

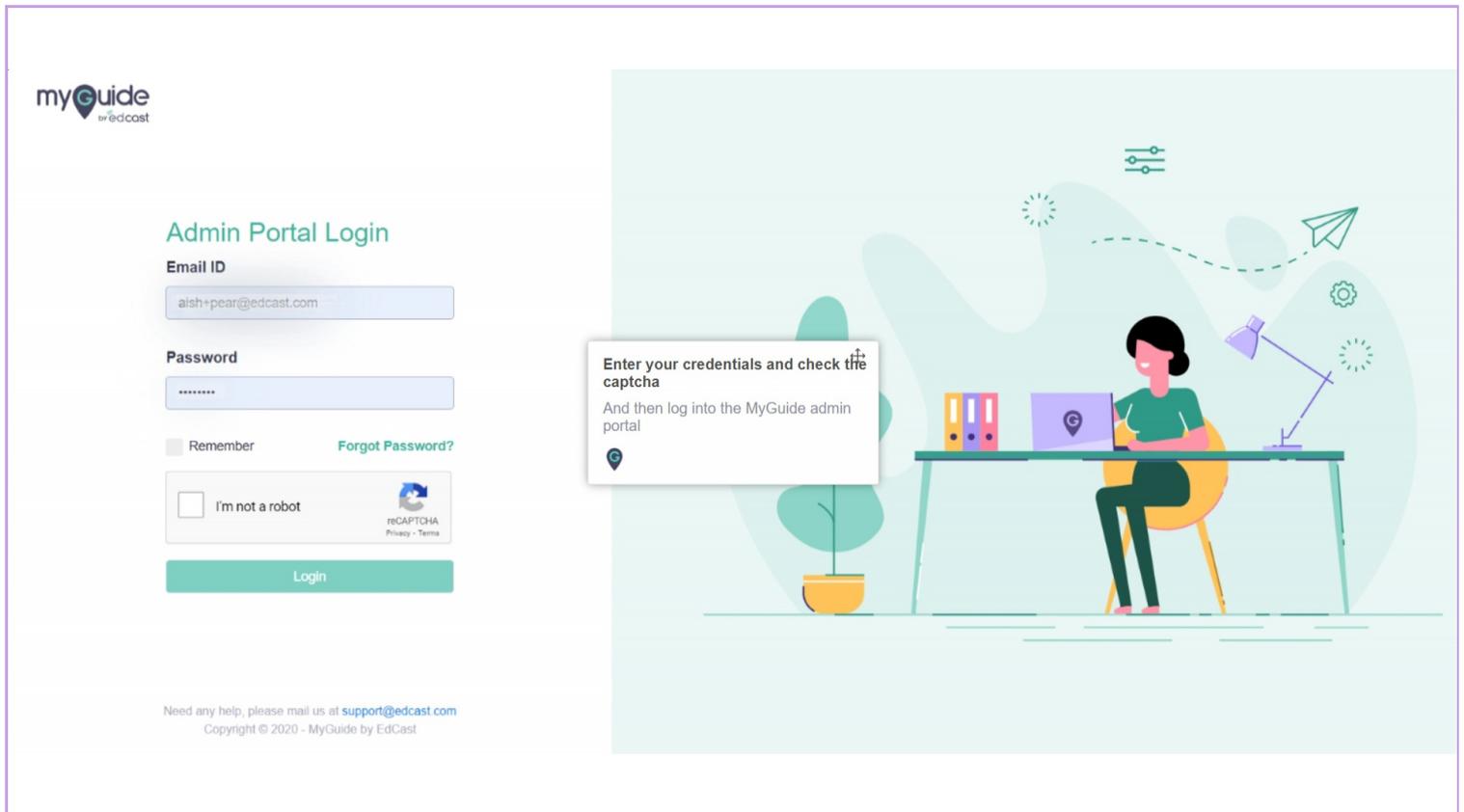


API Connector in MyGuide Admin

Step: 01

Enter your credentials and check the captcha

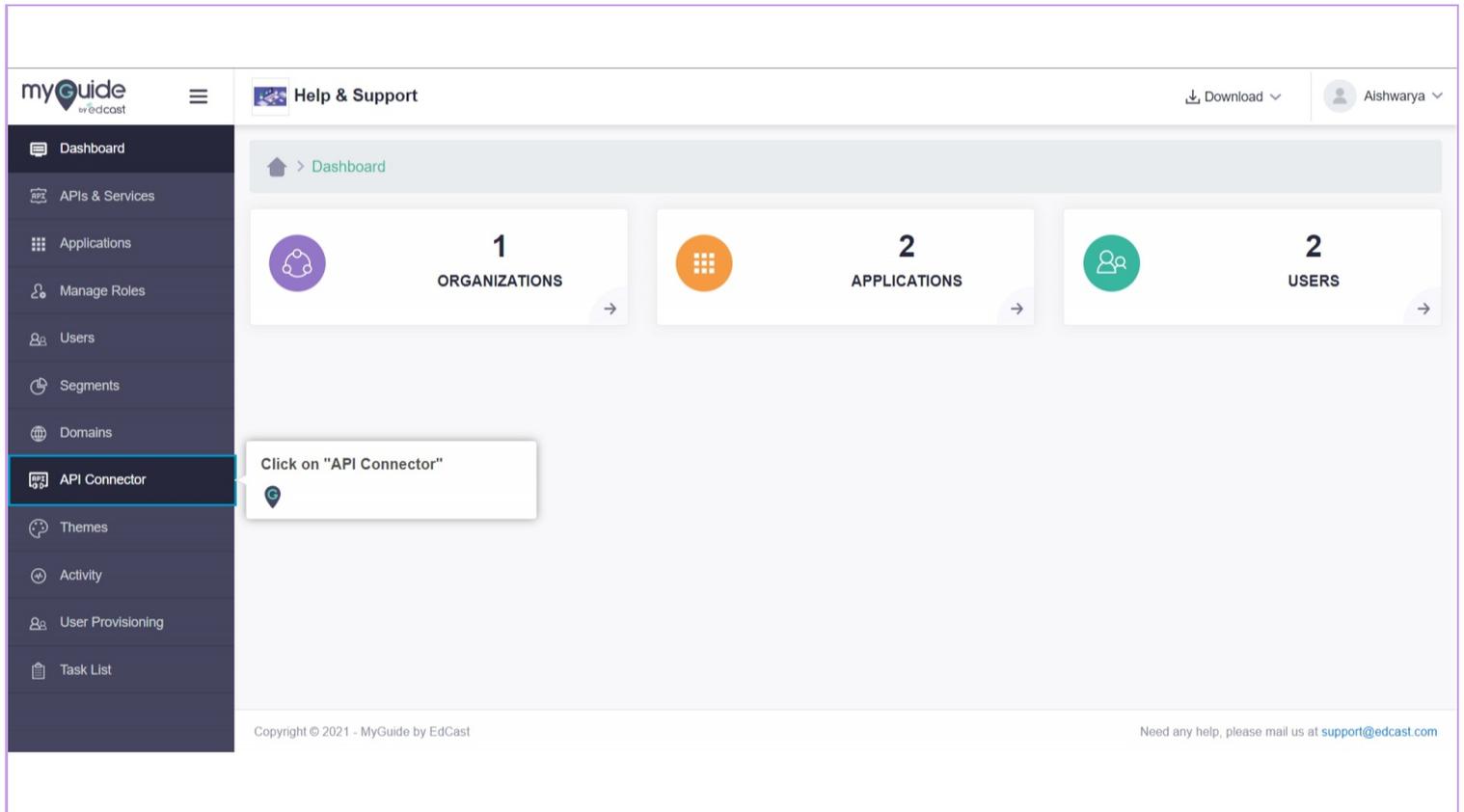
And then log into the MyGuide admin portal



The image shows a screenshot of the MyGuide Admin Portal Login page. On the left, the login form includes the MyGuide by EdCast logo, the title "Admin Portal Login", and fields for "Email ID" (containing "aish+pear@edcast.com") and "Password" (masked with dots). There are checkboxes for "Remember" and "I'm not a robot", a "Forgot Password?" link, and a reCAPTCHA widget. A green "Login" button is at the bottom. Below the form, it says "Need any help, please mail us at support@edcast.com" and "Copyright © 2020 - MyGuide by EdCast". On the right, an illustration shows a person sitting at a desk with a laptop, surrounded by icons of a paper plane, gears, and a lightbulb. A white callout box with a location pin icon contains the text: "Enter your credentials and check the captcha" and "And then log into the MyGuide admin portal".

