



We also provide **Live Help** during our office hours from Monday – Friday, 9:00am – 6:00pm GMT+1.

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How do I get Started?

Here is a [Video](#) we made to help you getting started.

The video introduces you to TicketAlert and shows you where to begin.

After installing TicketAlert keeps saying Delayed in the menu.

Please make sure that you entered the correct url and credentials?

The url should be the host part of your helpdesk url.

So, when you manage your helpdesk from:

http://my.pretty.good/helpdesk/staff/index.php you should only enter **http://my.pretty.good/helpdesk**.

The license file for TicketAlert Professional does not register

There are email clients (mostly web clients) that rename the license file.

When the name of your file is not 'Ticketalert.license' but something like

'Ticketalert.license.xml' or anything else please rename it to 'Ticketalert.license'.

Please make sure that the extension is 'license' and not anything else like 'xml' or 'txt'.

Will TicketAlert support Kayako v4

There are no current plans to update TicketAlert to support Kayako v4.

The reason for this is that Kayako will develop their own (free) version of Kayako Desktop for Mac.

When demand is high enough we might consider to work on our own version of a Desktop version for Mac for both v3 and v4.

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