


Getting Started With the Desktop App

Install the MoodMonkey desktop app on Windows, connect it with your API key, and add your employees so the daily check-in pop-up starts working.

Before You Start

You need three things:

- A MoodMonkey administrator account on app.moodmonkey.io
- One or more Windows computers (the desktop app is Windows-only for now)
- Administrator rights on those computers

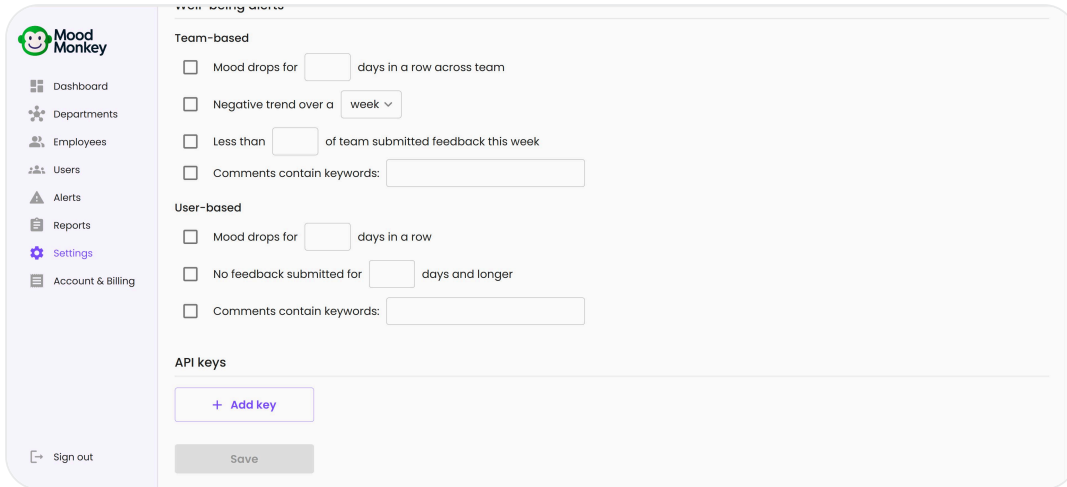
 **Tip:** Rolling out MoodMonkey for a whole team? Ask your system administrator to handle steps 2 and 3. Installing the app and editing its configuration file require Windows administrator rights.

Step 1: Create an API Key

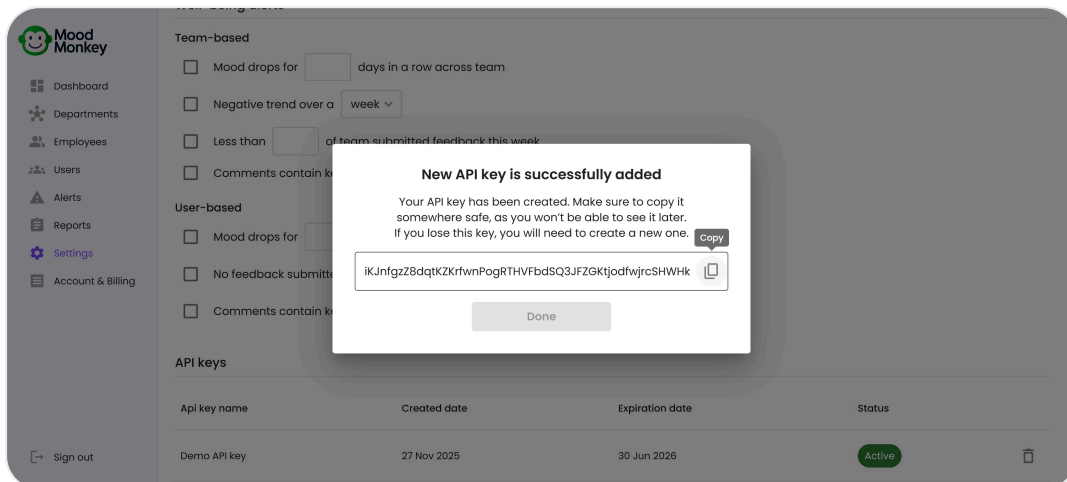
The desktop app identifies your company with an API key. You create one in the web portal:

1. Log in to your administrator account on app.moodmonkey.io.
2. Go to the **Settings** page.

3. In the **API keys** section, press **Add key**.
4. Enter a name for the key, pick a validity date, and press **Save**.
5. Copy the generated key value and keep it somewhere safe. You paste it into the app in step 3.

