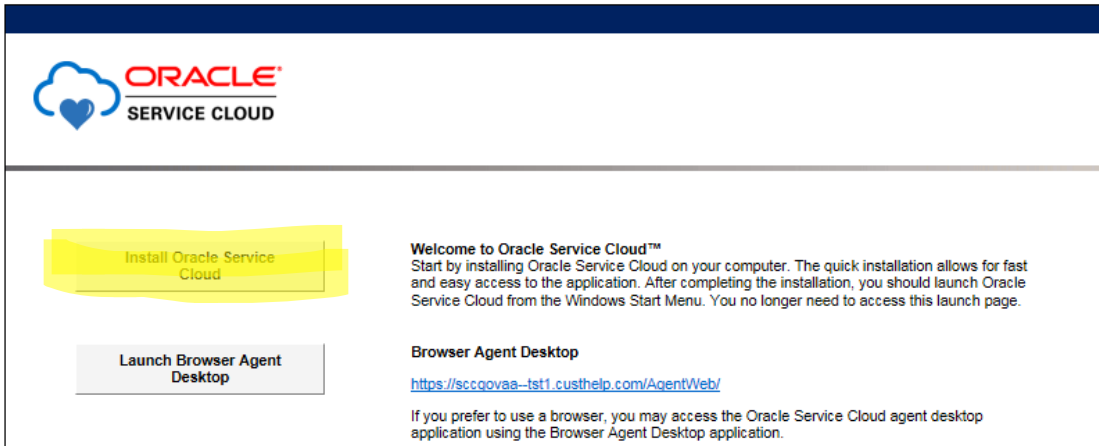
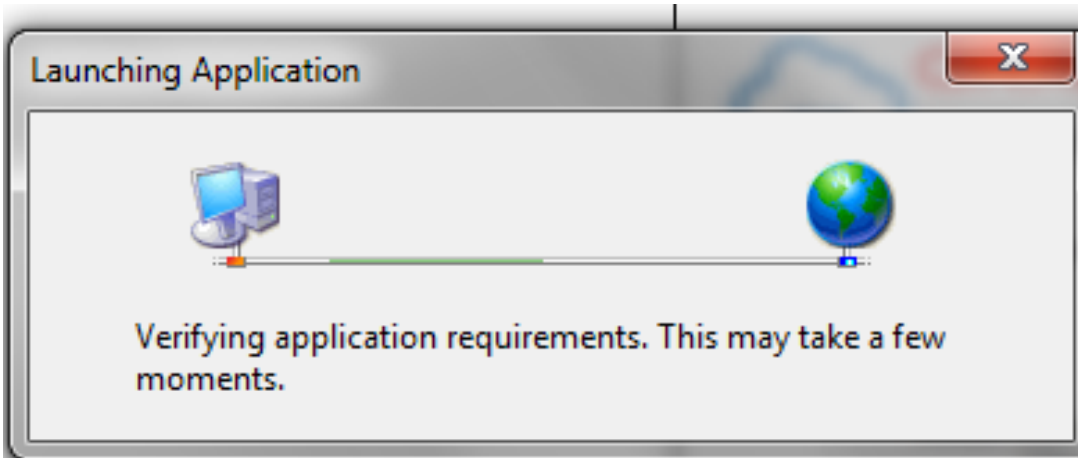


Instructions for installing Service Cloud (Production)

