This document details how you can accomplish all of these activities on the Syniti Software Support website.

1. Search or browse
2. Create an account
3. Submit a request
4. Review requests & activity

You may also be interested in this information:

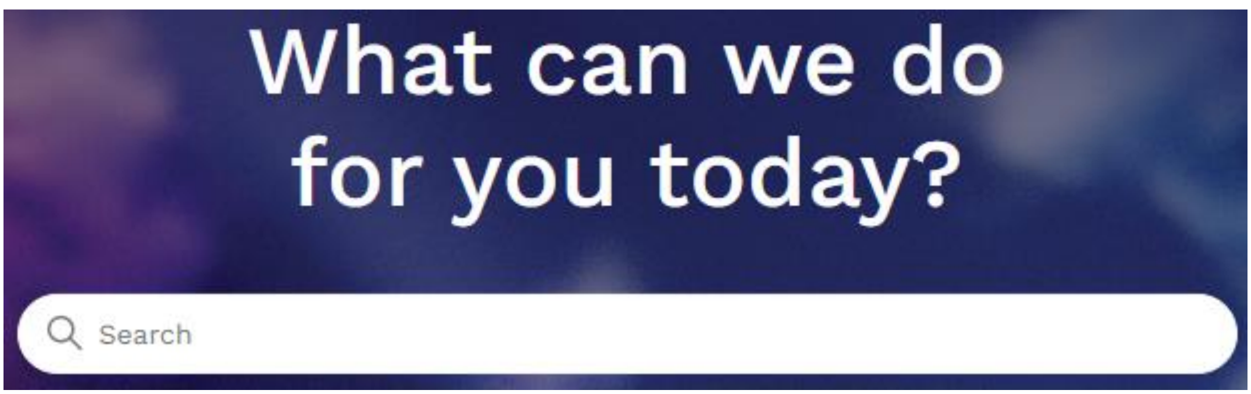
- Authentication issues
- Supported web browsers

Search or browse

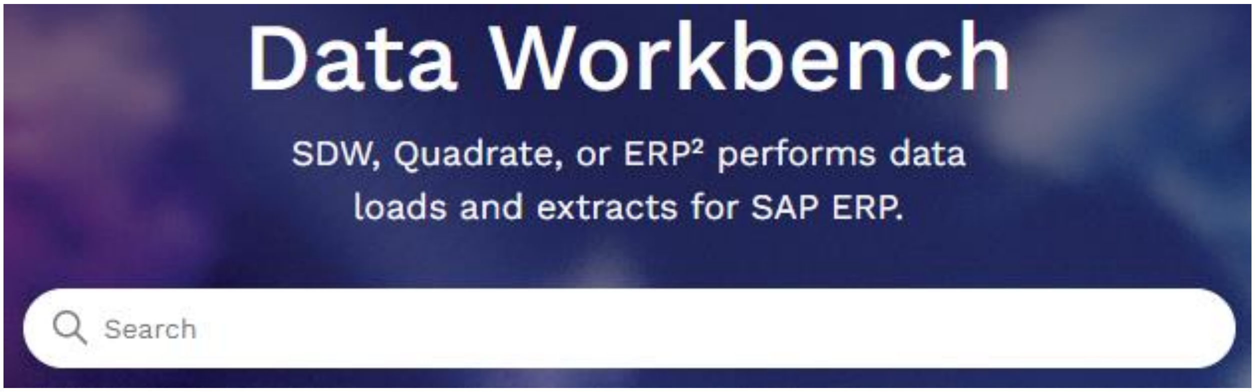
While no account is required to access all of our latest materials, you may need to submit a request for older (or missing) documentation. Submitting a request requires that you first create an account.

Knowledge base search

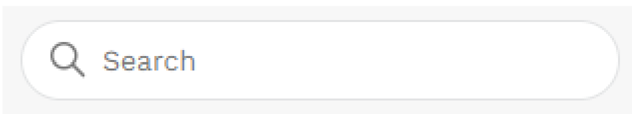
With over a thousand articles ranging from product help to best practices, it's important to understand exactly how our knowledge base is organized. The fastest way to find an article will be to use one of the many search boxes. While some search boxes behave differently, they will all take you to a page where you can change (or remove) filters on your search results.



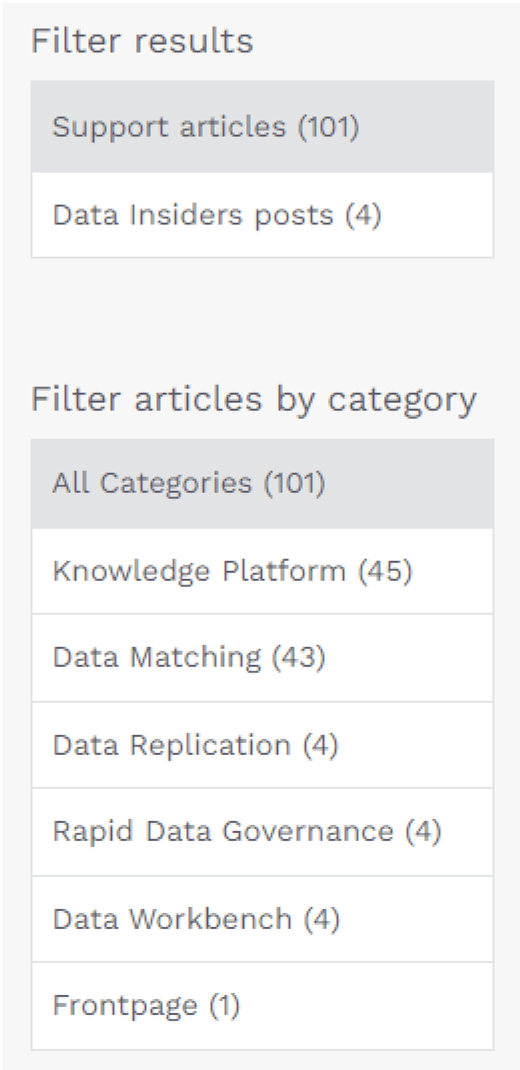
This search box at the top of the frontpage will show results from among all our articles.

