https://cloudblue.com

Links

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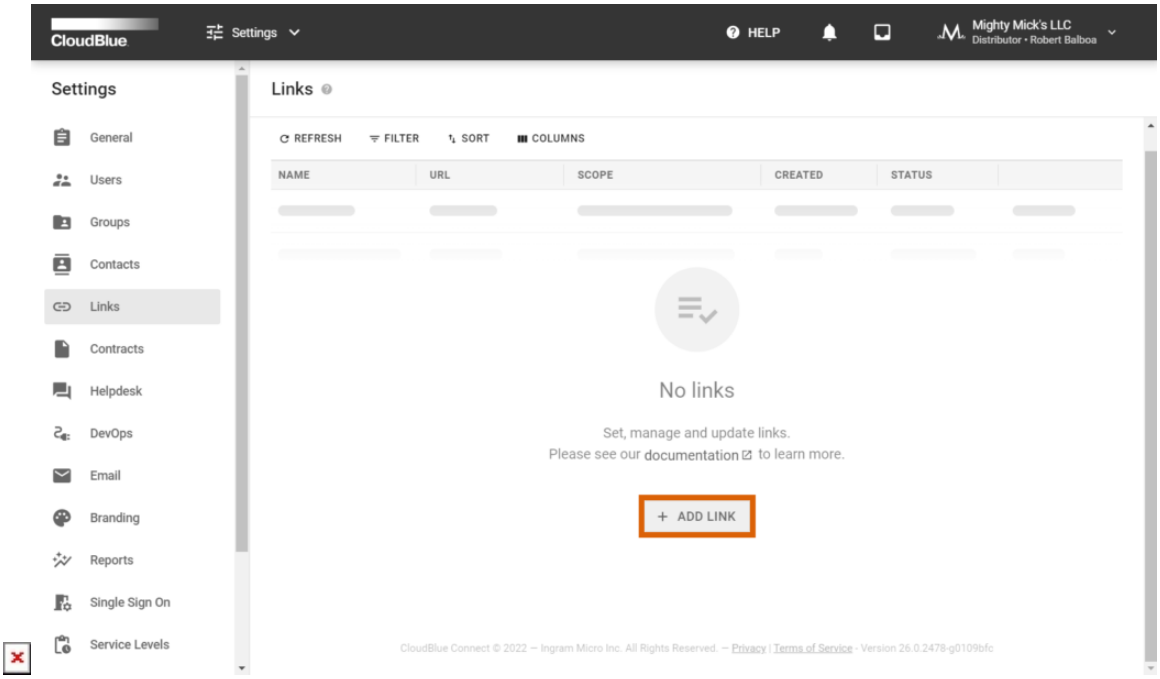
This menu is used to add and configure links for your and your partner's Home screen. It also allows specifying links that will be displayed when your partners create new helpdesk cases. Creating such links can be increasingly helpful to provide a quick access to your product website and perform any other action by using *Get* and *Post* methods.

The system allows selecting different scopes for each link and also provides a number of customization options. Learn how to add and configure a new link by following the instructions below:

Adding Links

Click the **Add Link** button to launch a link creation wizard.



Follow the wizard steps to successfully configure a new link.

1. General

The wizard prompts you to specify the following General link properties:

- **Name**: This field defines link name that will be visible for users.
- **Image**: A media image for your link (image will be resized to 64×64 pixels).
- **Description:** Enter your link description.
- **Scope**: Select a scope for your link.