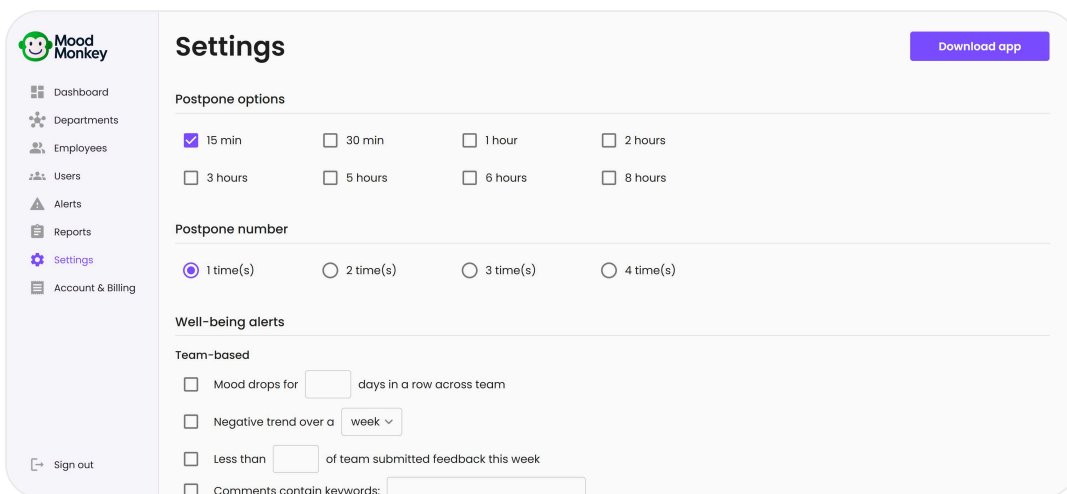


! **Important:** The key value is visible only once, right after you create it. If you lose it, create a new key.



Step 2: Install the App on Each Computer

1. In the portal, go to **Settings** and press the **Download app** button in the top right corner.
2. Save the MSI installer on the computer where MoodMonkey should run.
3. Run the installer. The app needs the .NET Desktop Runtime 8: if it is missing, the installer shows an extra dialog that lets you install it first.
4. Walk through the installation: allow the installer to make changes, pick a destination folder, and close the setup when it finishes.
5. Check that the app landed in the destination folder. By default that is `C:\Program Files\MoodMonkey BV\MoodMonkey`. In **Services** you should also see the **MoodMonkey Updater** service running. It keeps the app up to date automatically.

