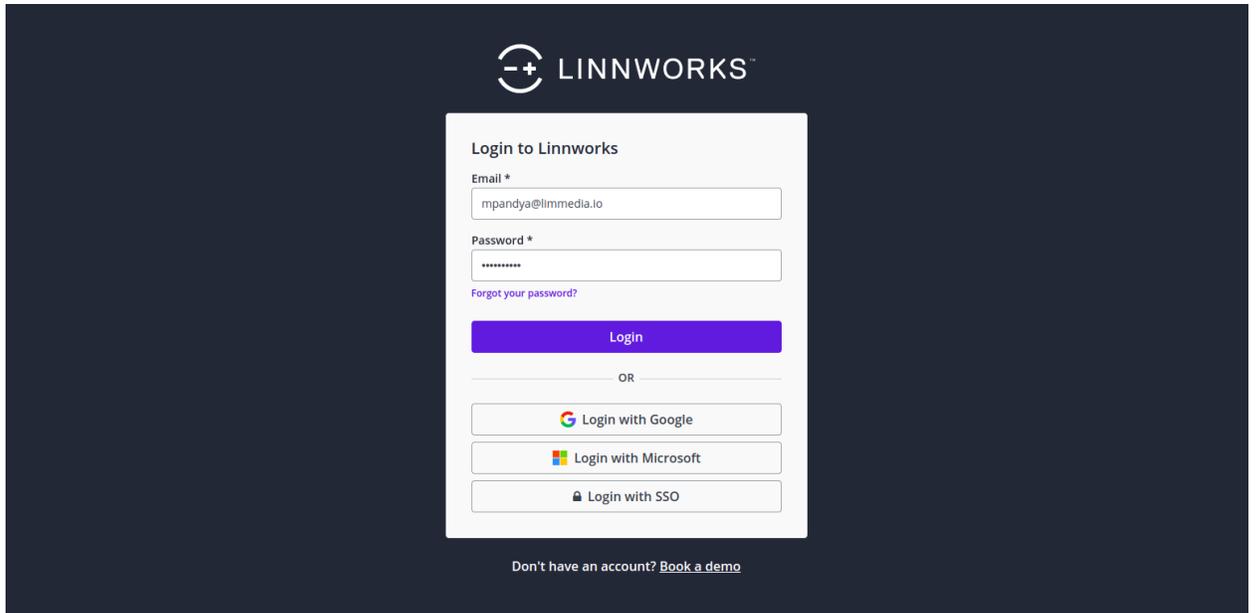


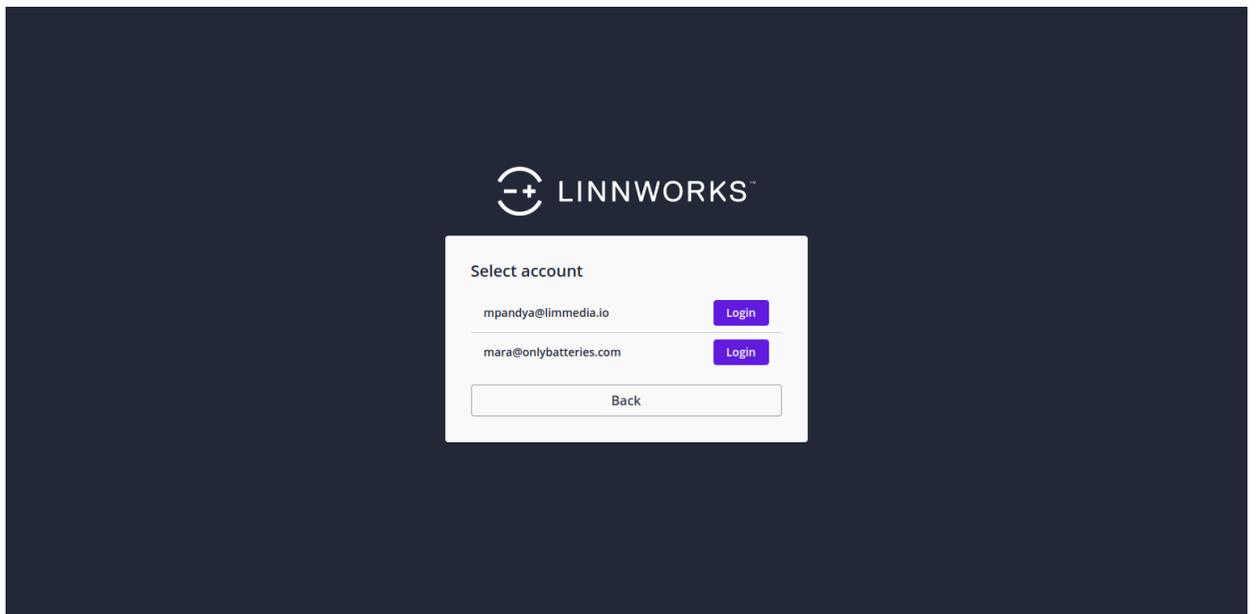
## Linnwork Gorgias Integration

1. Need to visit the website first: <https://www.linnworks.net/>
2. Please fill out the login form as below:

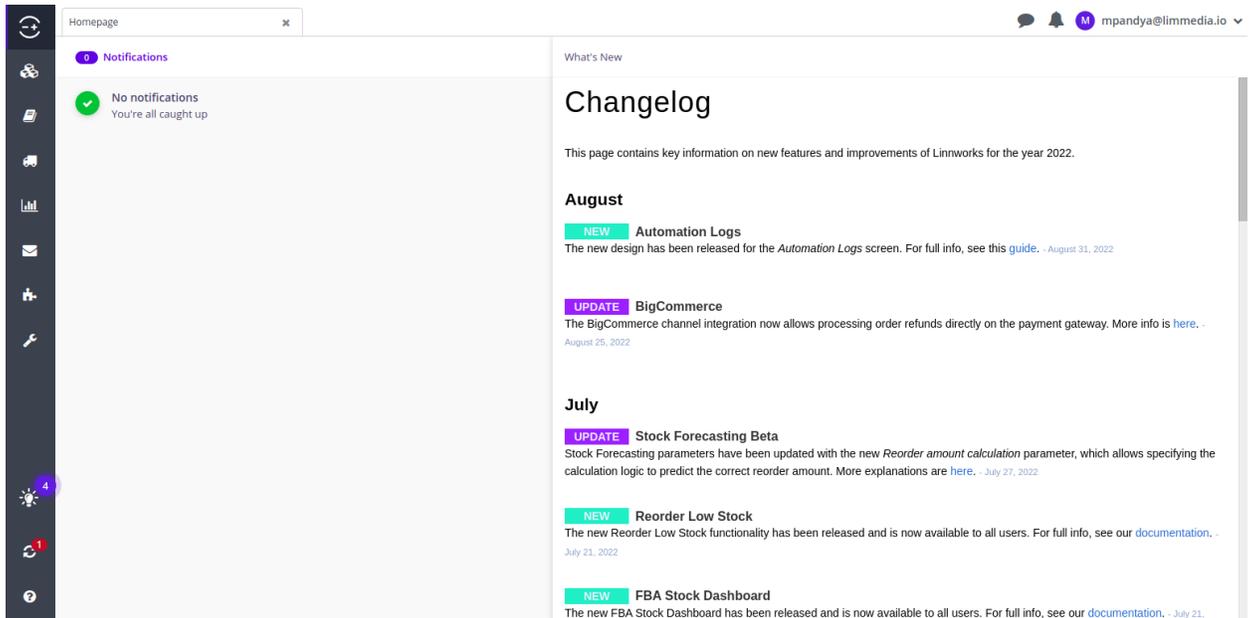


Don't have an account? [Book a demo](#)

