

# Gateway Setup



Reach out to [support@dispatch.me](mailto:support@dispatch.me) and request “gateway credentials for rossware”- we will send these to you!

## In Rossware

Go to the applicable downloads page:  
<http://rossware.net/downloads/DMDL/>

You may pick any desktop to install and run the utility.  
Regardless, it should be copied from the download into the same \sd folder from which the involved station also runs ServiceDesk (i.e., into the server's \sd folder if the involved station runs in "thin-client" mode, or to that station's c:\sd folder if it's running in "thick-client" mode). After placing it there, make a desktop shortcut to it, and run it.

Enter in the credentials in the area shown here:

The screenshot shows a software utility window titled 'Set to interact with ServiceDesk operating files at c:\sd\net\data\'. It has several sections: 1. A yellow highlighted box for 'FK' (organization11798@hoop) and 'SK' (password field). 2. A 'Do immediate update' button. 3. 'Uploading of Job Status' section with checkboxes for 'upload new Job-History insertions as SEI Comments' and 'also upload notice when appointments are changed'. 4. 'Downloading of Dispatches' section with a checkbox for 'Inclusion inception for next request' and a date field set to '3/22/2019 8:05:10 AM'. 5. 'Quantity of dispatches received' section showing 'Total of Dispatches Received (since 8:05)' as 0, and 'Received Today, Monday 4/9/19' as 0. 6. 'Set update interval' and 'Time to next update' fields, both set to 5 minutes. 7. An 'Upgrade to New Version?' checkbox at the bottom.

Please let us know once you've performed this step so we can activate the gateway - once activated (we will let you know!) new jobs will start showing up in Rossware (from the point of activation)

**Please place a copy of the program's shortcut into the Windows Startup folder,** so that you can count on the program reliably running after each/any Windows reboot.