

# SwivelHelpdeskRequest Documentation

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## Overview

**Class name:** SwivelHelpdeskRequest

**Namespace:** swivelsecure.client

This class is a wrapper round the XML-based [Helpdesk API](#). It allows a limited number of commands to be executed compared to the [SwivelAdminRequest](#), but has the additional ability to specify that the request applies to users from any specified repository.

A typical example of usage for this class is as follows:

- Create an instance of the class:

```
SwivelHelpdeskRequest req = new SwivelHelpdeskRequest();
```

- Create one or more users linked to the request class:

```
SwivelUser user = new SwivelUser(req, txtUsername.Text);
```

- Call one of the operational methods on the user or users:

```
req.ResetUser(user);
```

- Call the Send method to execute the command:

```
req.Send();
```

## Constructors

*SwivelHelpdeskRequest()*

Constructor using settings from web.config.

*SwivelHelpdeskRequest(SwivelSettings settings)*

Constructor using specified settings.

**settings:** The settings to use

## Methods

*void UpdateUser(SwivelUser user)*

Add a user update command to the request.

**user:** The user to update

Note: Users are not notified of updates to PIN etc, unless specifically requested.

*void UpdateUser(SwivelUser user, string repository)*

Add a user update command to the request.

**user:** The user to update

**repository:** The repository the user belongs to

*void UpdateUsers(List<SwivelUser> users)*

Add an update command for multiple users to the request.

**users:** The list of users to update

*void UpdateUsers(List<SwivelUser> users, string repository)*

Add an update command for multiple users to the request.

**users:** The list of users to update

**repository:** The repository the users belong to

*void ResetUser(SwivelUser user)*

Add a PIN reset request for the specified user.

**user:** The user to reset

*void ResetUser(SwivelUser user, string repository)*

Add a PIN reset request for the specified user.

**user:** The user to reset

**repository:** The repository the user belongs to

*void ResetUsers(List<SwivelUser> users)*

Add a PIN reset request for the specified list of users.

**users:** The list of users to reset

*void ResetUsers(List<SwivelUser> users, string repository)*

Add a PIN reset request for the specified list of users.

**users:** The list of users to reset

**repository:** The repository the users belong to

*void SendStrings(SwivelUser user)*

Add a request to send security strings for a user in the Agent repository.  
**user:** The user to send strings to

*void SendStrings(SwivelUser user, string repository)*

Add a request to send security strings for a user in the Agent repository.  
**user:** The user to send strings to  
**repository:** The repository the user belongs to

*void SendStrings(List<SwivelUser> users)*

Add a request to send security strings for a list of users in the Agent repository.  
**users:** The users to send strings to

*void SendStrings(List<SwivelUser> users, string repository)*

Add a request to send security strings for a user in the Agent repository.  
**users:** The users to send strings to  
**repository:** The repository the users belong to

*void Report(SwivelReport report)*

Add a report element to the request.  
**report:** The report to add. Note that the report cannot specify a repository name in this case.

*bool Send()*

Send the completed request to the Swivel server.  
This method must be called after all changes are made to the request in order to execute the request.  
**Returns** True if a valid response was received from PINsafe. Does not necessarily mean that the request succeeded.

*XmlElement RequestElement()*

Get the top-level *XmlElement* from the request

*XmlElement CreateElement(string name)*

Create a new *XmlElement* with the required name.  
Provided for future enhancement. You should not need to call this method directly.

*string ToString()*

Override of the base *ToString()* method.  
**Returns** The XML representation of the request

## Properties

*SwivelAdminAPIResponse Response*

The encapsulated response returned by PINsafe.

*TimeSpan ResponseTime*

The time it took to execute the last request.