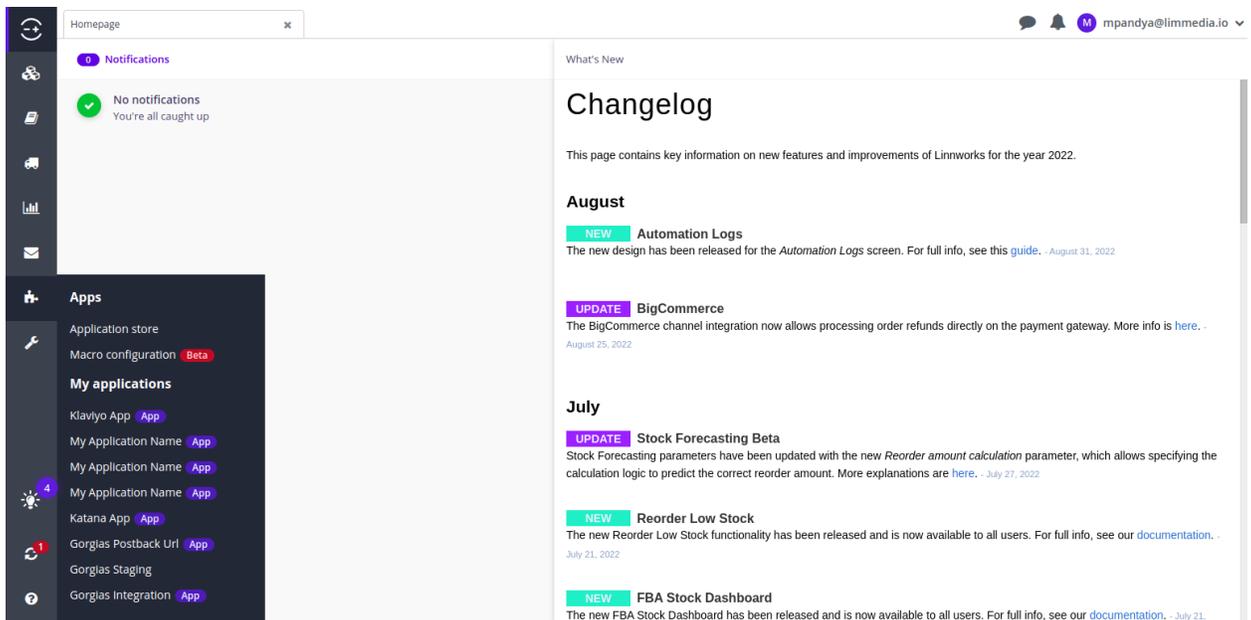
3. Once filled, click on the login button. If your credentials are right, you will be redirected to the select account feature if you have multiple accounts else you will be redirected to linnwork homepage.



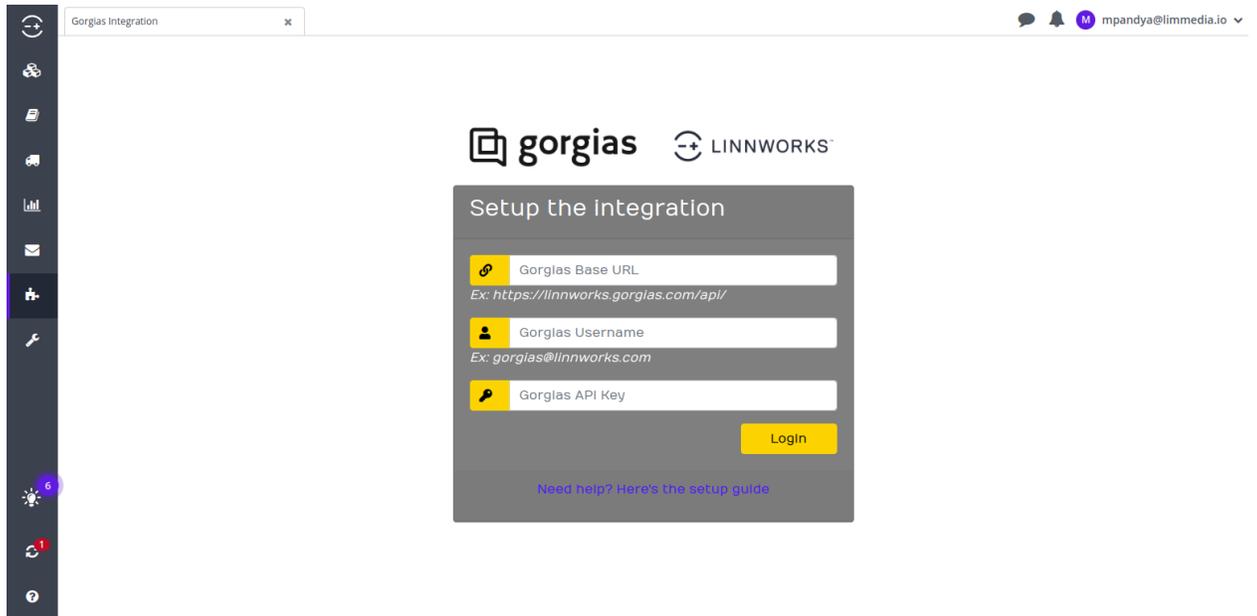
4. Once you click on the login button.



