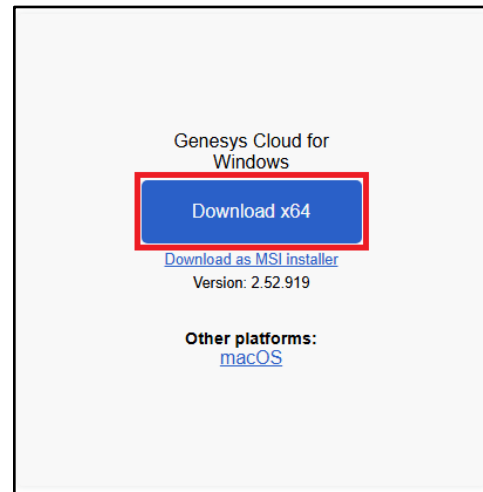
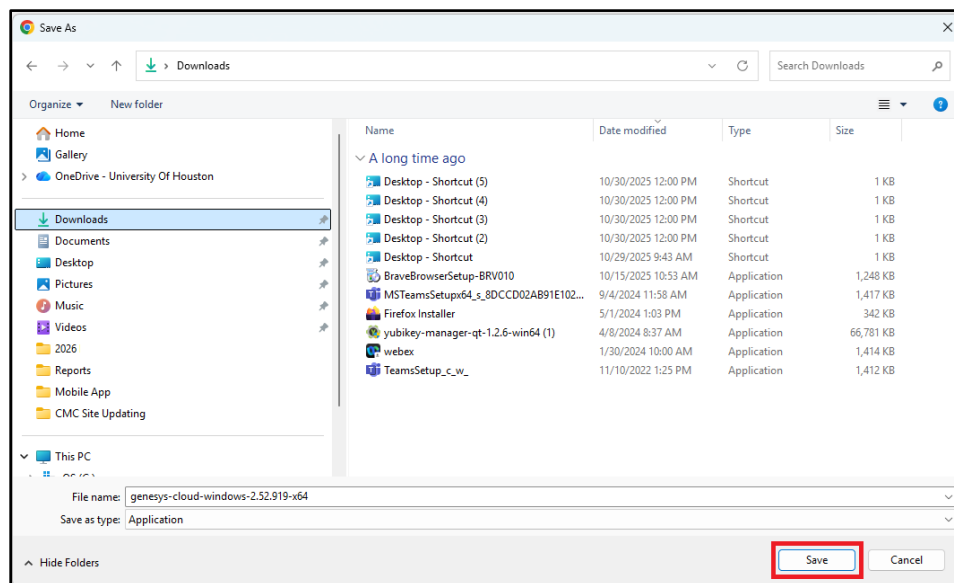


Installing the Genesys Application on your Desktop

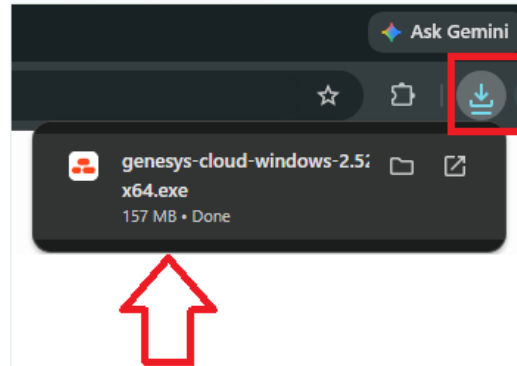
1. Go here: <https://apps.mypurecloud.com/directory-windows/>
2. Click **Download x64**.



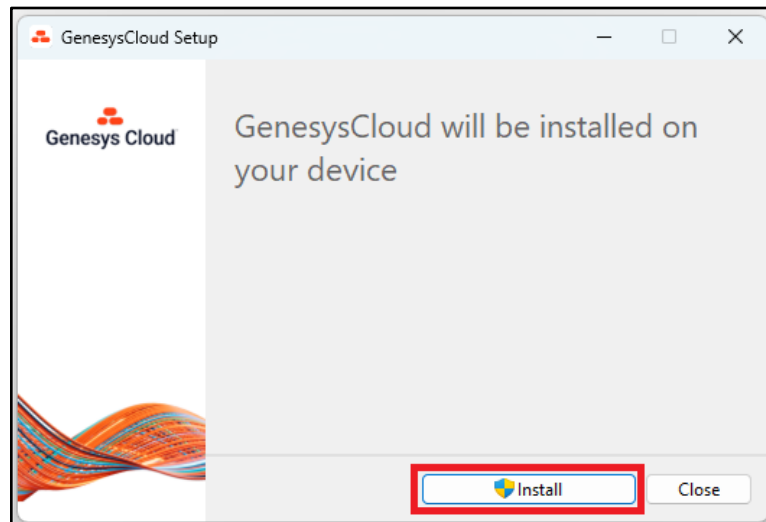
3. Browse and look for the **location** to save the file.
4. Click **Save**.