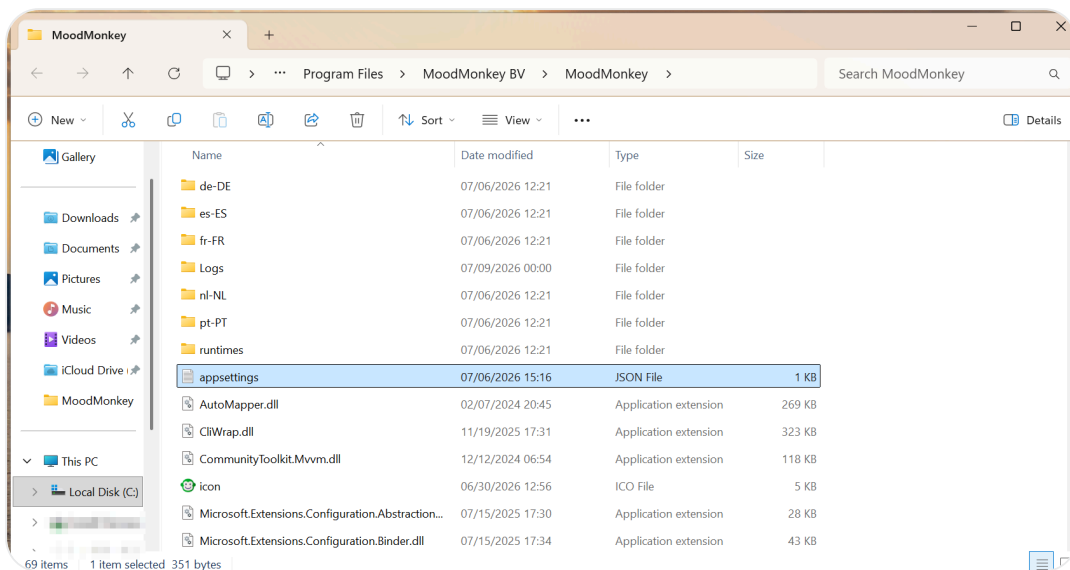


Tip: Installing on many computers? You can install silently with default settings from an elevated command prompt: `msiexec /i MoodMonkeySetup.msi REBOOT=R /q /norestart`

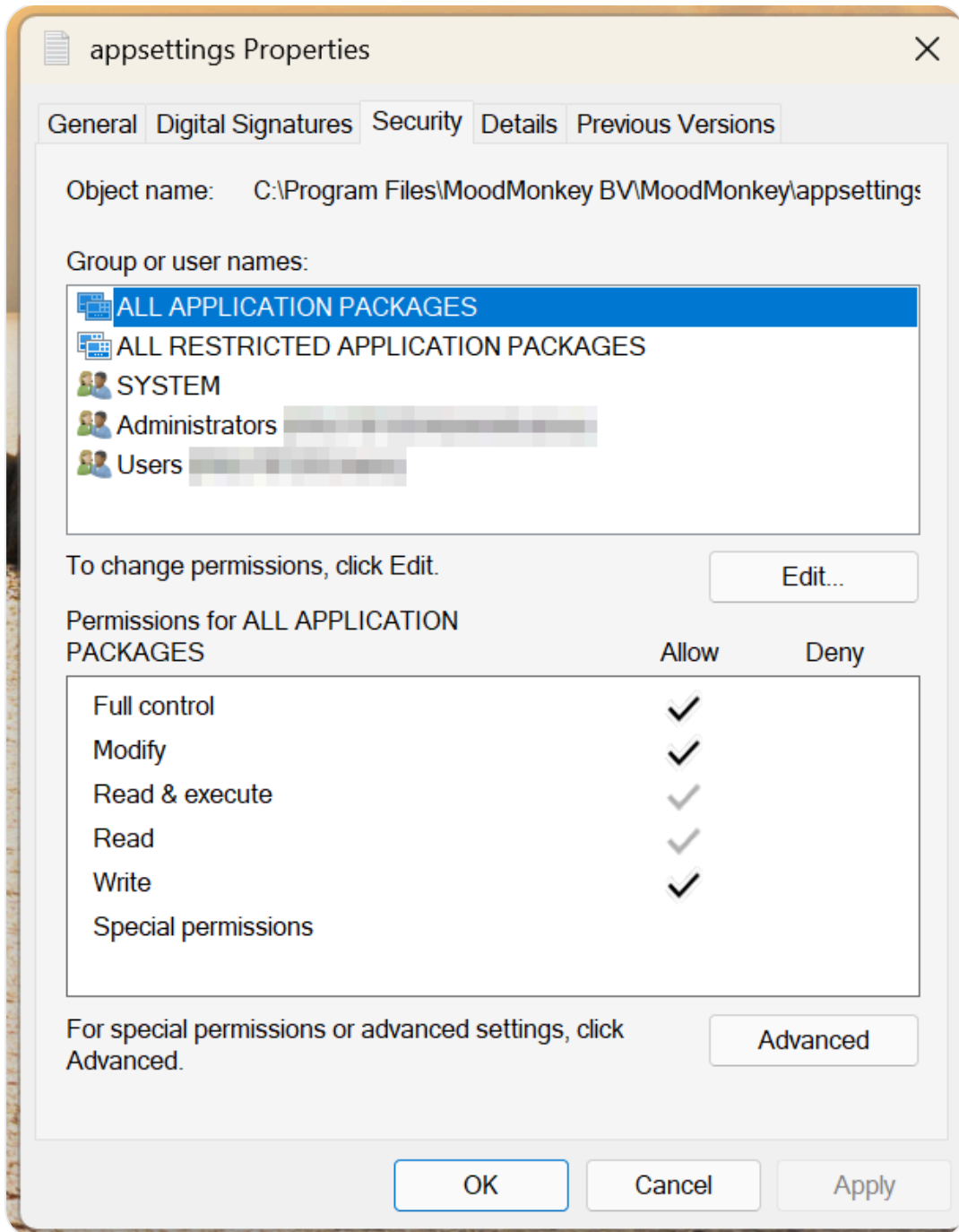
Step 3: Connect the App With Your API Key