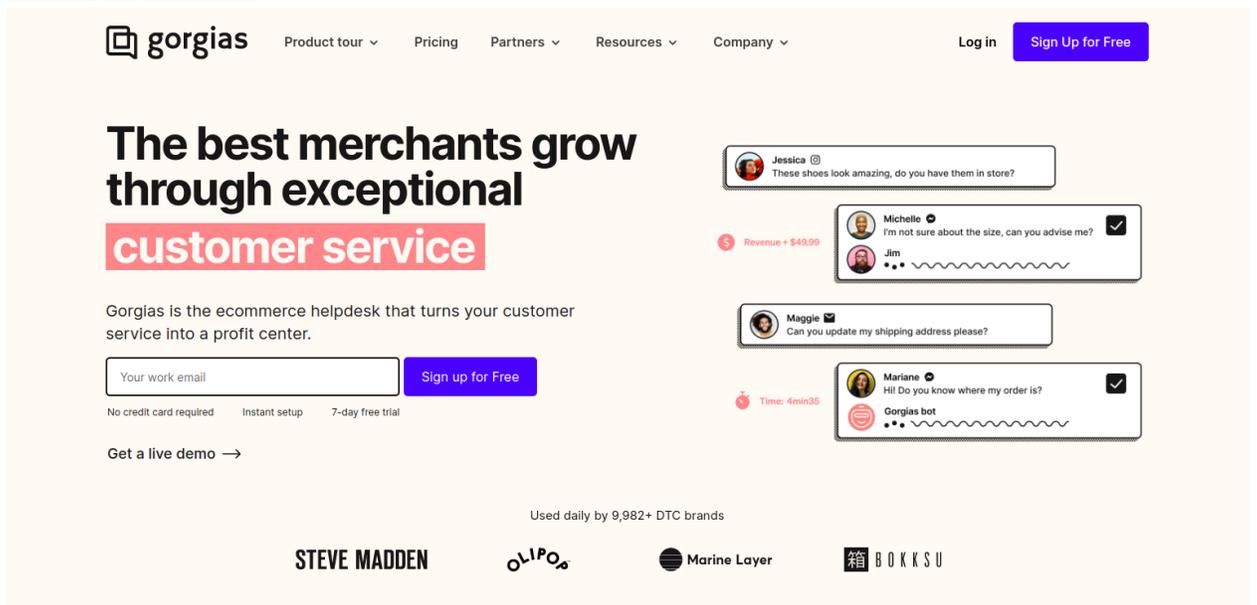
5. Click on the app icon from the left menu options.



- Click on the Gorgias Integration link.



- To fill in all the details you need to get that from gorgias websites. Please visit the <https://gorgias.com/>



- Click on the login button and fill in the details.

The image shows two parts of the Gorgias interface. On the left is the login page for 'lheimindustries.gorgias.com'. It features the Gorgias logo, a 'Welcome back!' message, a text input field for the URL (pre-filled with 'lheimindustries.gorgias.com'), and a 'Login' button. Below the button, there is a note: 'If you don't remember your Gorgias subdomain, please reach out at [support@gorgias.com](mailto:support@gorgias.com).' On the right is a 'What's new in Gorgias?' section with a dark blue background. It lists several updates: 'Updated self-service statistics page' (dated September 1, 2022), 'New Macro actions: CC, Internal Notes' (dated August 24, 2022), 'When relevant, we're de editor to macro search!' (dated August 24, 2022), and 'Macros: Review, edit and apply actions before the message is sent' (dated August 24, 2022). A white tooltip is visible over the second update, showing a user profile for 'Gleb' and a message: 'We help Shopify merchants like Timbuk2 and Death Wish Coffee provide high-quality customer support. Are you looking for a help desk by any chance? 😊'. The tooltip is powered by Gorgias and has a 'Click to reply' link. A close button (X) is in the bottom right corner of the update feed.

