

Insert/Edit PC HelpDesk

Use this dialog to set up a PC HelpDesk default topic and to specify which PC HelpDesk will be displayed from your Help system.

What is a PC HelpDesk?

PC HelpDesk™ comes with WinHelp Office and provides the tools to author a PC HelpDesk, or knowledge base of information, and place it into a Help file for access by your end-users. For more information on PC HelpDesk, right-click **PC HelpDesk** in either the RoboHELP Explorer **Tools** tab or the WinHelp Office launcher.

Enter the Topic ID...

Type in the topic ID of a topic to display if WinHelp is unable to register or load PC HelpDesk. This would only happen if PC HelpDesk was not installed correctly on your user's system. You can create an alternate topic that tells the user to first reinstall your product, and if that does not resolve the problem, to call your company's Tech Support department. If you do not type a topic ID here, if WinHelp is unable to load PC HelpDesk, nothing will display, PC HelpDesk simply will not load.

Properties

Click the **Properties** button to specify which PC HelpDesk will be displayed. Before this, you should have created a topic called "Knowledge base" or "Help Desk" or the like which will contain the knowledge base. This topic should have no other text in it and it is recommended that the title be a non-scrolling region. Put your cursor in the topic body, then use the **Properties** button to select and configure the HelpDesk. When you click **OK**, the PC Help Desk information is added to the Help topic.