Step: 02

Click on "API Connector"



The screenshot displays the myGuide by EdCast dashboard interface. On the left, a dark sidebar menu lists various navigation options: Dashboard, APIs & Services, Applications, Manage Roles, Users, Segments, Domains, API Connector (highlighted with a blue bar), Themes, Activity, User Provisioning, and Task List. The main content area features a top navigation bar with the myGuide logo, a hamburger menu, 'Help & Support', a 'Download' button, and a user profile for 'Aishwarya'. Below the navigation bar, a breadcrumb trail shows 'Dashboard'. Three summary cards are visible: '1 ORGANIZATIONS', '2 APPLICATIONS', and '2 USERS'. A callout box with a location pin icon points to the 'API Connector' menu item, containing the text 'Click on "API Connector"'. The footer includes the copyright notice 'Copyright © 2021 - MyGuide by EdCast' and a support email address 'support@edcast.com'.

Step: 03

Click on "Add Connector"

The screenshot displays the myGuide by EdCast interface. On the left is a dark sidebar with navigation items: Dashboard, APIs & Services, Applications, Manage Roles, Users, Segments, Domains, API Connector (highlighted), Themes, Activity, User Provisioning, and Task List. The top header includes the myGuide by edcast logo, a hamburger menu, 'Help & Support', a 'Download' dropdown, and a user profile for 'Aishwarya'. The main content area shows a breadcrumb for 'API Connectors' and a table with columns: API Name, Sync Completed, Modification Date, and Actions. The table is currently empty, displaying 'No Data Found'. A green 'Add Connector' button is visible in the top right of the table area. A callout box with a location pin icon points to this button, containing the text 'Click on "Add Connector"'. At the bottom of the page, there is a copyright notice 'Copyright © 2021 - MyGuide by EdCast' and a support email 'support@edcast.com'.

Step: 04

Select type as "Zendesk"

The screenshot displays the 'myGuide by edcast' interface. The main content area is titled 'Help & Support' and shows the 'API Connectors > Add' page. A 'Type' dropdown menu is open, with 'Zendesk' selected. A confirmation dialog box is displayed over the dropdown, asking to 'Select type as "Zendesk"'. The 'Application' dropdown is also visible, with 'Select' chosen and a red error message 'Application is required' below it. The interface includes a sidebar with navigation options like Dashboard, APIs & Services, Applications, Manage Roles, Users, Segments, Domains, API Connector, Themes, Activity, User Provisioning, and Task List. The footer contains copyright information and a support email address.

Step: 05

Fill all the details required

- 1) API Endpoint is your Zendesk domain
- 2) Email Address is the ID you have logged in with
- 3) Token is the string you had copied previously from Zendesk API settings
- 4) You can choose the Application where you want the guides to appear and provide a name for the Folder

The screenshot displays the 'API Connector' configuration page in the myGuide by EdCast system. The page is titled 'Help & Support' and shows a breadcrumb trail: Home > API Connectors > Add. The form contains the following fields:

- Type:** A dropdown menu with 'Zendesk' selected.
- API Endpoint:** A text input field containing 'API Endpoint'.
- Email Address:** A text input field containing 'Email Address'.
- Token:** A text input field containing 'Token'.
- Application:** A dropdown menu with 'Select' chosen. A red error message below it reads 'Application is required'.
- Folder:** A text input field containing 'Folder'. A red error message below it reads 'This field is mandatory'.

At the bottom of the form are 'Cancel' and 'Save' buttons. A modal window titled 'Fill all the details required' is overlaid on the right side of the form, containing the following instructions:

- API Endpoint is your Zendesk domain
- Email Address is the ID you have logged in with
- Token is the string you had copied previously from Zendesk API settings
- You can choose the Application where you want the guides to appear and provide a name for the Folder

The footer of the page includes 'Copyright © 2021 - MyGuide by EdCast' and 'Need any help, please mail us at support@edcast.com'.

Step: 06

Click on "Save"