- Click on the login button. You will see the login form. Please fill the details and hit the login button.

The image shows the login form for 'Lheimindustries'. At the top is the Gorgias logo. The form is titled 'Login to Lheimindustries' and offers two options: 'Continue with Google' and 'Continue with Microsoft 365'. Below these is an 'OR' separator. The form then asks for 'Email address' (pre-filled with 'salam@limmedia.io') and 'Password' (masked with dots). A blue 'Login' button is at the bottom of the form, with a 'Forgot password?' link below it. At the very bottom of the page, there is a link: 'Need to get your company started with Gorgias? [Create a new helpdesk](#)'. A blue circular button with three dots is in the bottom right corner.

10. If your credentials are valid you will be redirected to the dashboard.

Tickets Home

Hey there, welcome back! Your Support Performance Score: 1/5

Recommended next steps

- Create Quick Response Flows** Automation  
Add flows to convert shoppers and automate "Where is my order?" and pre-sales questions. Make sure you add your top FAQs.
- Turn on Automation Rules** Automation  
Add rules that target and automate tickets without needing to create and edit rule logic.
- Set up your Chat Widget**  
Engage with customers in real time, or let them check their own orders with self-service flows.
- Add all your e-commerce apps**  
Pull more customer information and perform actions without leaving Gorgias. Handle Reviews, SMS Marketing, Shipping, Returns, and more.

Need help?  
Book a free one-on-one consultation call with our team.  
[Book a Call](#)

Get more out of Gorgias  
Take part in Gorgias Academy for tips, certifications, resources, and more.  
[Start learning](#)

11. Now click on the three dots on the left top side after Tickets. Then after please click on the Settings.

Tickets Home

Hey there, welcome back! Your Support Performance Score: 1/5

Recommended next steps

- Create Quick Response Flows** Automation  
Add flows to convert shoppers and automate "Where is my order?" and pre-sales questions. Make sure you add your top FAQs.
- Turn on Automation Rules** Automation  
Add rules that target and automate tickets without needing to create and edit rule logic.
- Set up your Chat Widget**  
Engage with customers in real time, or let them check their own orders with self-service flows.
- Add all your e-commerce apps**  
Pull more customer information and perform actions without leaving Gorgias. Handle Reviews, SMS Marketing, Shipping, Returns, and more.

Need help?  
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[Book a Call](#)

Get more out of Gorgias  
Take part in Gorgias Academy for tips, certifications, resources, and more.  
[Start learning](#)

12. After that, you will see the profile, on the left menu under the You

Settings

REST API

We use HTTP basic authentication to authenticate API requests. Below are the parameters you will need to access our API. For more details, please consult our [Developer Documentation](#).

**API Access & Credentials**

Base API URL  
 [Copy](#)

Username (your email address)  
 [Copy](#)

Password (API Key)  
 [Reset](#) [Copy](#)

**Postman collection**

You can also import our [Postman](#) collection below to quickly connect and use our REST API.

[Run in Postman](#)

**Developer newsletter**

If you're using our API, we highly encourage you to subscribe to our developer newsletter. It contains updates about **upcoming changes and breaking changes to the API**, new features and integrations.

[Subscribe](#)

Shah Alam

tab click on the REST API. Here you will get the details to login from linnwork.  
13. Copy all details from here and paste one by one in the linnwork form field.