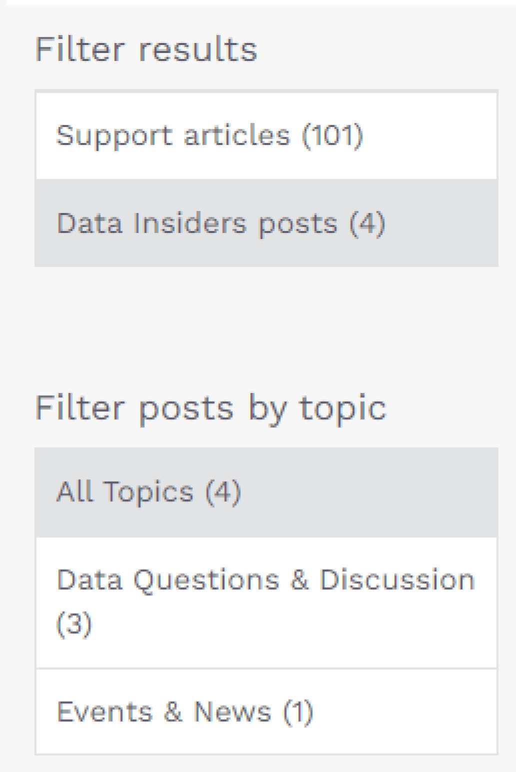


This type of search box at the top of each of our software pages will show results specific to that software.



Finally, this type of search box is found on most pages that don't have the banner along the top. It will show different results depending on the page you're on. However, as mentioned earlier, you will be able to change (or remove) filters to the results.



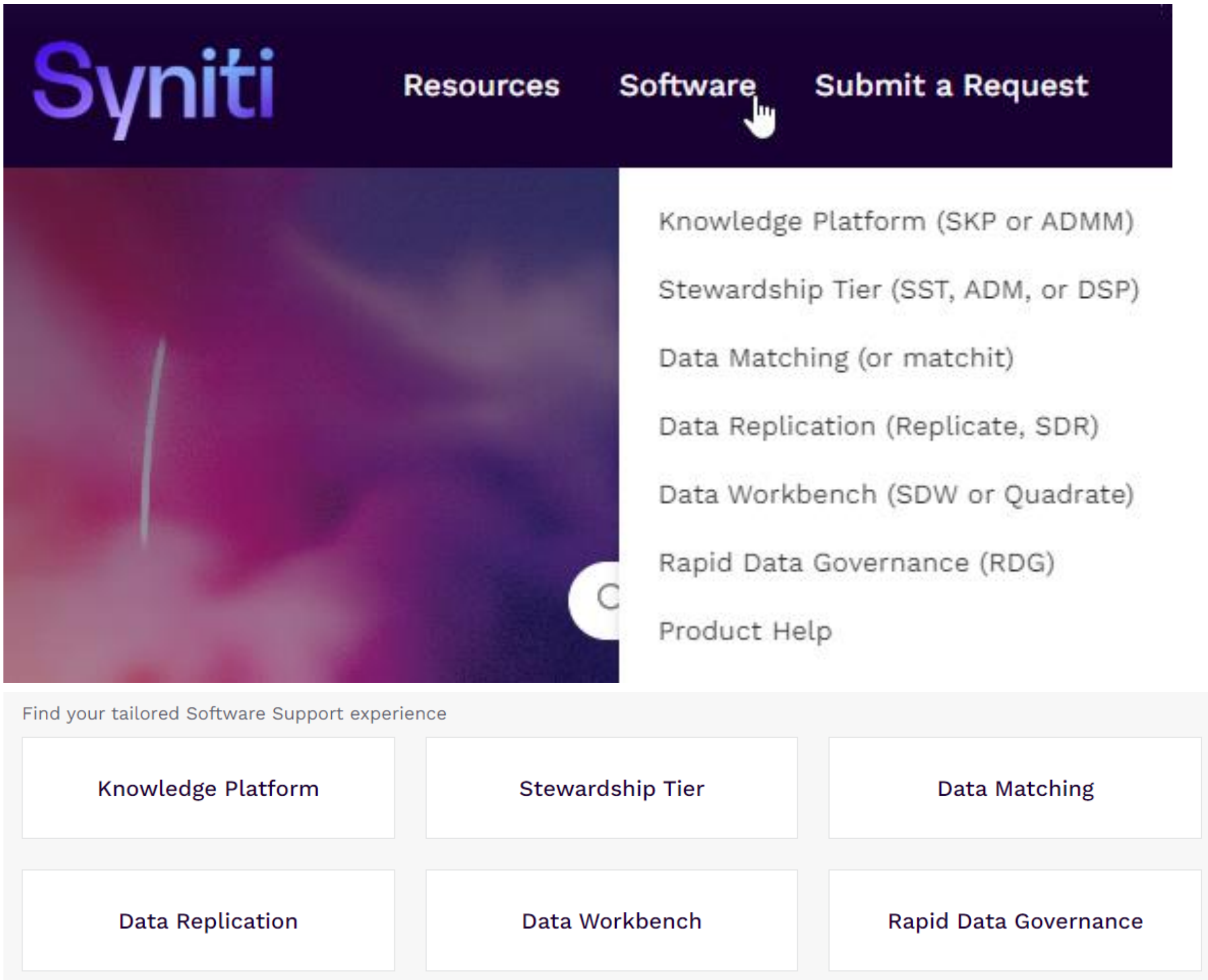


On the search results page, you'll see filter options along the left side. These will tell you how the results are currently filtered and also allow you to change the filtering.

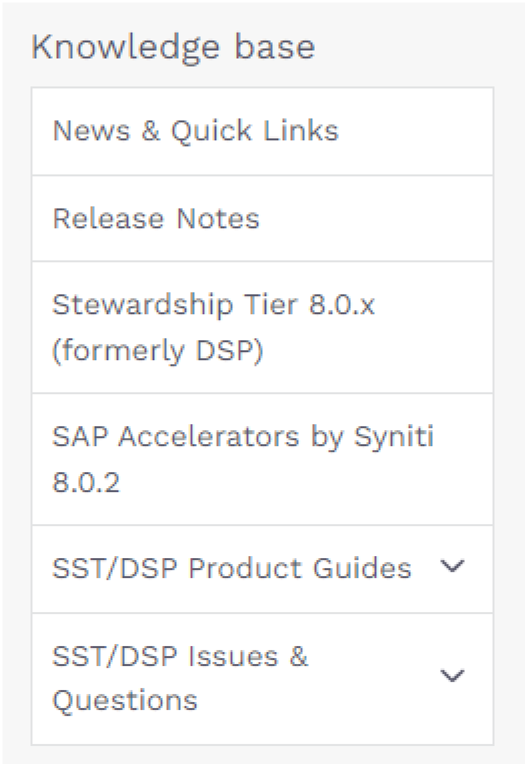
The "Support articles" filter allows you to further filter by software. The "Frontpage" category is a reference to the Software Support news & alerts that appear on the frontpage.