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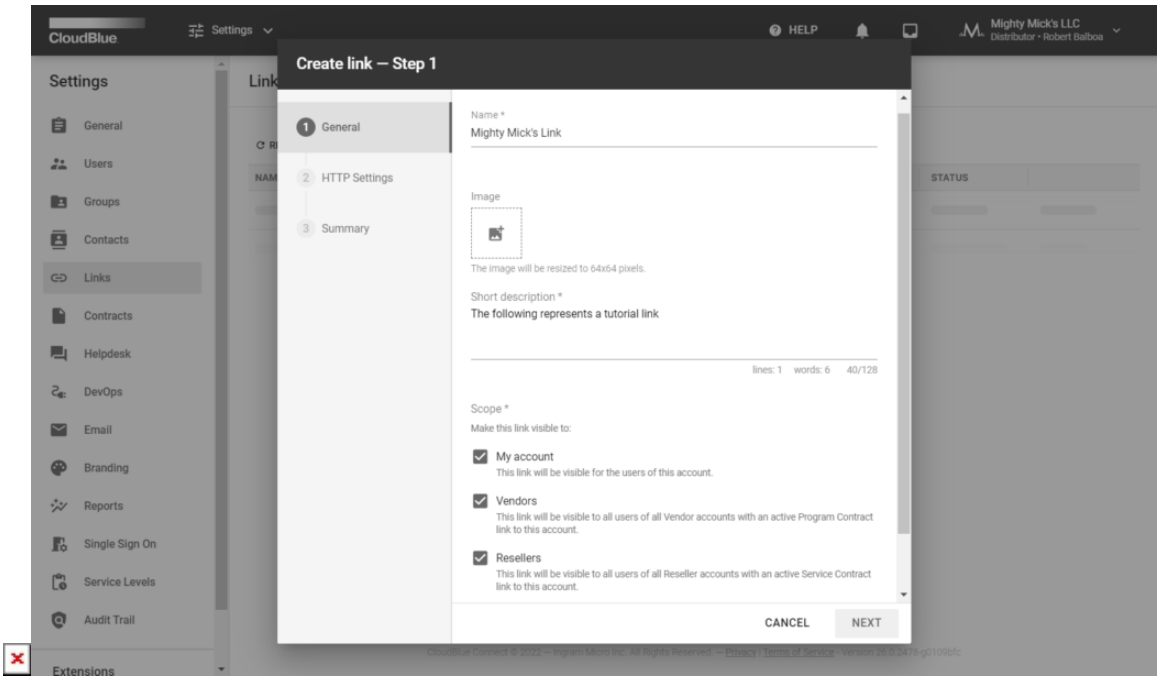
> Scopes
>
> **My account**: Check this checkbox to display your link for all users of your account. The provided link will be displayed on the Connect Home screen.
> **Vendors**: Choose this scope to display your link for all Vendor accounts with an active Program Contract. The provided link will be displayed for your Vendor partners on the Home screen.
> **Resellers**: Select this scope to display your link for all Reseller accounts with an active Service Contract. The provided link will be displayed for your Reseller partners on the Home screen.
> **Helpdesk**: The system showcases your provided link once your business partners create a new Helpdesk case. Note that your link will be available only in case the Federated (External) Helpdesk mode is enabled.



Click **Next** to continue.

2. HTTPS Settings

Fill out the following **HTTP settings** form:

- **URL:** Enter your web link in this field (e.g., https://example.com?jwt={})
- **Method**: Select one of the following HTTP methods: GET or POST.
- **JWT secret**: In case a JWT secret is available for your URL, this allows previewing/hiding or copying your secret.