The app reads its configuration from the file `appsettings.json` in the installation folder. This is the step where most installations go wrong, so take it slowly.

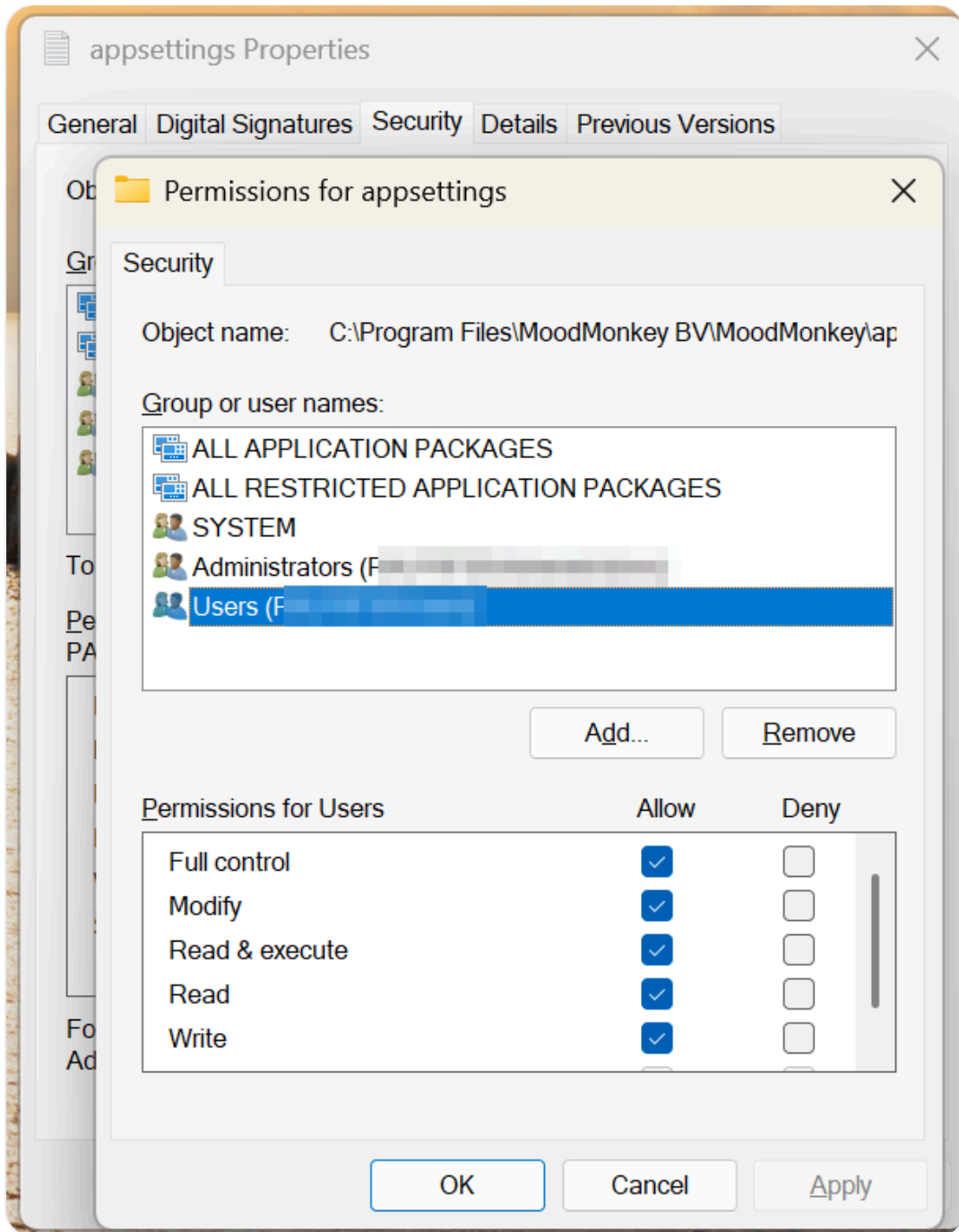
Open the installation folder. Go to `C:\Program Files\MoodMonkey BV\MoodMonkey` in File Explorer and find `appsettings.json`.