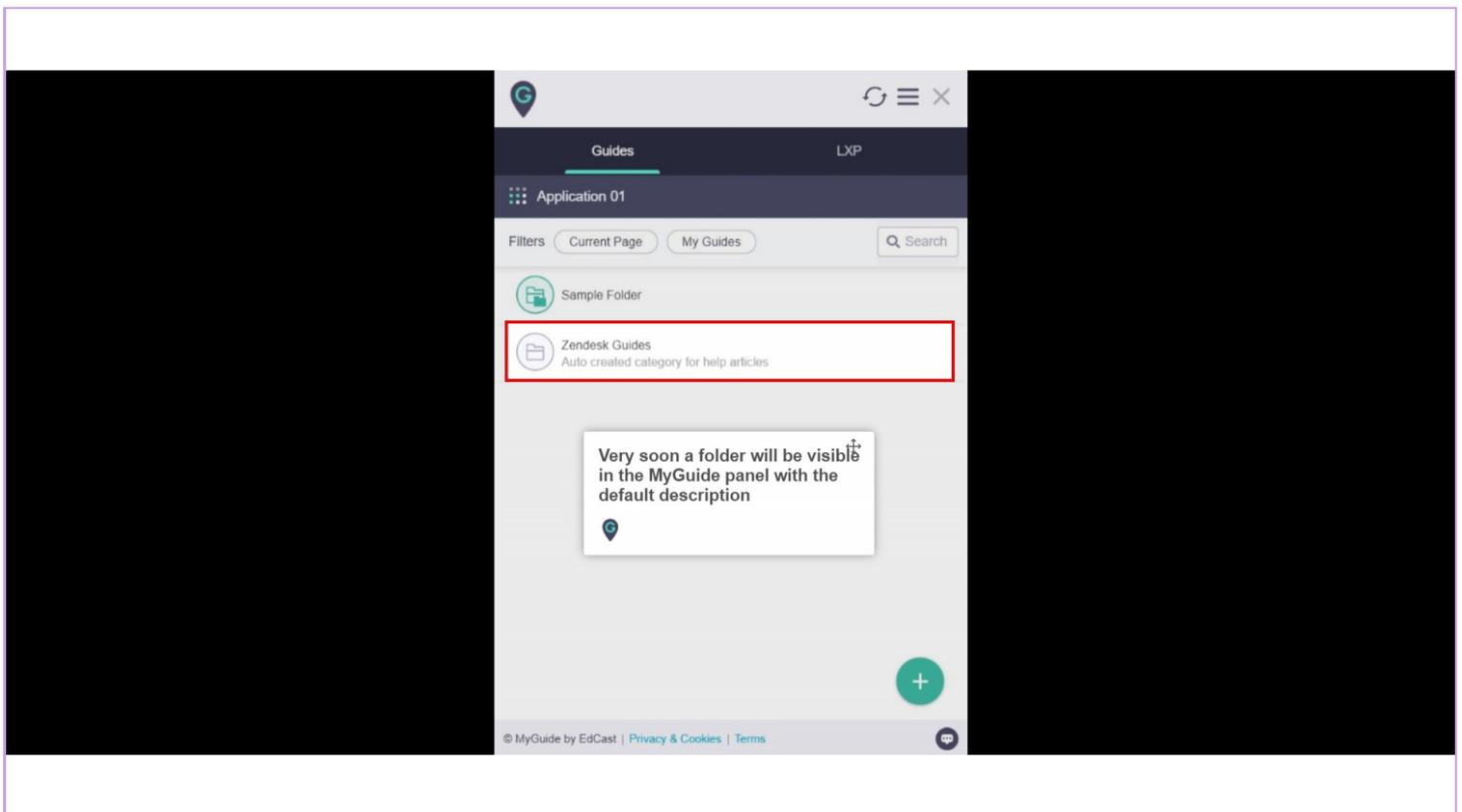
The screenshot displays the 'myGuide by edcast' interface. The top navigation bar includes the logo, a menu icon, 'Help & Support', a 'Download' button, and a user profile for 'Aishwarya'. The left sidebar lists various system components, with 'API Connector' highlighted. The main content area shows the 'Add' configuration page for an API connector. The form contains the following fields:

- Type:** A dropdown menu set to 'Zendesk'.
- API Endpoint:** A text input field containing 'https://edcast8890.zendesk.com'.
- Email Address:** A text input field containing 'aishwaryak+zendesk1@edcast.'.
- Token:** A text input field containing 'A5zfg9xzzaEAUQZK8xr4z36Ok'.
- Application:** A dropdown menu set to 'Home'.
- Folder:** A text input field containing 'Zendesk Guides'.

At the bottom of the form are two buttons: 'Cancel' and 'Save'. A callout box with a pointer icon points to the 'Save' button, containing the text 'Click on "Save"'. The footer of the page includes the copyright notice 'Copyright © 2021 - MyGuide by EdCast' and a support email address 'support@edcast.com'.