Gorgias Integration

mpandya@limmedia.io

**gorgias** LINNWORKS

Setup the integration

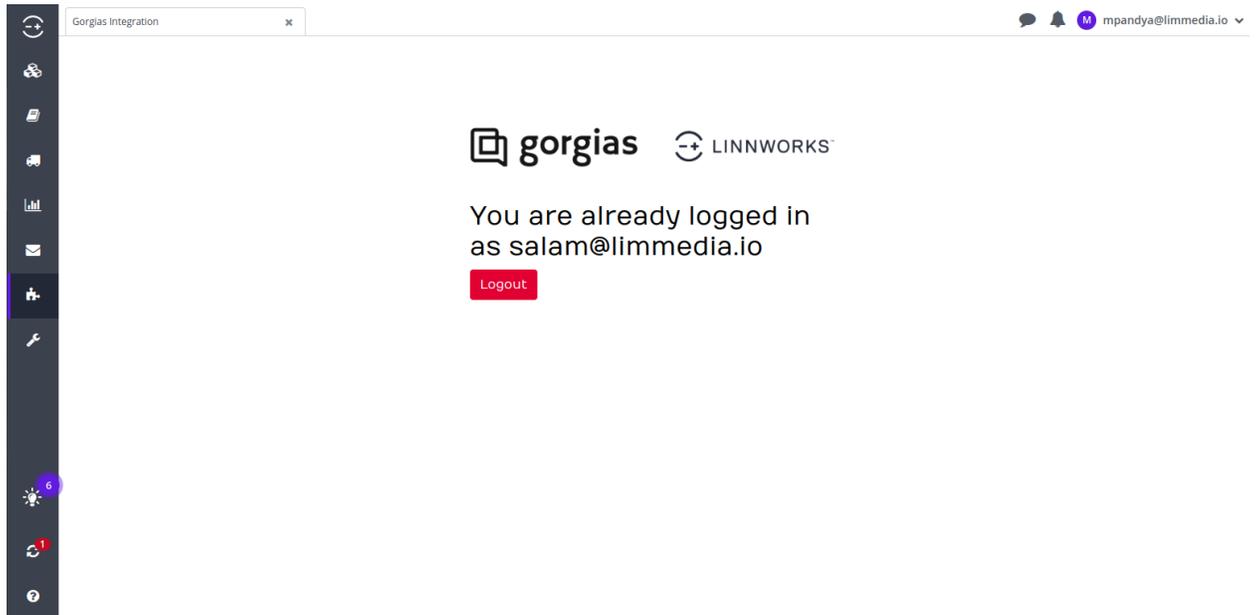
Ex: https://linnworks.gorgias.com/api/

Ex: gorgias@linnworks.com

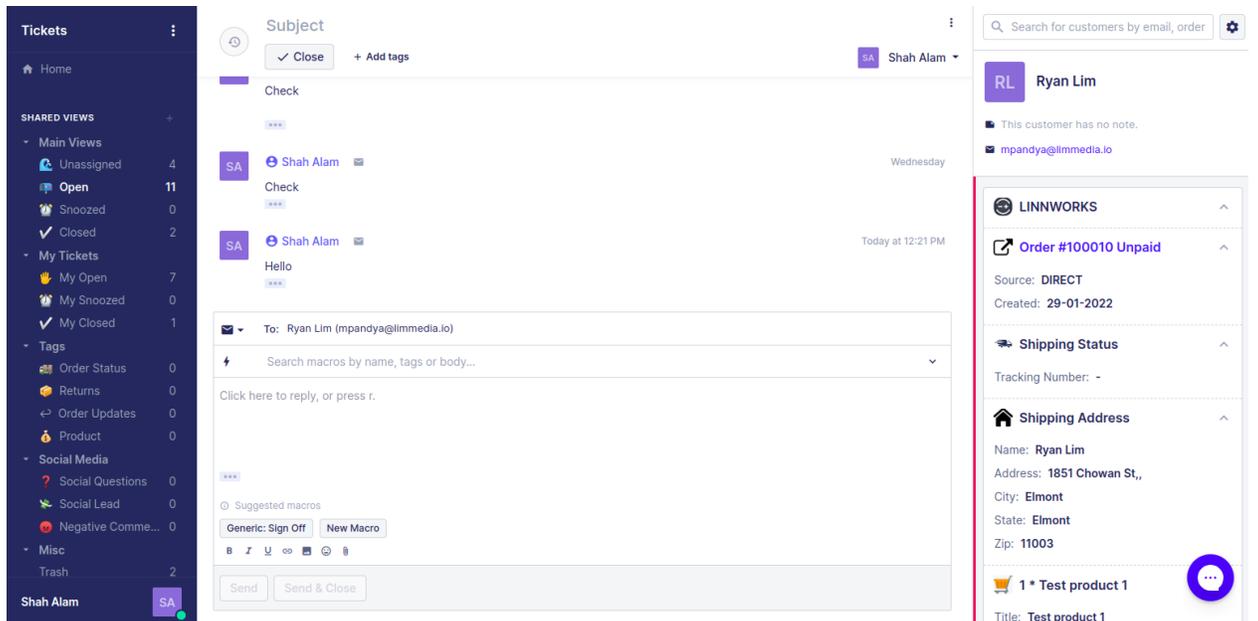
[Login](#)

