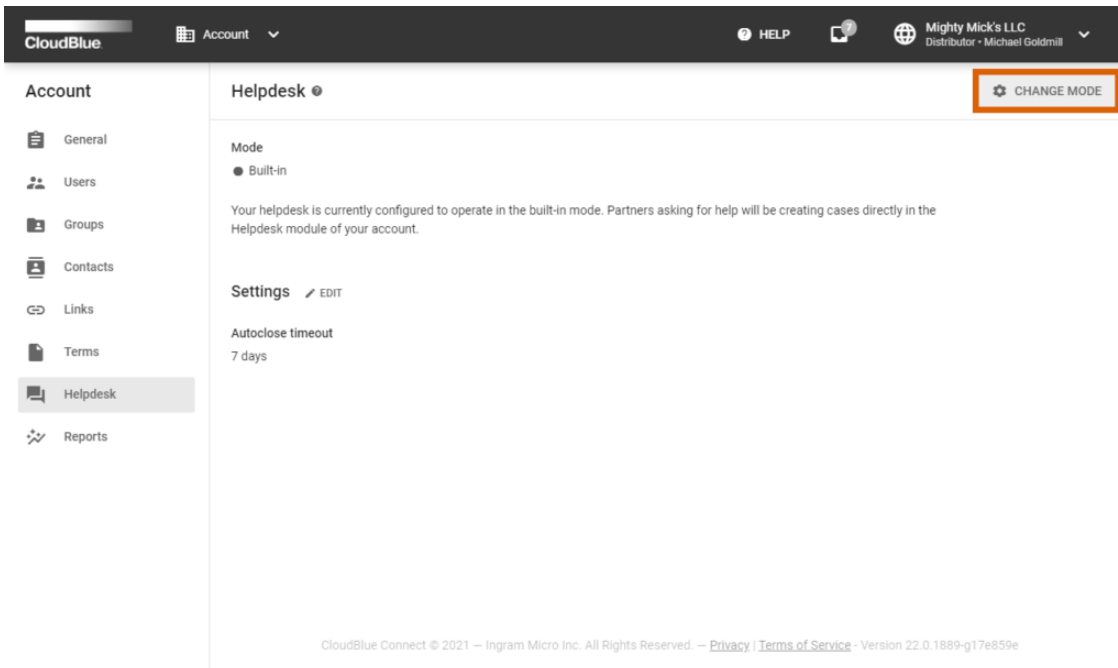
Auto-generated at December 6, 2021



The **Helpdesk** section of the Account module allows switching the *helpdesk modes*. In addition, this section is also used to adjust the *case auto-close time* setting in case the *built-in* mode is selected. In case the *federated (external)* mode is selected, this section is also used to edit the helpdesk *instructions*. The following instructions describes available modes, showcase how to switch your helpdesk mode, edit provided instructions, and change the Case auto-close time.

Switching Helpdesk Modes

Navigate to the Helpdesk section and click the **Change Mode** button to switch between the following modes:



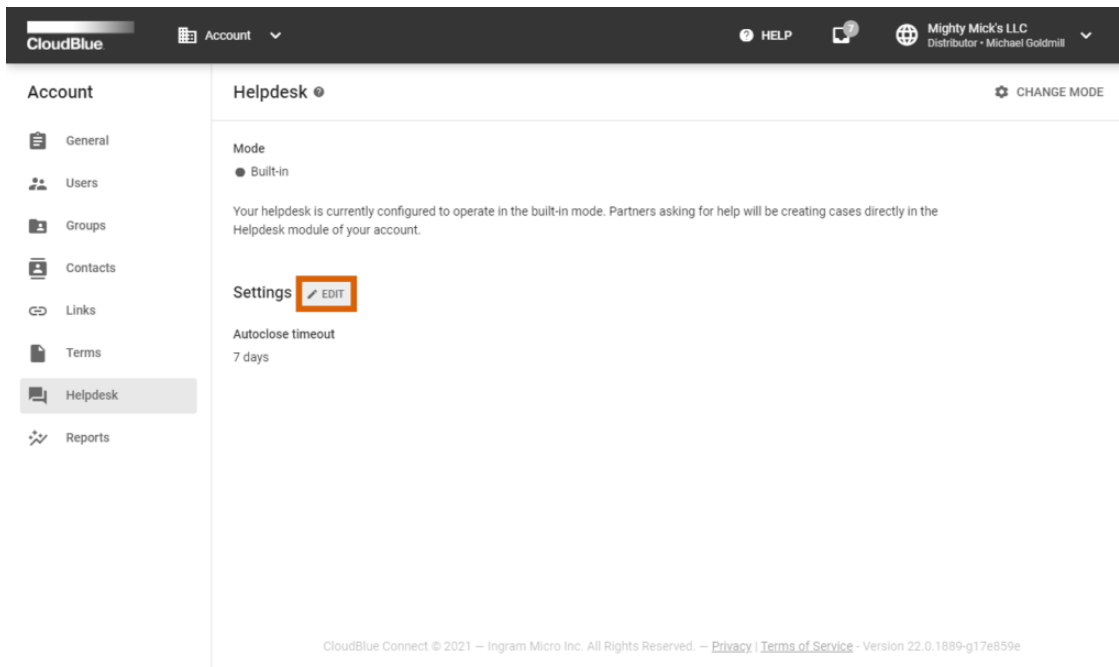
Built-In Mode

In case the **Built-In** mode is selected, new Helpdesk Cases are created and processed within the Helpdesk module of the Connect platform. Therefore, this mode requires using the Helpdesk module functionality to resolve your business partners requests and address other support management operations (e.g., resolving and closing Cases).

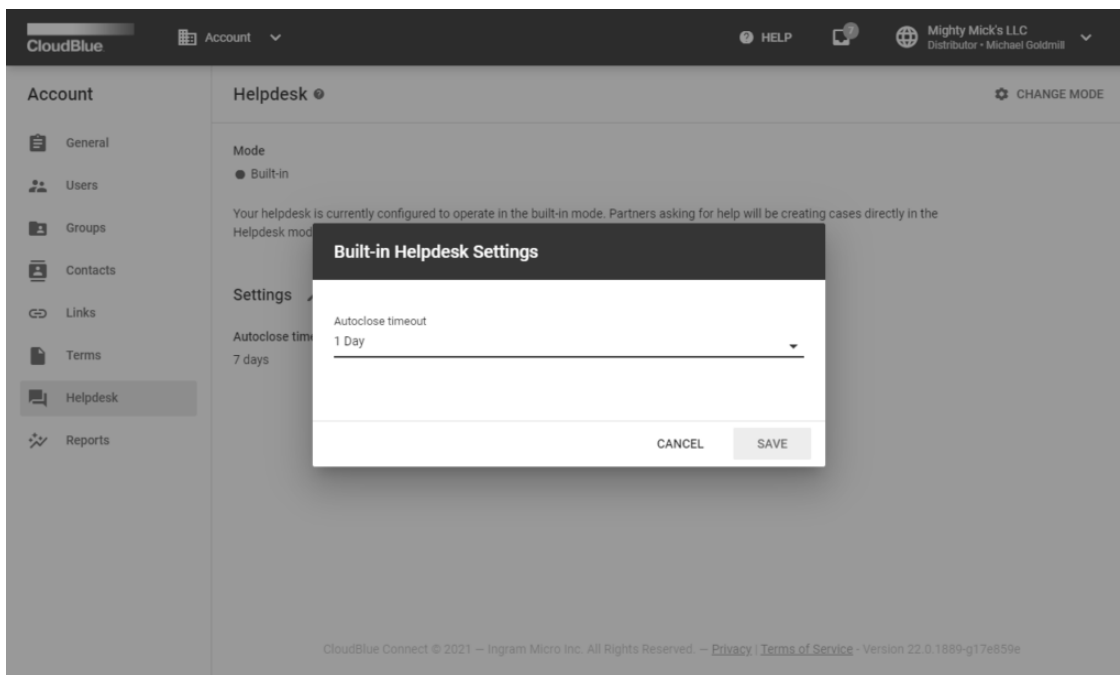
Settings

The system allows adjusting Case **Auto-close Timeout** option in case the **Built-In** helpdesk mode is selected.

Click the **Edit** button next to provided **Settings** from the Helpdesk section. Select *1 Day*, *7 Days* or *30 Days* in the following form:



The screenshot displays the CloudBlue user interface for the Helpdesk settings. The top navigation bar includes the CloudBlue logo, an 'Account' dropdown, a 'HELP' icon, a user profile icon, and the account name 'Mighty Mick's LLC' with a 'Distributor - Michael Goldmill' sub-label. The left sidebar lists various account management options: General, Users, Groups, Contacts, Links, Terms, Helpdesk (which is currently selected), and Reports. The main content area is titled 'Helpdesk' and features a 'CHANGE MODE' button. Under the 'Mode' section, 'Built-in' is selected. A descriptive text states: 'Your helpdesk is currently configured to operate in the built-in mode. Partners asking for help will be creating cases directly in the Helpdesk module of your account.' Below this, the 'Settings' section is visible, with an 'EDIT' button highlighted by an orange box. The 'Autoclose timeout' is currently set to '7 days'. At the bottom of the page, a footer contains the text: 'CloudBlue Connect © 2021 – Ingram Micro Inc. All Rights Reserved. – [Privacy](#) | [Terms of Service](#) - Version 22.0.1889-g17e859e'.