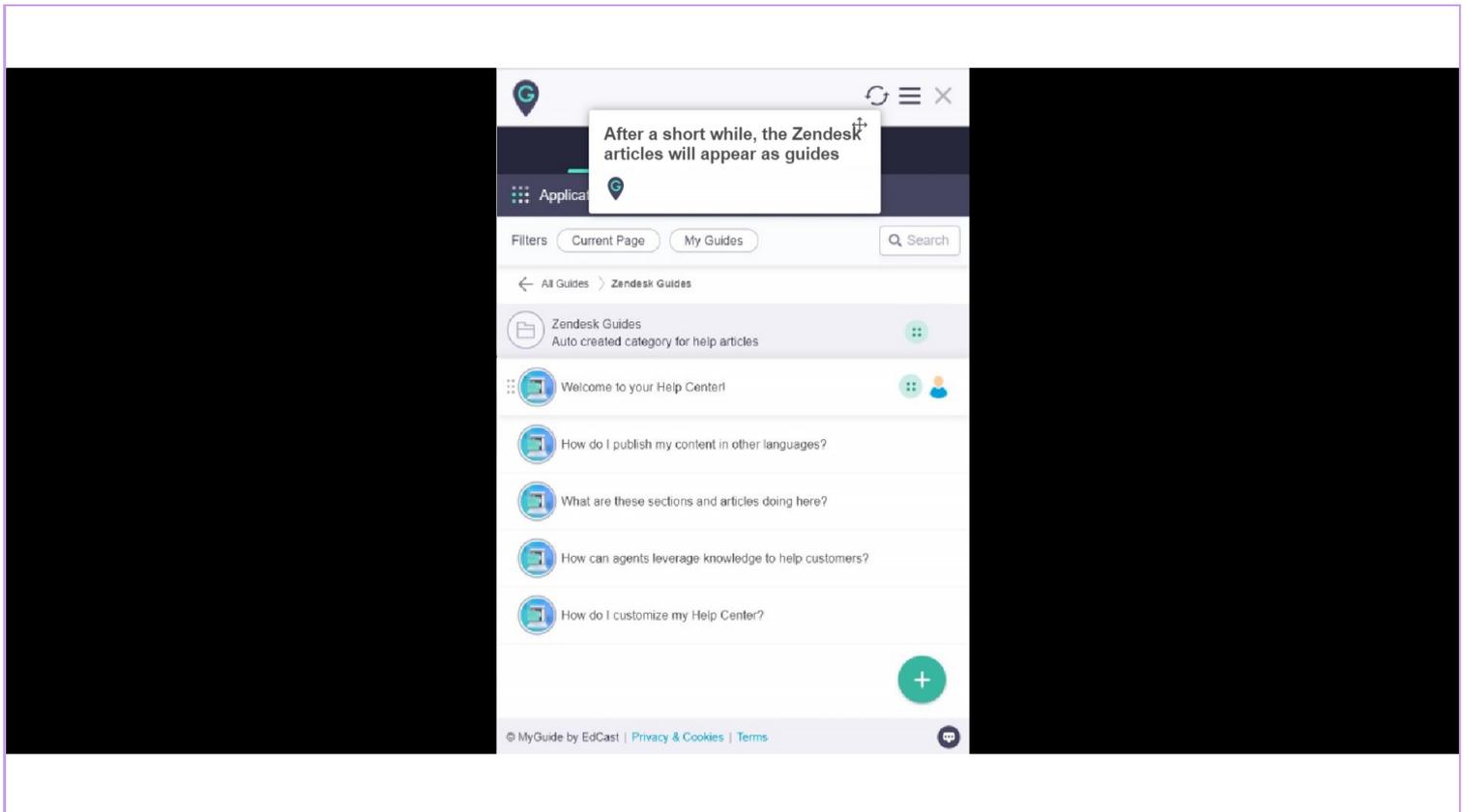
Step: 07

Very soon a folder will be visible in the MyGuide panel with the default description



Step: 08

After a short while, the Zendesk articles will appear as guides



Step: 09

To learn more about the Zendesk Connector by MyGuide, visit [here](#).

The screenshot displays the MyGuide by EdCast interface. The top navigation bar includes the MyGuide logo, a menu icon, 'Help & Support', a 'Download' dropdown, and a user profile for 'Aishwarya'. The left sidebar lists various system components, with 'API Connector' highlighted. The main content area shows the 'API Connectors' page with an 'Add Connector' button and a table of existing connectors.

API Name	Modification Date	Actions
Zendesk	Sat, Feb 13, 2021	 

Callout Box: To learn more about the Zendesk Connector by MyGuide, visit [here](#).

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Thank you

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