[Need help? Here's the setup guide](#)

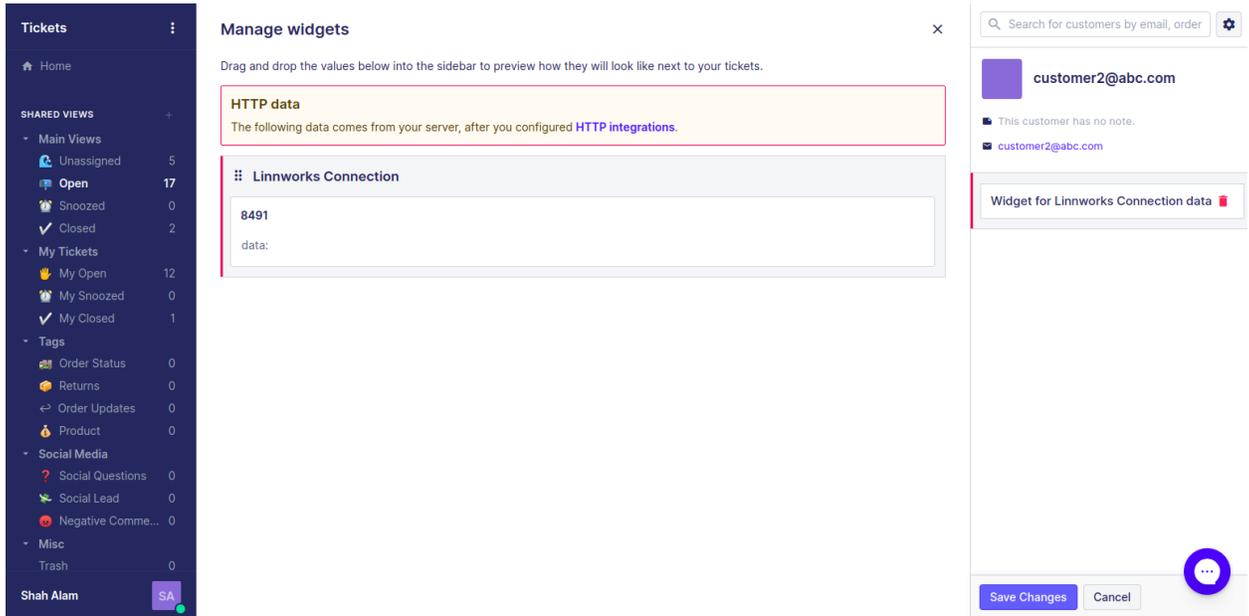
14. Once you hit the login button, if all details are valid you will see the following screen. If you want to logout from the current user session. You can click on Logout and will be redirected to the login screen.