The "Data Insiders posts" filter allows you to further filter by forum topic. The Data Insiders forum is detailed below.

Knowledge base browse



Except for a small collection of Software Support news & alerts on the frontpage, browsing the knowledge base begins with selecting your tailored Software Support experience from the frontpage or from the "Software" menu at the top of every page.



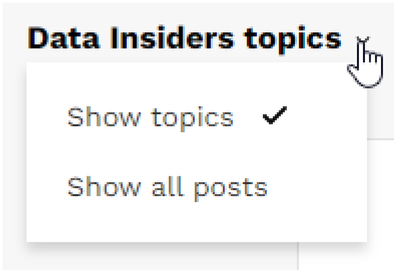
On the next page, you will see this "Knowledge base" navigation menu along the left side. Clicking an item in this menu will either take you to a collection of related articles or reveal a list of additional items you can click. If you want to browse some of the article titles in each collection, then you can ignore the "Knowledge base" navigation menu and simply scroll down the page.

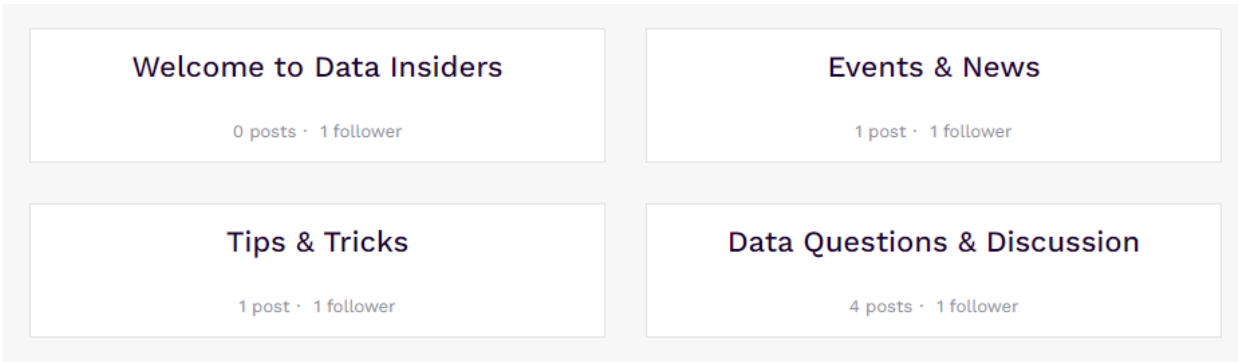
As you browse collections and articles, there will always be navigation menus along the left (on top in mobile) and breadcrumbs along the top that tell you where you are currently and where you can go.

Data Insiders forum

Searching the Data Insiders forum works the same way as searching the knowledge base. The only difference is that the search results are forum posts instead of articles.

Browsing the forum begins with selecting "Data Insiders" from the frontpage blocks or from the "Resources" menu at the top of every page.





You can browse the Data Insiders forum by clicking on one of these topics or by switching the main page from topics to posts. On your first visit, be sure to read the posts in the "Welcome" topic.

The above screenshot comes from a development system, so don't worry about those small numbers. The live system has hundreds of posts.

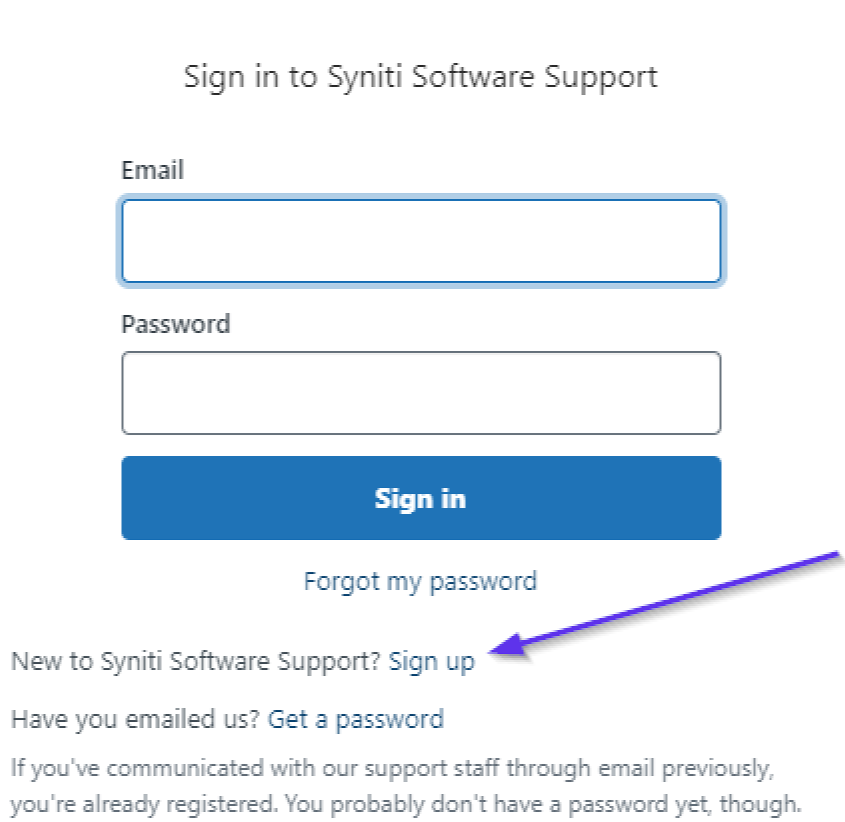
Create an account

Creating a Syniti Software Support account enables these benefits:

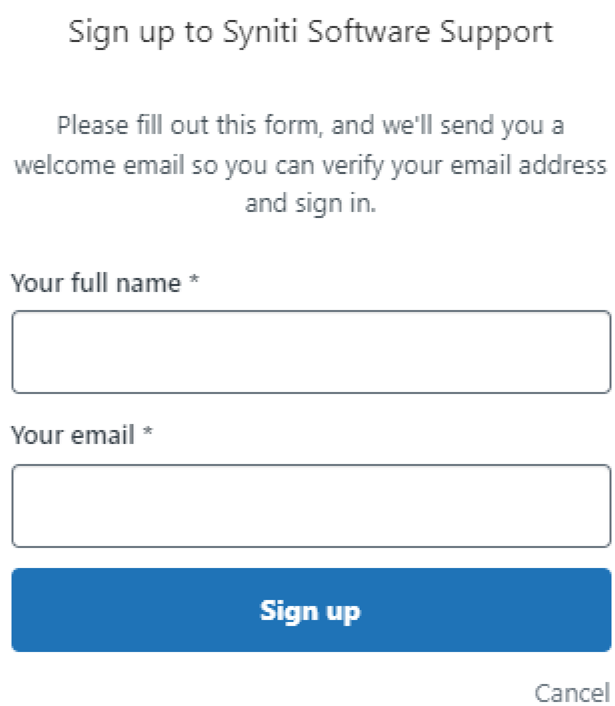
- You can click the 'Follow' button on any Section, Article, Topic, or Post and you'll receive email whenever that content is updated or added.
- You can click the 'Follow' button on any User or Organization and you'll receive email regarding their activity.
  Warning: You may not wish to follow your Organization since you'll begin to receive email for every request that is submitted by anybody in your company.
- You can upvote or downvote knowledge base articles and Data Insiders posts.
- You can create Data Insiders posts and also comment on any of them.
- You can ask a question or submit a request for Software Support.
  Note: You are only eligible to submit a request if your company has an active subscription or maintenance agreement for Syniti Software. If you should be eligible but you still cannot submit a request, then please contact T1@syniti.com for assistance.

Create your account

From any page at support.syniti.com, click the 'Sign in' button in the top-right corner.



Click the 'Sign up' link in the window that pops up.



Enter your name and company email address in the next window and click the 'Sign up' button.

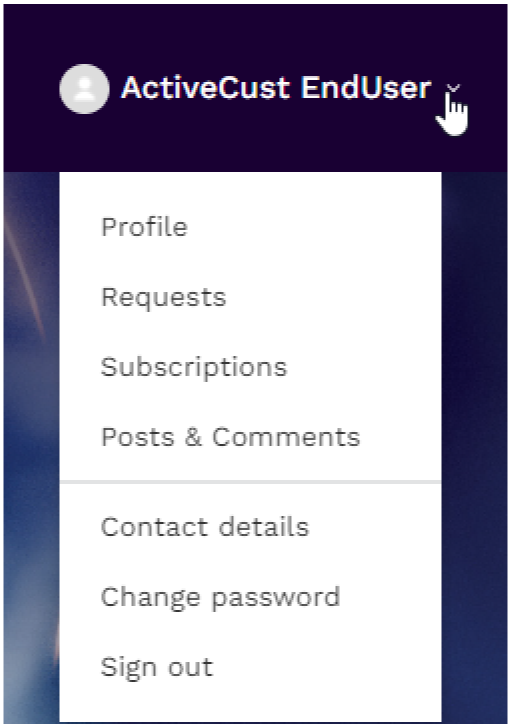
Note: You will only be eligible to submit a request if your email address is tied to a company with an active subscription or maintenance agreement for Syniti Software.

There is an automated process that will link your account to a company and confirm your eligibility to submit a request. This should complete in less than 30 minutes. Some rare situations may delay it up to 8 hours. If you urgently need to submit a request, then please contact T1@syniti.com for assistance.

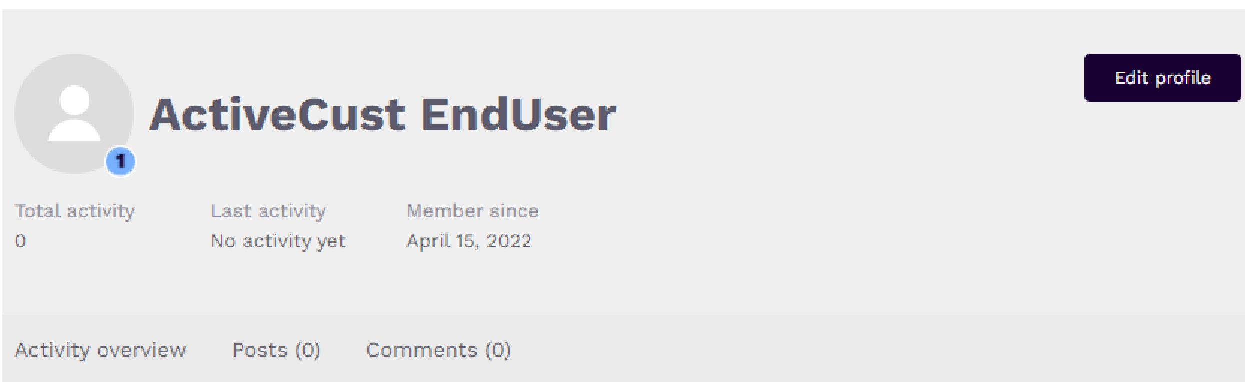
Now you will receive a welcome email from Syniti Software Support that contains a verification link. **Please click the verification link**. This will verify your email address and also allow you to set your account password.