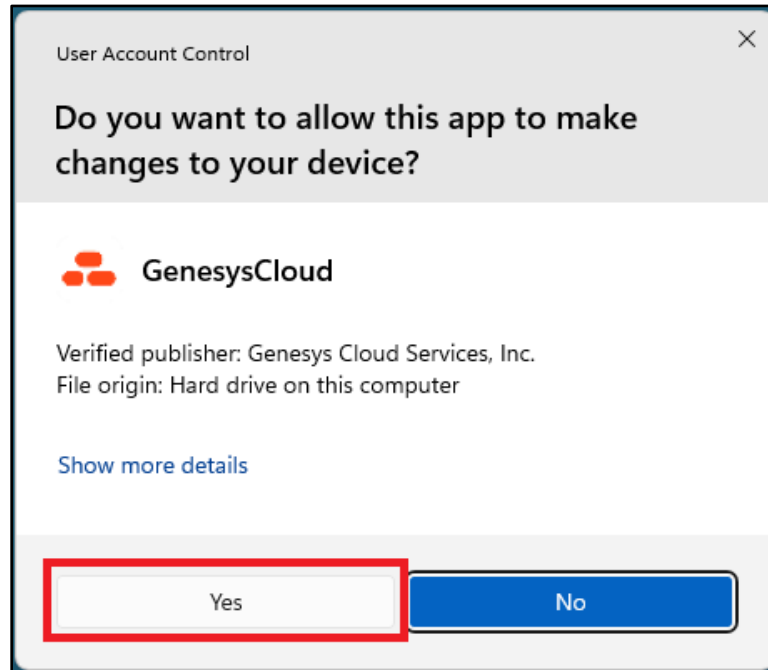
5. Click the **Download** arrow.
6. Click the **file**.



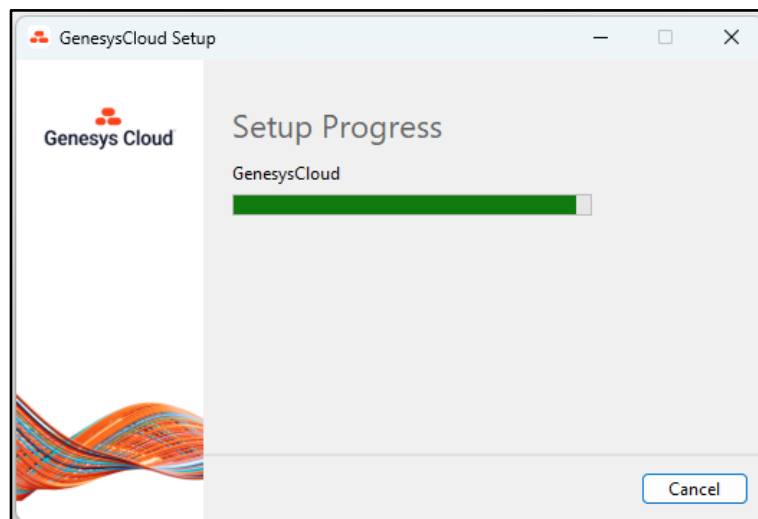
7. Click **Install**.



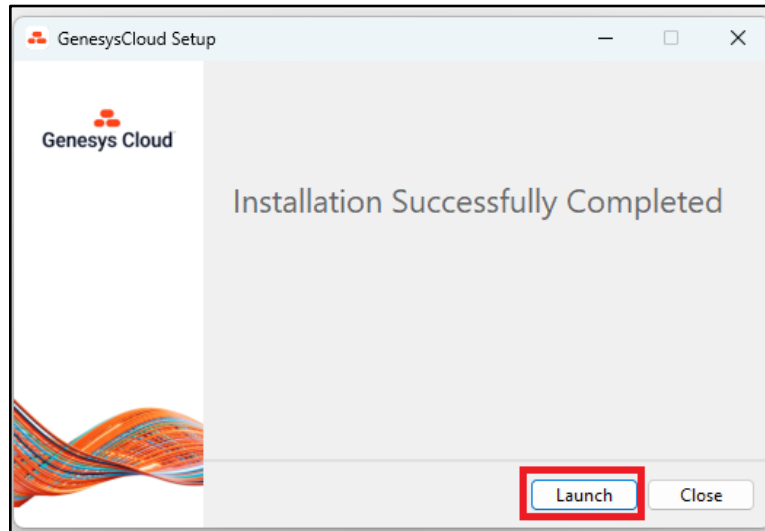
8. Click **Yes**.