Make sure you can edit the file. Right-click `appsettings.json`, choose **Properties**, and open the **Security** tab. Select your user or the Users group under "Group or user names" and check that **Write** is allowed.




If Write is not allowed, press **Edit**, select the user or group, tick the **Allow** box next to **Write**, and confirm with **OK**.



Paste your API key. Open `appsettings.json` in Notepad and paste the key from step 1 between the quotes of the `ApiKey` field. Save the file.

```
File Edit View
{
  "Integrations": {
    "MoodMonkey": {
      "BaseUrl": "https://app.moodmonkey.io/api/",
      "ApiKey": "PASTE-YOUR-API-KEY-HERE"
    }
  },
  "Logging": {
    "LogLevel": {
      "Default": "Information",
      "Microsoft": "Warning",
      "Microsoft.Hosting.Lifetime": "Information"
    }
  }
}
```

Start the app. Double-click `MoodMonkey.exe` in the installation folder. The app runs in the background; you can confirm it is running in Task Manager.

 **Important:** The app reads `appsettings.json` only when it starts. If you change the API key while the app is running, start `MoodMonkey.exe` again. The new instance automatically replaces the old one.

Step 4: Add Your Employees

Every person who should receive the pop-up must be registered as an employee, and the employee **ID must exactly match their Windows login name**.

1. In the portal, go to the **Employees** page.
2. Press **New employee** and choose **Add manually**.
3. Fill in the form. In the **ID** field, enter the person's Windows login name.
4. Save the employee.

Employee

ID
MoodMonkeyUser

First name
Herman

Last name
Mueller

Title

Department


Cancel Save

Not sure what someone's Windows login name is? Open Command Prompt on their computer and run `whoami` . The part after the backslash is the login name:

```
C:\Users\anna> whoami  
office-pc\anna
```

In this example the ID is `anna` .

! **Important:** Use the login name, not the person's display name. Windows may show someone as "Chris Prime" in menus while the actual login name is `chris` . When in doubt, run `whoami` .

 **Tip:** Adding a lot of people at once? Go to **Employees**, press **New employee**, and choose **Batch upload** to import a CSV file.

Step 5: Check That It Works

With the app running and your employees registered, the check-in pop-up appears at the display time you configured on the **Settings** page.

A few things that are useful to know:

- The app checks for pending check-ins right after it starts and then every ten minutes, so configuration changes take effect within ten minutes.
- The app also schedules a check at the exact display time, so the pop-up appears on time even between polls.
- Responses show up in your dashboard right away.

If the pop-up does not appear, walk through the troubleshooting list below.

Troubleshooting: The Pop-Up Does Not Appear

Work through these causes in order; the most common ones come first.

- 1. The employee ID does not match the Windows login name.** Run `whoami` on the employee's computer and compare the part after the backslash with the ID in the portal. They must match exactly.
- 2. No seats available.** Every registered employee needs an available seat in your subscription. Check the **Account & Billing** page: if your team outgrew your seats, the pop-up silently stops appearing for the overflow.

- 3. The app started before you saved the API key.** The configuration file is read at startup only. Start `MoodMonkey.exe` again; it replaces the running instance.
- 4. The app is not running.** Look for MoodMonkey in Task Manager. If it is missing, start `MoodMonkey.exe` from the installation folder.

The app writes log files to the `Logs` folder inside the installation folder. If you are still stuck, mail them to hello@moodmonkey.io and we will figure it out together.