Manage your account

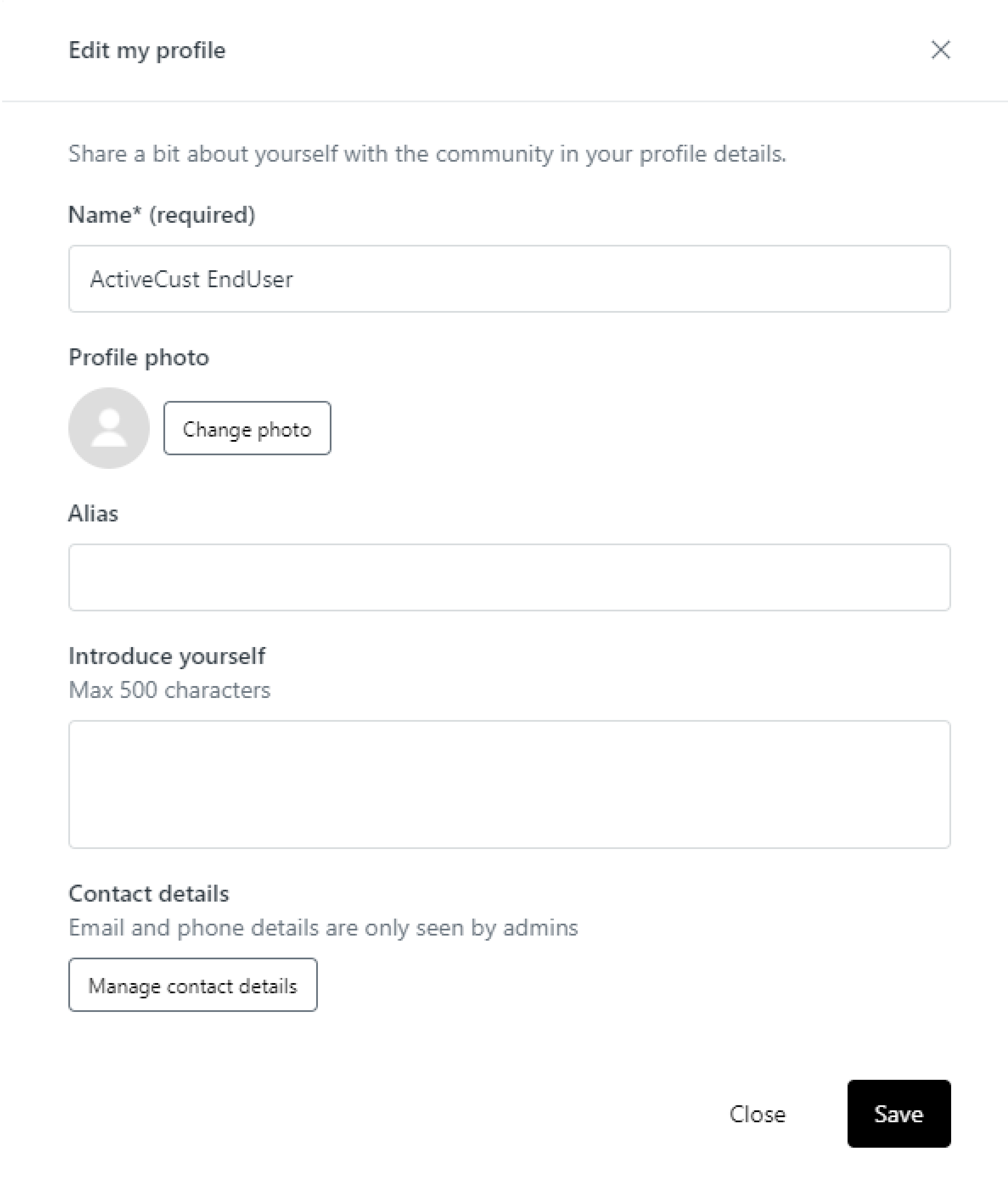
Once you have an account, you can go to any page at support.syniti.com and you'll see your name and profile photo in the top-right corner. Of course, if you're seeing the 'Sign in' button, then you just need to click that and enter your account credentials. There is a 'Forgot my password' link you can click if you need it.



When you hover or click on your name, select the "**Profile**" option at the top.



This page shows a summary of your activity but it also has an "**Edit Profile**" button. Click that button to update your profile.



In this window, you can:

- change your account name
- upload a profile photo by clicking "Change photo"
- set an alias for your account, which controls what users see when viewing your profile and Data Insiders forum activity
  Note: Your account name will still appear on any Support requests.

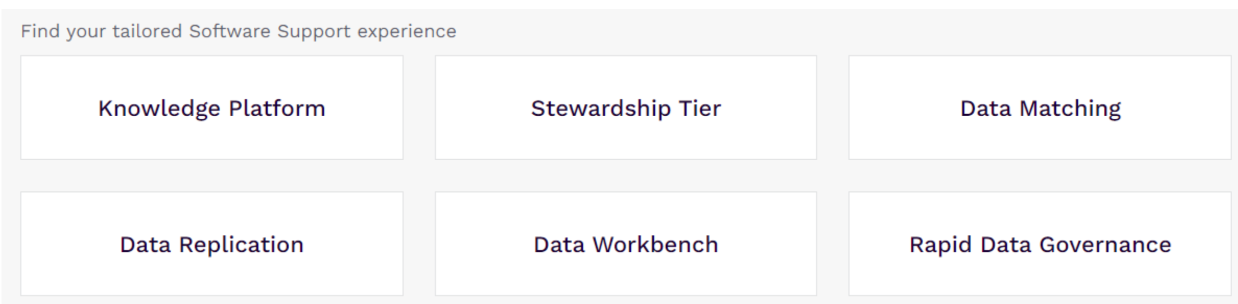
- enter a short introduction (or bio) that users see when viewing your profile
- add or remove contact details by clicking "Manage contact details"

One last thing. If you want to change your password, you can select the "**Change Password**" option near the bottom of the profile menu that appears when hovering over your name in the top-right.

Submit a Request

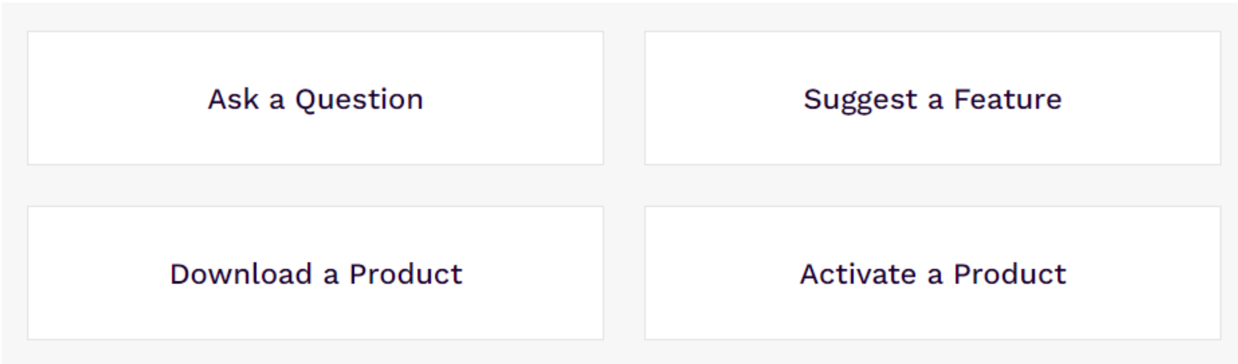
You are eligible to submit a request at support.syniti.com as long as your account's email address belongs to a company with an active subscription or maintenance agreement for Syniti Software.