Note: Genesys is being installed. Please wait until the installation is complete.

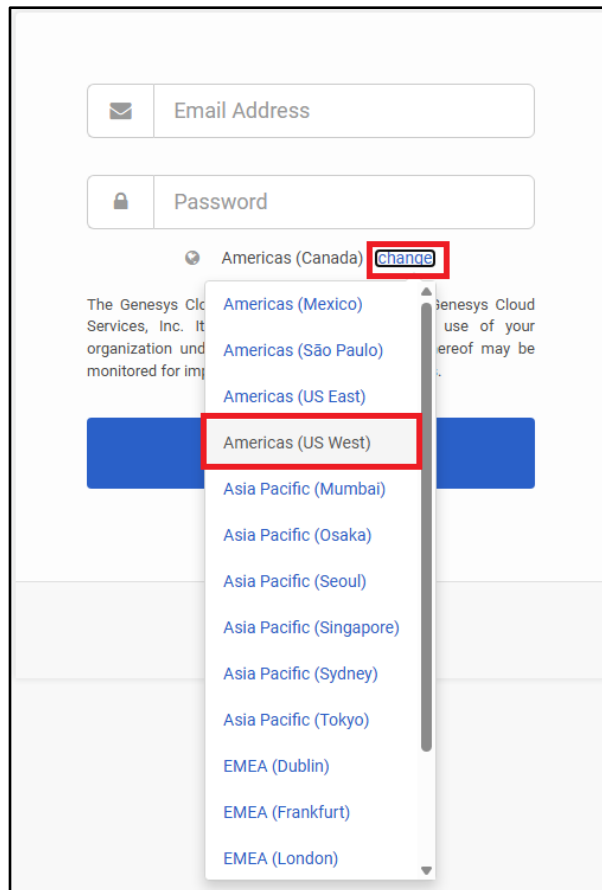


9. Click **Launch**.

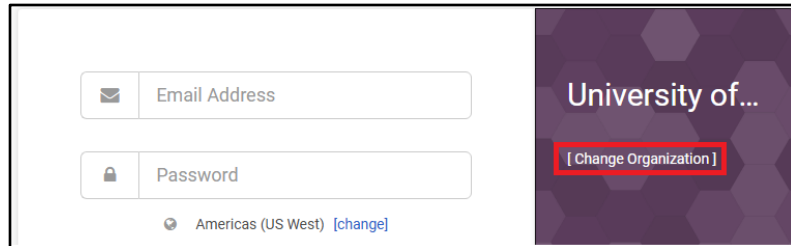


10. Click **change**.

11. Select **America (US West)**.



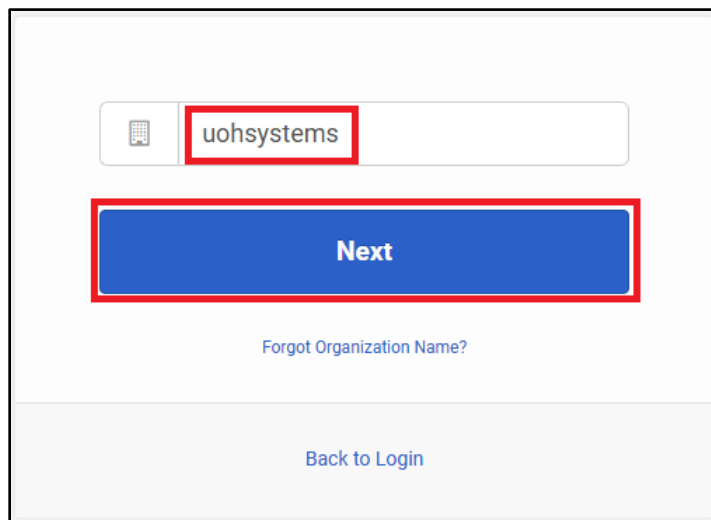
12. Click **Change Organization**.



The screenshot shows the University of Houston login interface. On the left, there are input fields for 'Email Address' and 'Password', and a dropdown menu currently set to 'Americas (US West)' with a '[change]' link. On the right, a purple sidebar contains the text 'University of...' and a red-outlined button labeled '[Change Organization]'.