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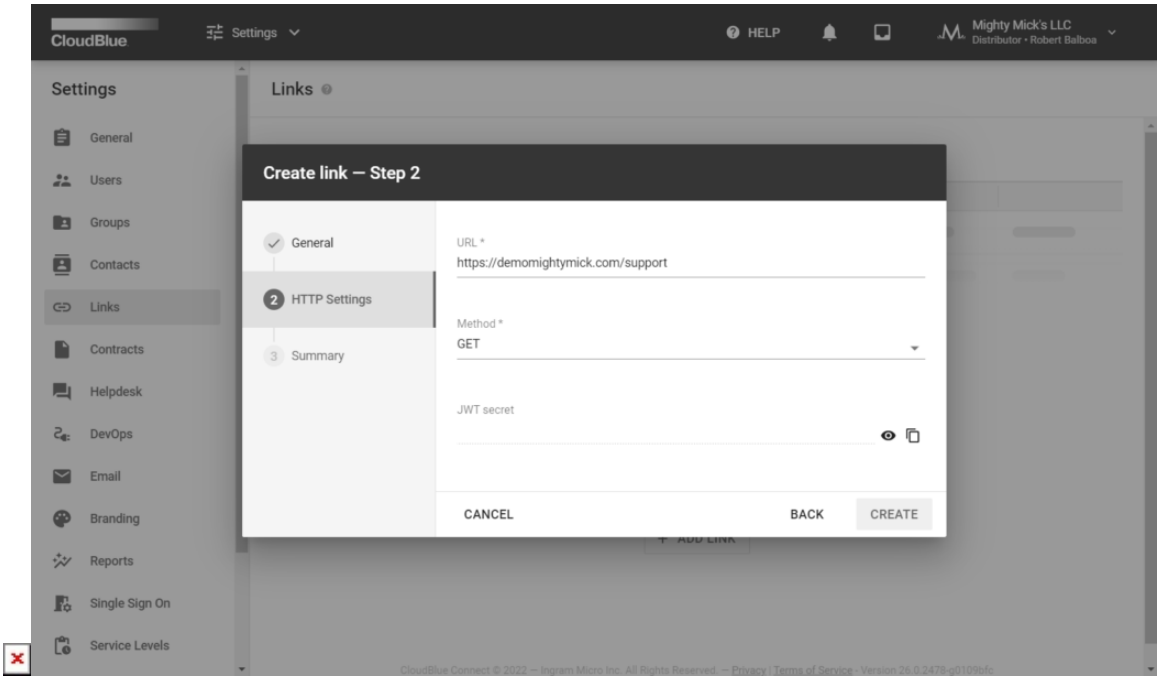
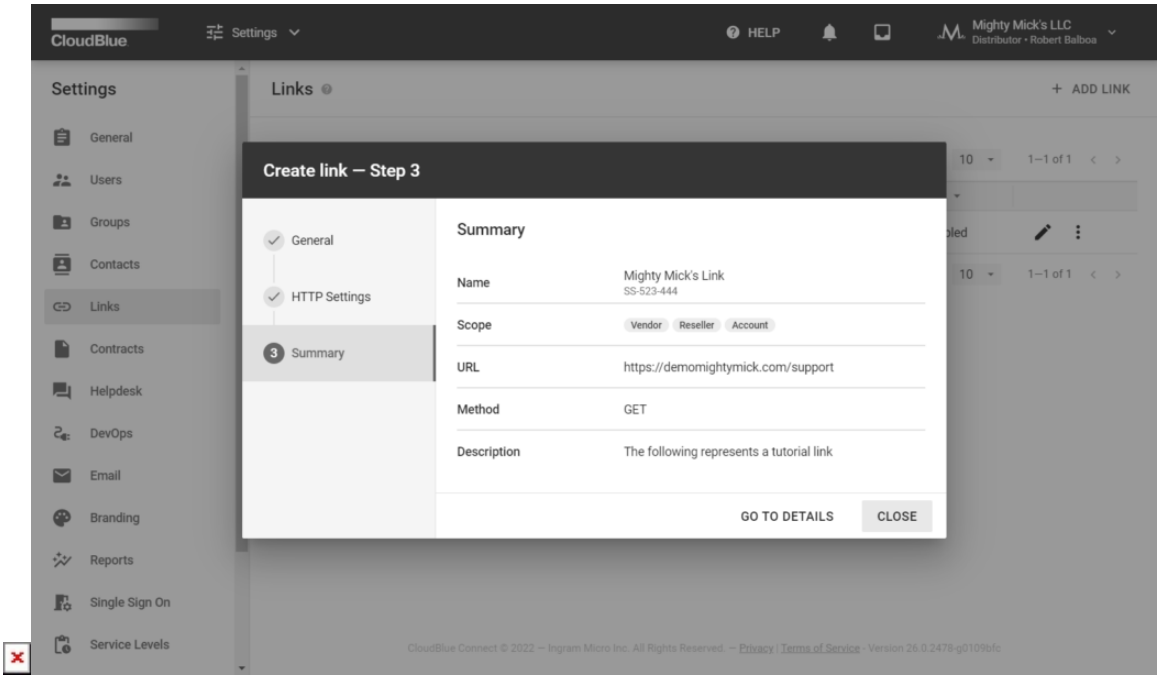


Click the **Create** button to finalize your link configuration.