Note: If you have just now created your account, then you may not be able to submit a request yet. There is an automated process that will link your account to a company and confirm your eligibility to submit a request. This should complete in less than 30 minutes. Some rare situations may delay it up to 8 hours. If you urgently need to submit a request, then please contact T1@syniti.com for assistance.



The best way to submit a request that is relevant to your Syniti software is to start by selecting your tailored Software Support experience from the frontpage.

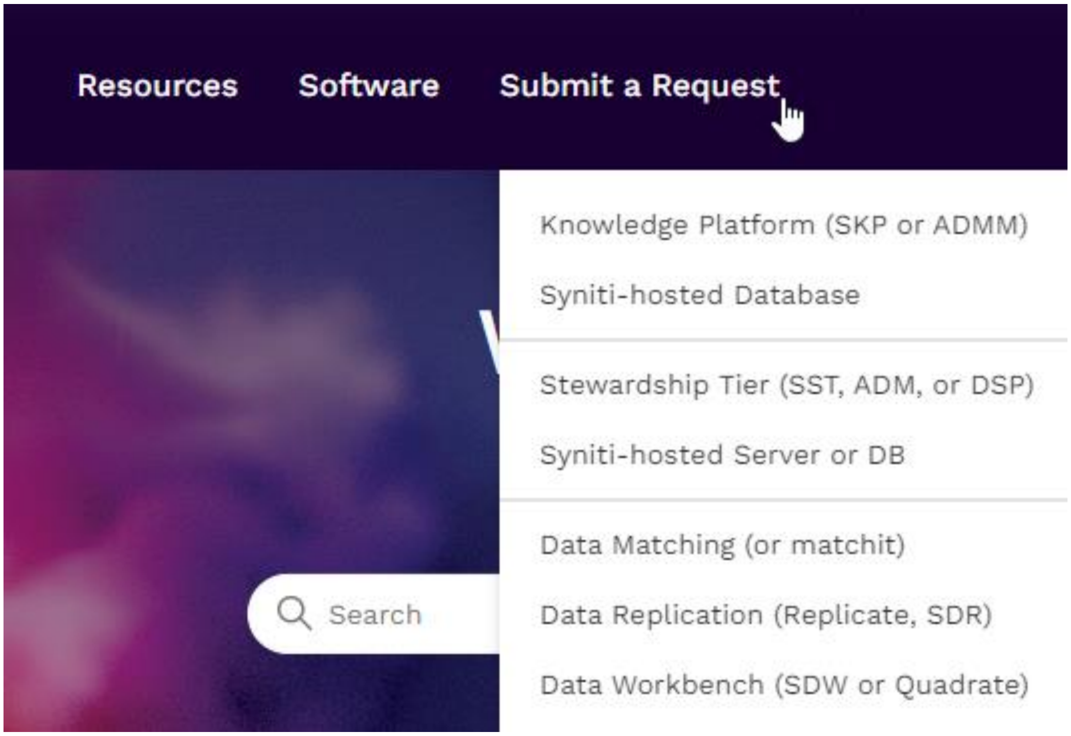
Tip: Add a browser bookmark for the page that comes up now since it is tailored to the Syniti software that matters to you.



On the next page, you will see a set of blocks for various actions that are available to you. Depending on the Syniti software you selected, you may see more or fewer actions than those in the above screenshot. In some cases, the wording may be different as well. For example, some might say "Update a License" instead of "Activate a Product".

Clicking on one of the action blocks will either take you to a request form, an external resource, or an instructional article. Here's what you can expect:

- Ask a Question - request form
- Suggest a Feature - external resource
- Download a Product - request form
- Activate (or License) - request form
- Read Product Help - external resource
  Some Syniti products have application help that is published online.
- Contact CloudOps - request form
  This form is only relevant to Syniti-hosted software/components.



Finally, there is also a "Submit a Request" menu at the top of every page.

- You can click on "Submit a Request" or "General" to view all of our request forms.
- You can click on any Syniti software listed to open the Support form pre-filled for that software.
- You can click on the remaining options to open other forms (not pre-filled).

Request form tips

1) CC field
Any email addresses you enter in the CC field will be notified when your request is created and any time it is updated. After your request is created, you can still add more people in CC by adding their email addresses when replying to a request notification email from Syniti Software Support. Please keep these items in mind when adding anybody in CC (via the form or an email).

- The email address must have a corporate email domain. We block public domains like gmail.com, outlook.com, yahoo.com, etc.
- If an email address you enter is not yet associated with a Syniti Software Support account, then an account will be created and a verification email will be sent to that email address.
- Accounts may be removed if they don't complete their verification email.
- Accounts for groups or distribution lists may be removed.

2) Organization field
If you are a Syniti partner or employee or if you are consulting with multiple Syniti customers, then you are more likely to see an Organization field. This field appears when your account is linked to more than one company. If you are submitting a request for a company other than your own but you don't see the Organization field (or the field doesn't include an entry for the company), please let us know in the Description field. We will update the request and add the necessary linking to your account for future requests.

3) Working Timezone field
When you are setting the Working Timezone field, please consider what shift you are typically working. If your shift is very late or early, then DO NOT select your local timezone. You may wish to use a timezone converter app to help identify which timezone approximates a "9am to 5pm" working shift for you. The goal of this field is to communicate what hours of the day you are working.

For example, you may live in Italy but work a late shift that starts at 2pm. In this case, you should select an Eastern US timezone as your Working Timezone, because 2pm in Italy is 8am in Eastern US.

4) Subject field
After you enter text into the Subject field, a list of "Suggested articles" will display. Please check these titles in case any sound like they might contain the answer or solution you need.

5) Description field
In the Description field, please provide as much detailed information as possible. Include complete error messages, screenshots, and any steps you have already taken.
Warning: You should limit each request to one topic or issue. We will ask that you submit separate requests for additional questions or issues. This allows us to measure the progress and quality of our support efforts.

