

[LMS] Integrating Elevio helpdesk extension

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Elevio is a tool which enables you to bring all of your content and support right into our sidebar, your users will never have to leave your LMS again for help.

This means bringing your knowledge base, support, chat and more, all to the one place. With elevio installed your users can get all the help they need without having to go looking for it, and you can serve support more streamlined than ever before.

Create amazing knowledge base articles for your users, or sync with Zendesk, Freshdesk, Help Scout and User Voice. Users can create and manage their tickets, without leaving your site.

Integration instructions:

- 1) Go to elev.io (<https://elev.io/>) website and create an account.
- 2) After registration, click on "Do it now" button under option "Install elevio in your website"



- 3) Expand the "Installation code" tab and copy the CID number as shown below:



- 4) Login to your LMS and go to "Account & Settings" --> "Extensions". Scroll down and find elev.io integration. Paste the CID number you have copied in the above step and move the slider to 'On' position. Finally, 'Save' your settings.



Testing Instructions:

You will now see the new "HELP" menu on the right side.



You can now create knowledge base articles and enable your modules and integrations at <https://app.elev.io/>.