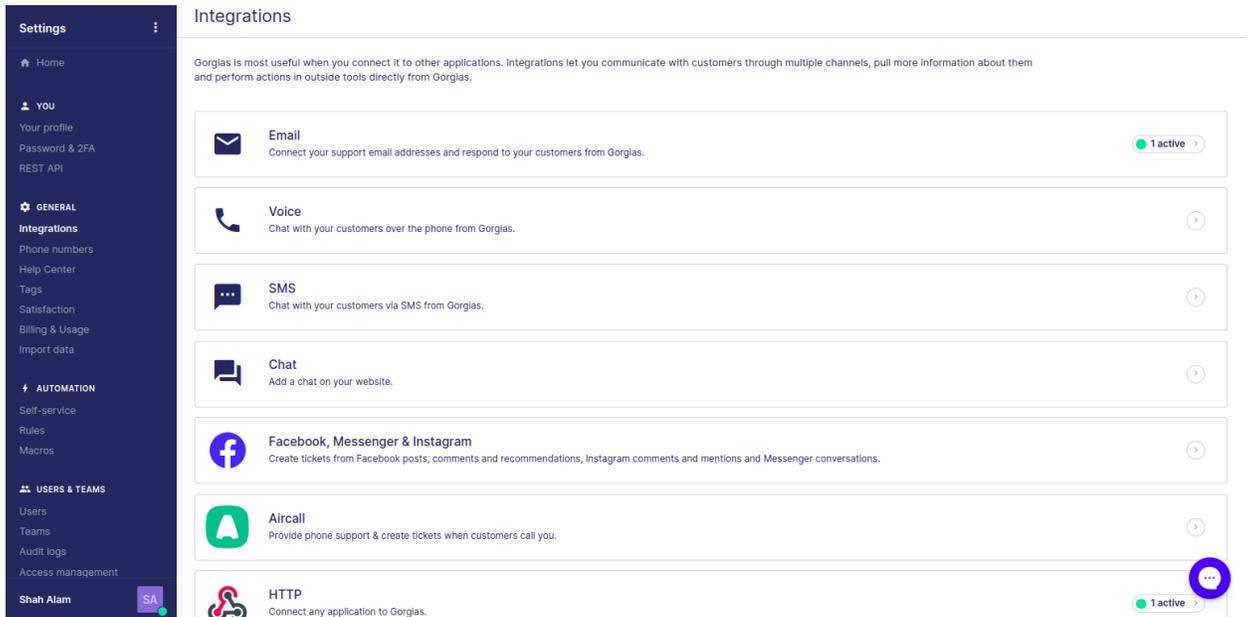
15. Now Please come back to gorgias website and click any open ticket and update the message. After that please reload the current window. You will see the widget on the right side including all details from linnwork.



16. If you want to delete our widget, please click on the setting icon which is in the top right corner and click on the delete icon after that save the changes & widget will be deleted.



17. If you want to delete our integration, please click on the three dots on the left top side after Tickets. Then after please click on the Settings. Now under the general tab click on the integration.



18. Please click on the HTTP and you will see our Linnwork Integration click on it, then after you will see the delete option on the bottom right corner. Your integration will be deleted.

The screenshot shows a settings dashboard with a dark sidebar on the left and a main content area on the right. The sidebar contains sections for 'YOU', 'GENERAL', 'INTEGRATIONS', 'AUTOMATION', and 'USERS & TEAMS'. The 'INTEGRATIONS' section is active, showing 'Integrations > HTTP > Linnworks Connection'. The main content area has tabs for 'Settings' and 'Logs'. Below the tabs, there is a heading 'Add the details about the HTTP integration you want to add below. If you need help, you can check our docs or contact us.' The form includes fields for 'Integration name' (Linnworks Connection), 'Description' (Linnwork Connection), and 'Triggers' (Ticket created, Ticket updated, Ticket message created). The 'URL' field contains 'https://linwork-gorgias.lheilindustries.com/api/orders?email={{ticket.customer.email}}'. The 'HTTP Method' is set to 'GET' and the 'Response content type' is 'application/json'. The 'Headers' section shows 'Authorization' with the value 'k1XXx6b2BtyTC'. At the bottom right, there are buttons for 'Save Changes', 'Deactivate Integration', and 'Delete Integration'. A blue circular callout with a white question mark is positioned over the 'Delete Integration' button.

**NOTE: Automatic orders fetch and update on the widget shall take place every 15 mins.**

**NOTE: We do not recommend to use this integration with Gorgias Sandbox account due to the configuration differences**

**That's it for the steps & instructions.**