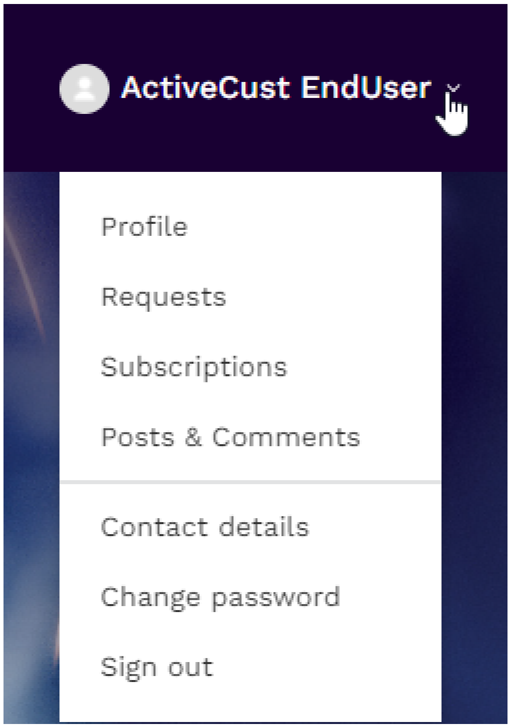
6) Hint text
Many fields have a hint in lighter text underneath them. If the field still doesn't make sense to you, then please ask us about it in the Description field. We would love to improve our hint text based on your feedback.

7) Attachments
The Attachments section does not allow the upload of files larger than 50mb. If you have such a file, you can use the Description field to either provide a download link or request an upload link from us.

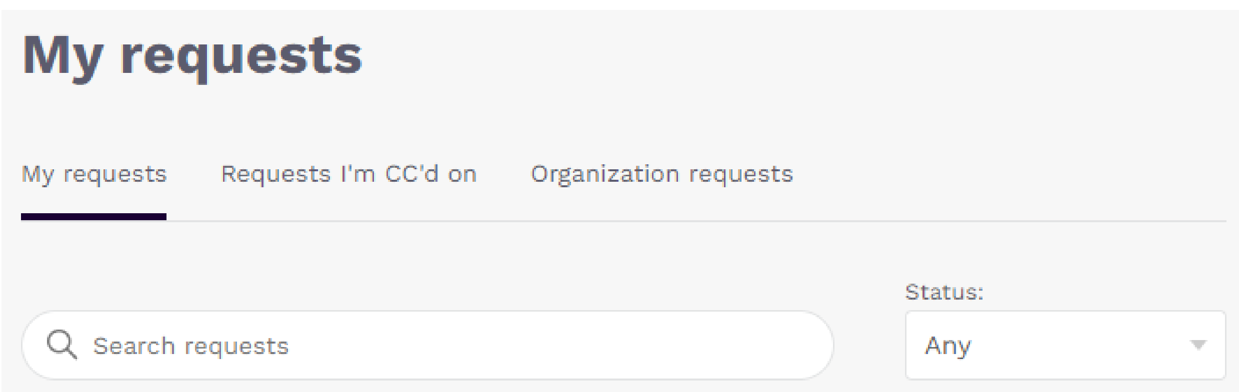
Review requests & activity

Once you have an account, you can go to any page at support.syniti.com and you'll see your name and profile photo in the top-right corner. Of course, if you're seeing the 'Sign in' button, then you just need to click that and enter your account credentials. There is a 'Forgot my password' link you can click if you need it.

Review your requests

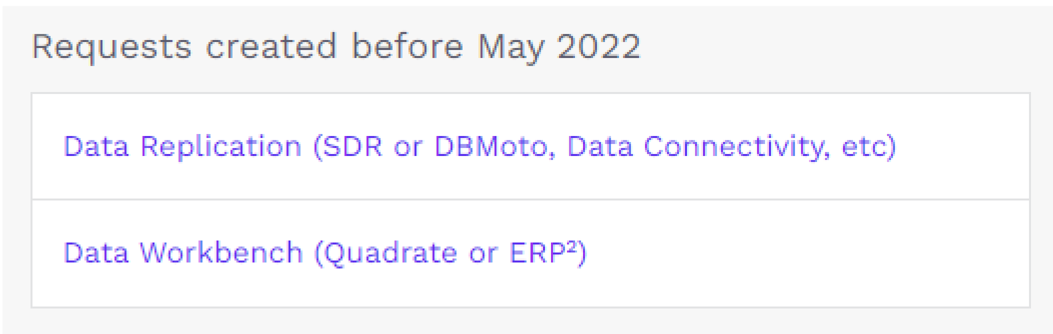


When you hover or click on your name, select the "**Requests**" option near the top.



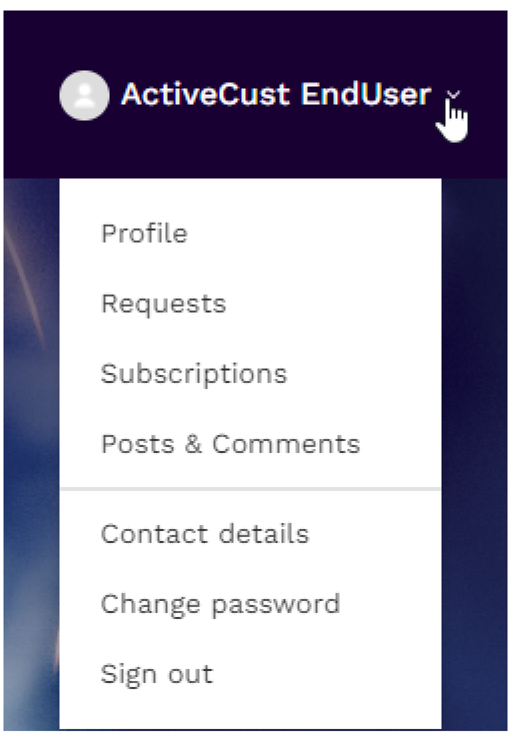
On your requests page, there are 3 types of requests you can review. If your account is linked to a company that is not configured to share requests, then you may only see 2 types. In each type, you can filter the list of requests by entering search text or selecting a status.

- "My requests" - requests you've submitted
- "Requests I'm CC'd on" - requests where others have added you in CC
- "Organization requests" - requests submitted by anybody in your company
  Note: If your account is linked to multiple companies, then you can filter the list of requests by selecting an organization.