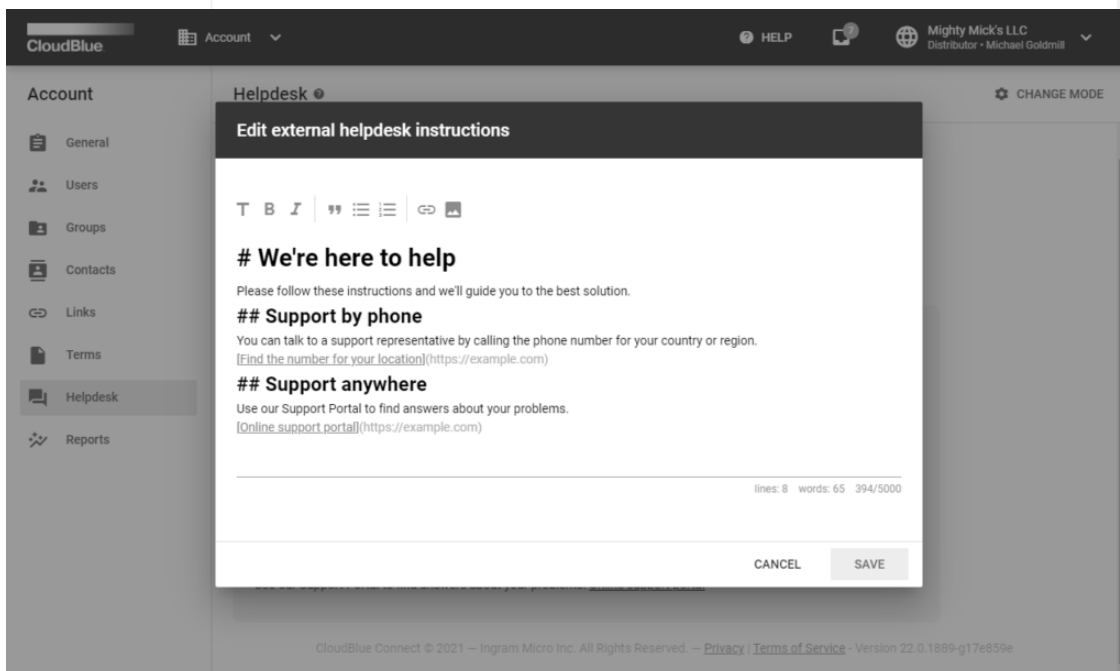
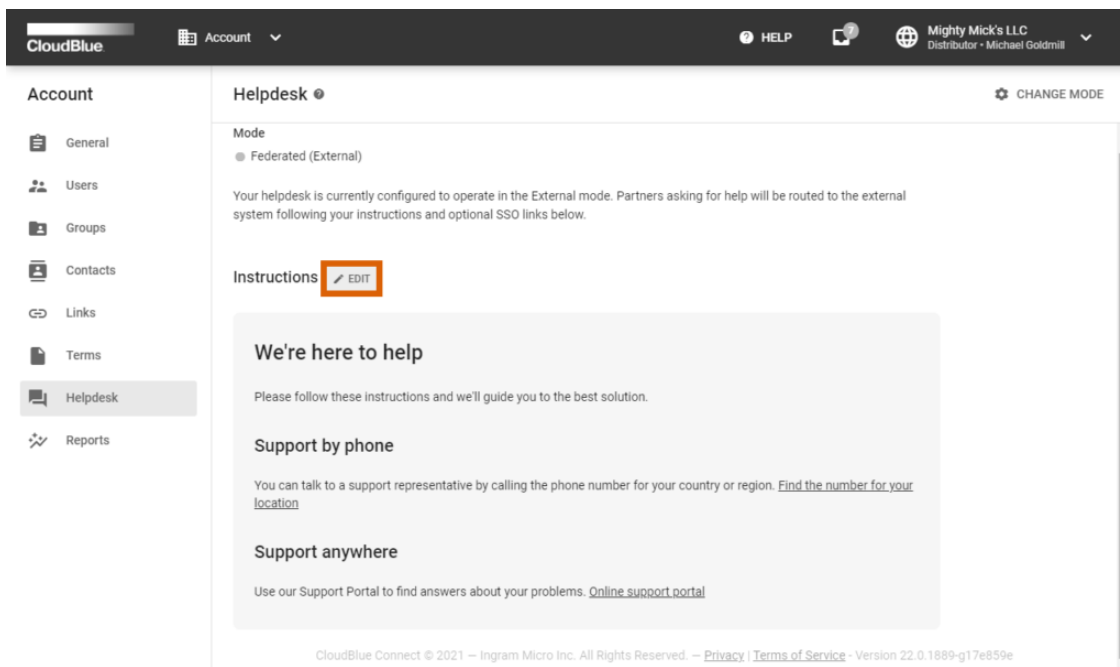
Click the **Save** button to save your adjustments.

Federated (External)

In case the **Federated (External)** mode is selected, partners that ask your assistance are redirected to your external system by following your provided instructions and your specified links.

Instructions

Click the **Edit** button to change instructions. Therefore, you can attach a link to your support website or specify any other instructions that redirects to your external support system.



Make sure to click the **Save** button to save your provided instructions.