3. Summary

Review your created link summary. Click **Go to Details** to access your link details screen. Otherwise, click **Close** to close the summary.



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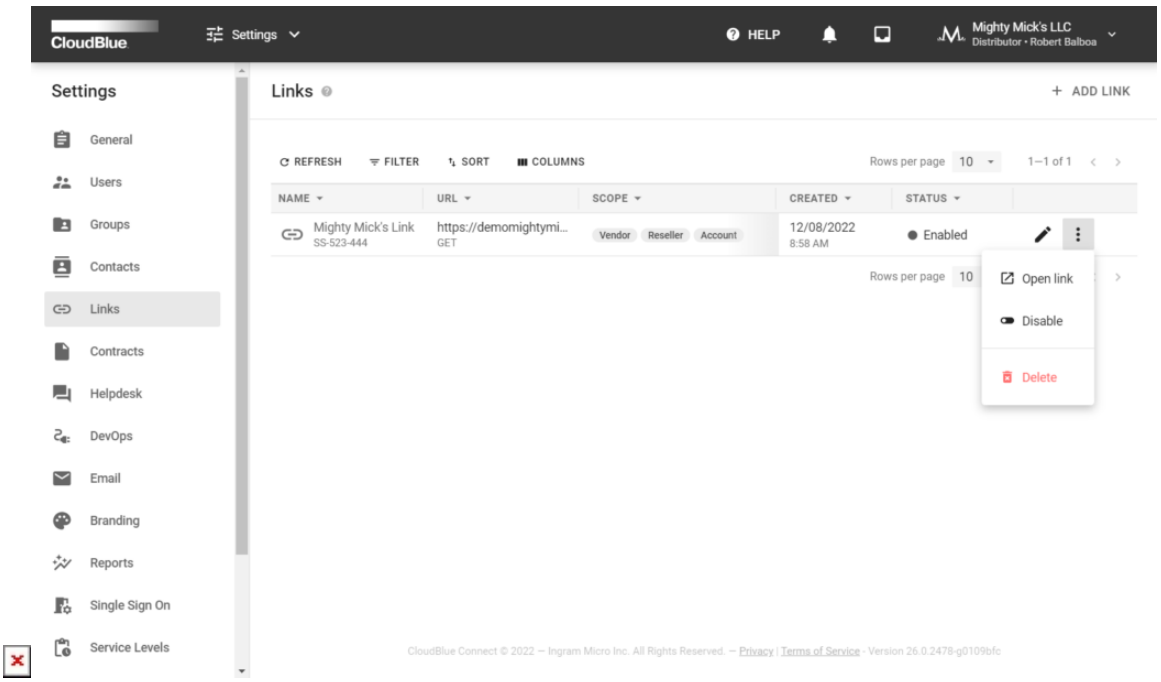

Once your link is added and activated, it will be available within the corresponding data grid. The system allows editing your link by using the provided *edit icon*. Click on the vertical ellipsis (⋮) button to open, disable or delete your link.

Accessing Links

As a result, the system will display your configured URL for the quick link access. Depending on your selected scopes, your created link will be available on the Connect Home screen for your account users or your selected business partners:

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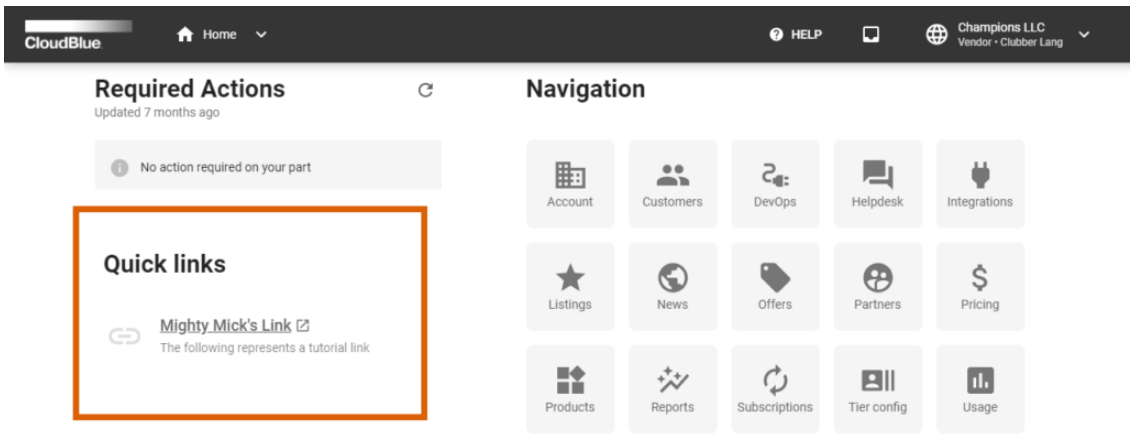
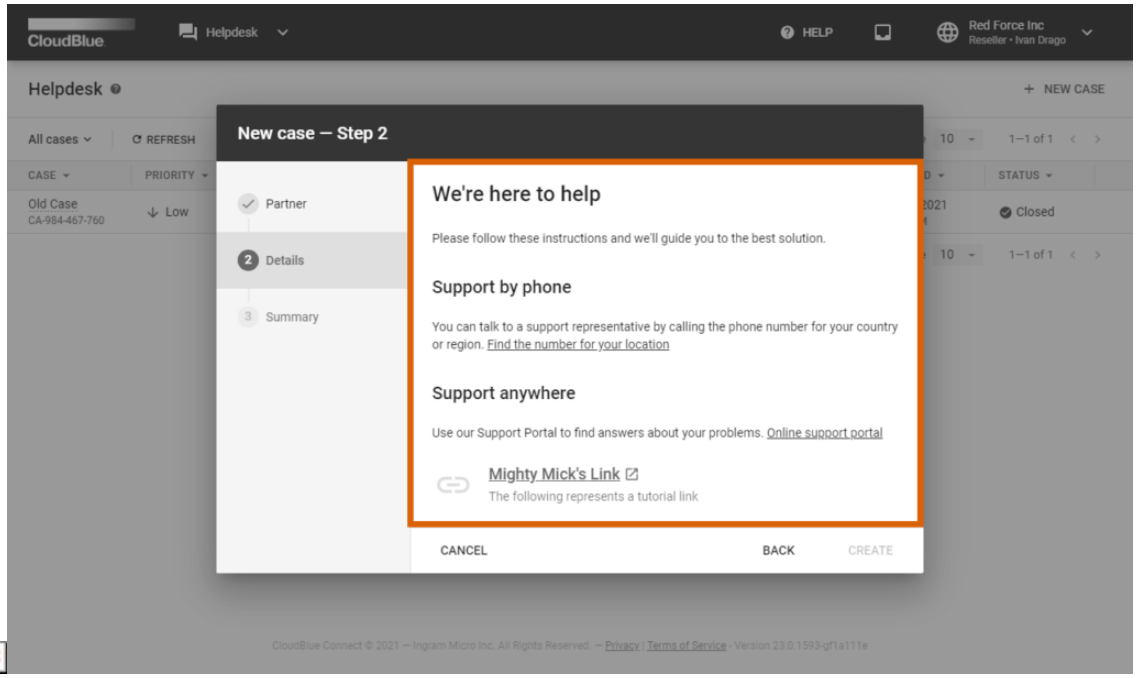


In case the **Helpdesk** scope is selected and the **Federated (External) Helpdesk mode** is enabled, the system showcases your link alongside the provided instructions within the New Case creation wizard:



Therefore, your business partners can use the provided link to contact your support or access any other required resource to address their issues or requests.

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