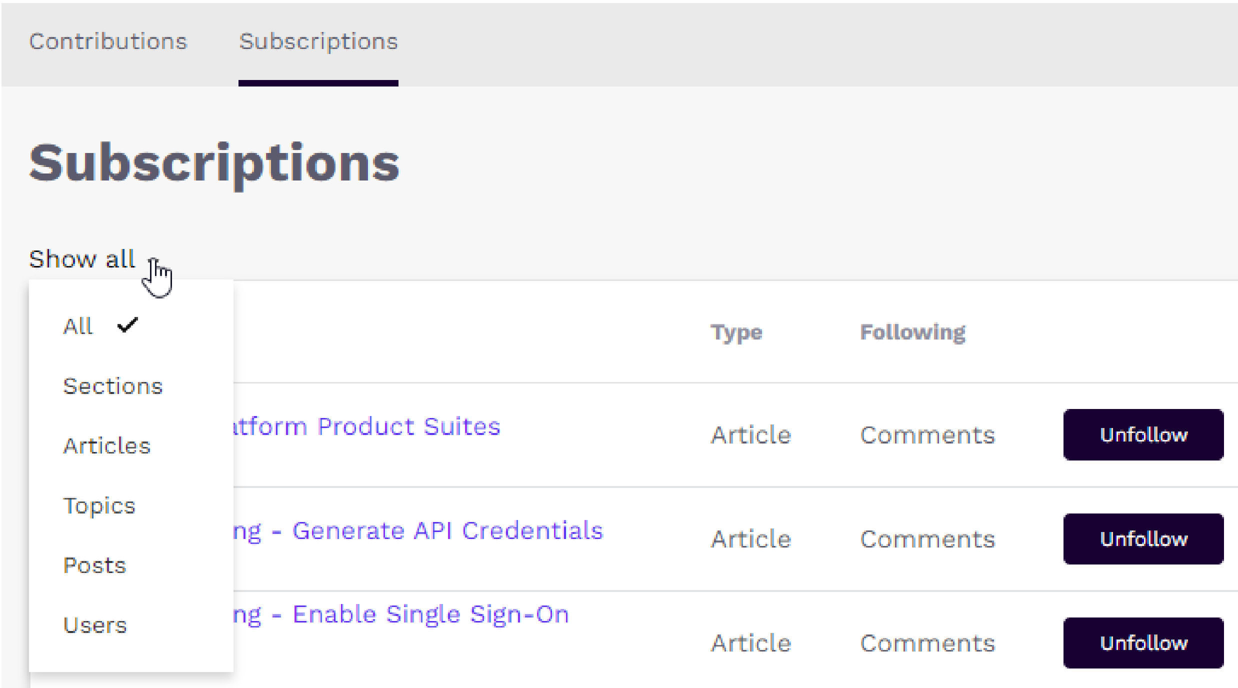


Near the bottom of the requests page, you can find these links. They will take you to pages where you can review any Data Replication, Data Connectivity, and/or Data Workbench requests you had access to prior to May 2022.

Review your subscriptions, posts, & comments



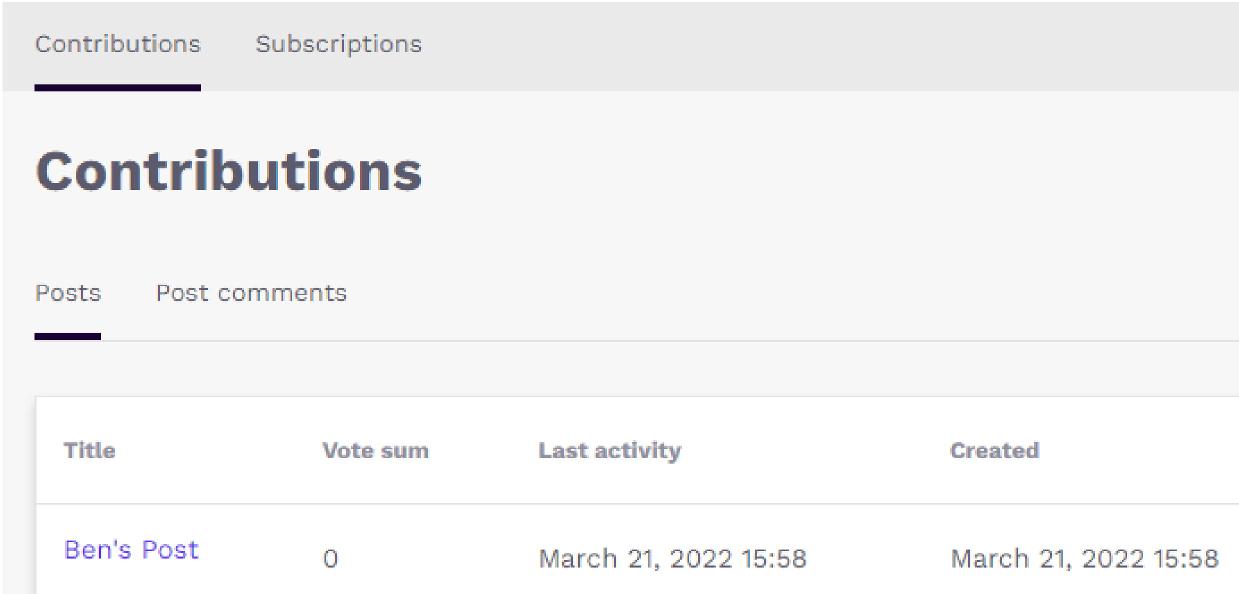
When you hover or click on your name, select the "**Subscriptions**" option.



Your subscriptions page shows all of the content for which you are receiving notifications. If you want to "Unfollow" a large amount of content, the buttons on this page are the fastest way to do it. You can also filter the page by selecting a subscription type.

Note: You can only review your organization subscriptions from the "Organization requests" tab on your requests page.

Now click on the "Contributions" tab in the top-left corner or select the "**Posts & Comments**" option from the profile menu (appears when hovering over your name in the top-right).



Your contributions page shows 2 tabs. The first tab lists all of the Data Insiders forum posts you've created and the second lists all of the comments you've added to anybody's forum posts.

The Data Insiders forum posts & comments activity is also visible from the "**Profile**" option in the profile menu (appears when hovering over your name in the top-right).