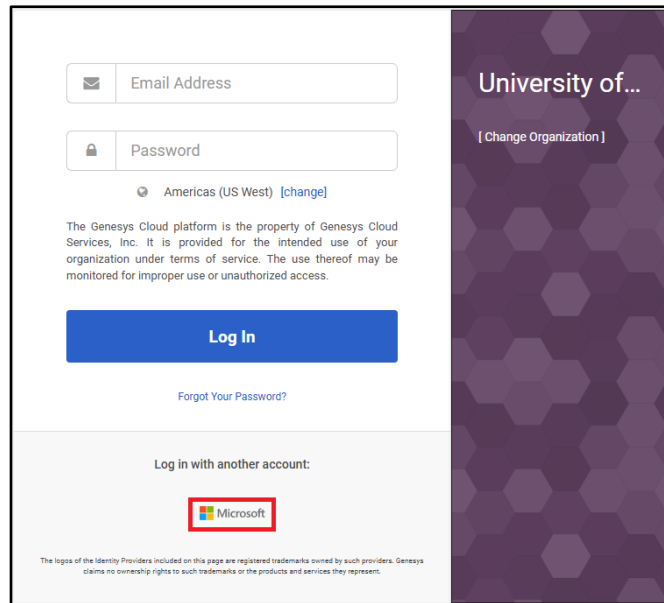
13. Enter **uohsystems**.

14. Click **Next**.



The screenshot shows the organization selection page. A text input field contains 'uohsystems' and is highlighted with a red border. Below it, a large blue button labeled 'Next' is also highlighted with a red border. At the bottom, there are links for 'Forgot Organization Name?' and 'Back to Login'.

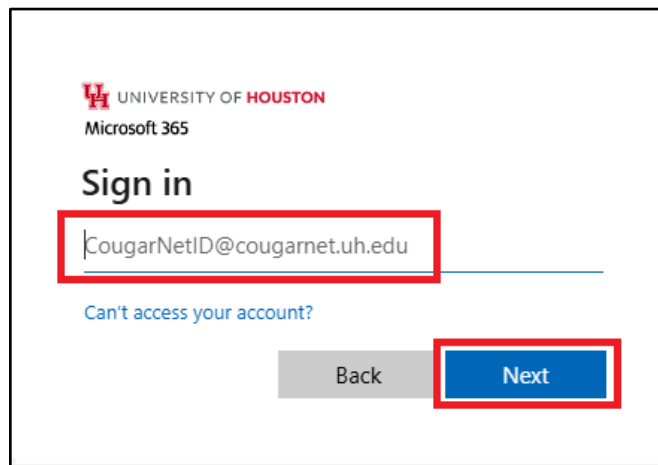
15. Click the **Microsoft** icon.



The screenshot shows the University of Houston login page. It features a white login form on the left and a purple patterned sidebar on the right. The form includes fields for 'Email Address' and 'Password', a 'Log In' button, and a link for 'Forgot Your Password?'. Below these is a section for 'Log in with another account:' which contains a Microsoft icon highlighted with a red box. The sidebar displays 'University of...' and a '[Change Organization]' link. A disclaimer about Genesys Cloud platform usage is also present.

16. Enter your **Microsoft 365** email address.

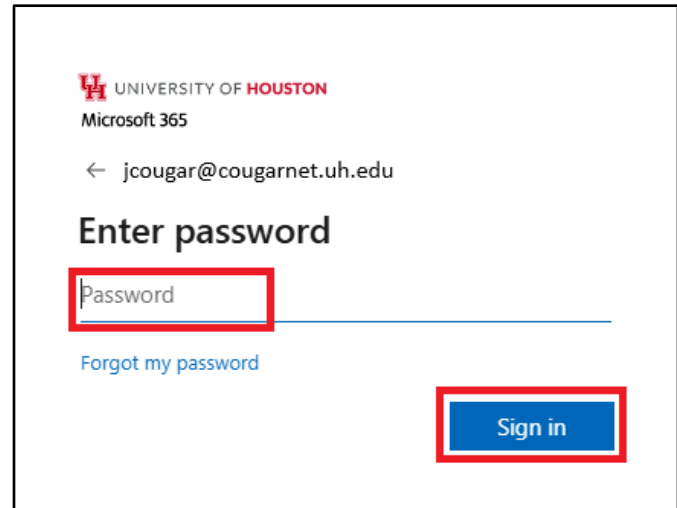
17. Click **Next**.



The screenshot shows the Microsoft 365 sign-in page for the University of Houston. It features the University of Houston logo and 'Microsoft 365' text. The main heading is 'Sign in'. Below it is a text input field containing the email address 'CougarNetID@cougar.net.uh.edu', which is highlighted with a red box. Below the input field is a link for 'Can't access your account?'. At the bottom are two buttons: a grey 'Back' button and a blue 'Next' button, with the 'Next' button highlighted by a red box.

18. Enter your **CougarNet** password.

19. Click **Sign in**.



20. Enter this number in the **Microsoft Authenticator** app.

21. Tap **Done**.