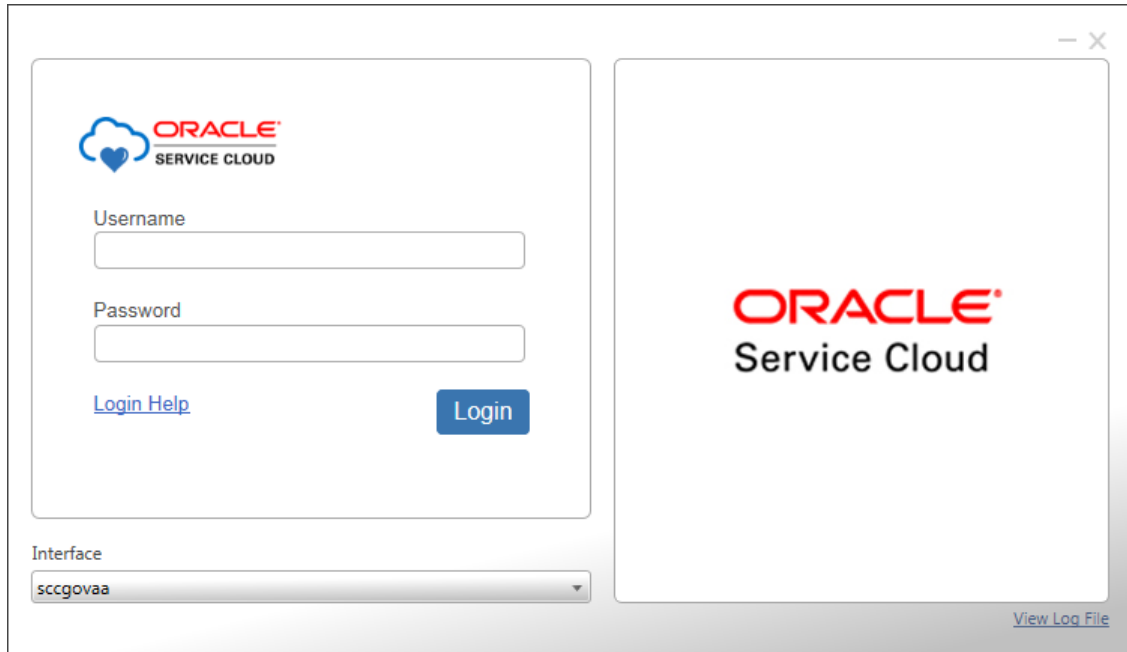
1. Open **Internet Explorer** – NOTE: This will not work in other browsers
2. Navigate to: <https://sccgovaa.custhelp.com/cgi-bin/sccgovaa.cfg/php/admin/launch.php>
3. Click on Install Service Cloud



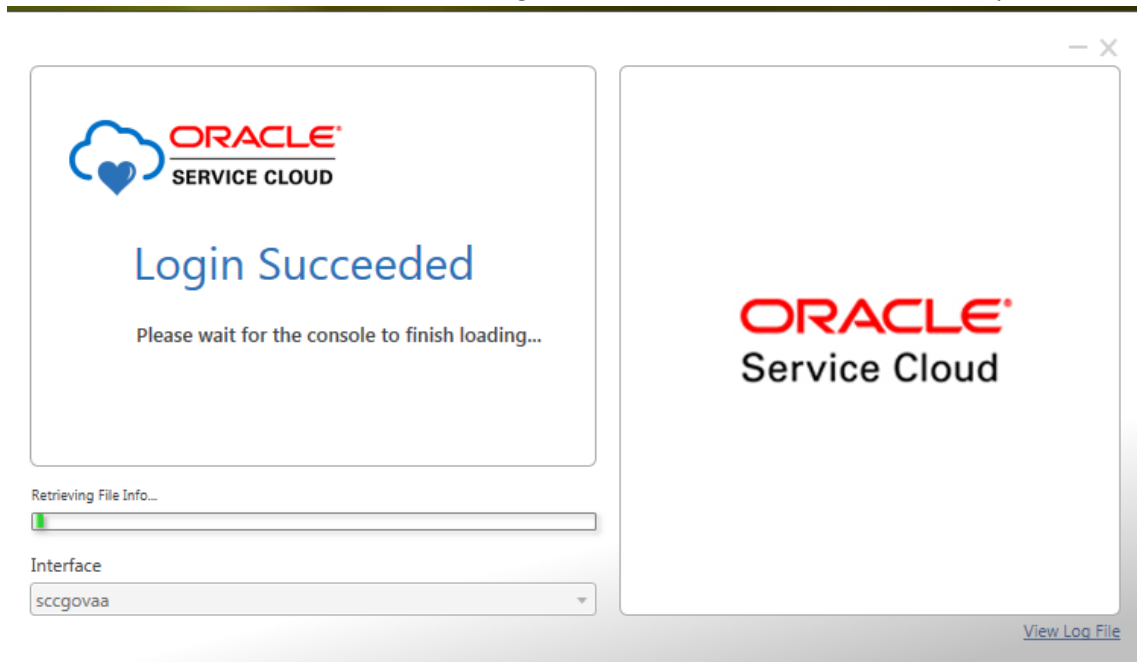
4. Wait for the following window to close



5. And enter your UserName and Password in the following window. Username is >.<First Name>.<Last Name e.g. Beverly.Sumcad. We will provide your password at the time of installation.



6. Wait for the console to load – The following screen will close and the console will open.



7. Installation is complete