SYNITI DATA WORKBENCH SUPPORT

QUICK GUIDE TO SUPPORT.QUADRATE.COM

In this guide, you will learn how to:

- search the website

- create an account

- open a ticket

- review tickets

SEARCH THE WEBSITE

No account is required to search through all of the latest documentation for the Syniti Data Workbench product. Your search results will also include our knowledge base articles.

NOTE: Older documentation can be requested by opening a ticket, which does require an account.

On the home page, you will find the search box front and center.
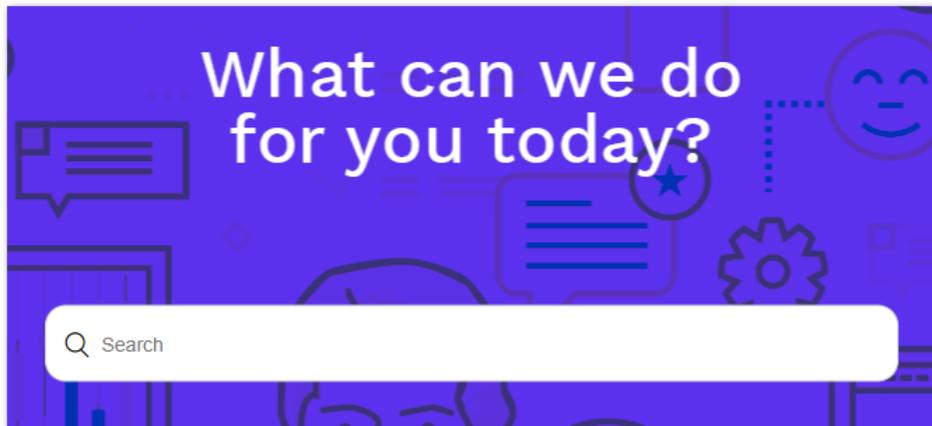
You can also browse documentation and articles by clicking on the 'Documentation' and 'Knowledge Base' buttons immediately below the search box. These buttons are also available in plain text at the very top of every page.
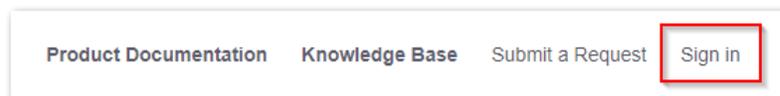
CREATE AN ACCOUNT

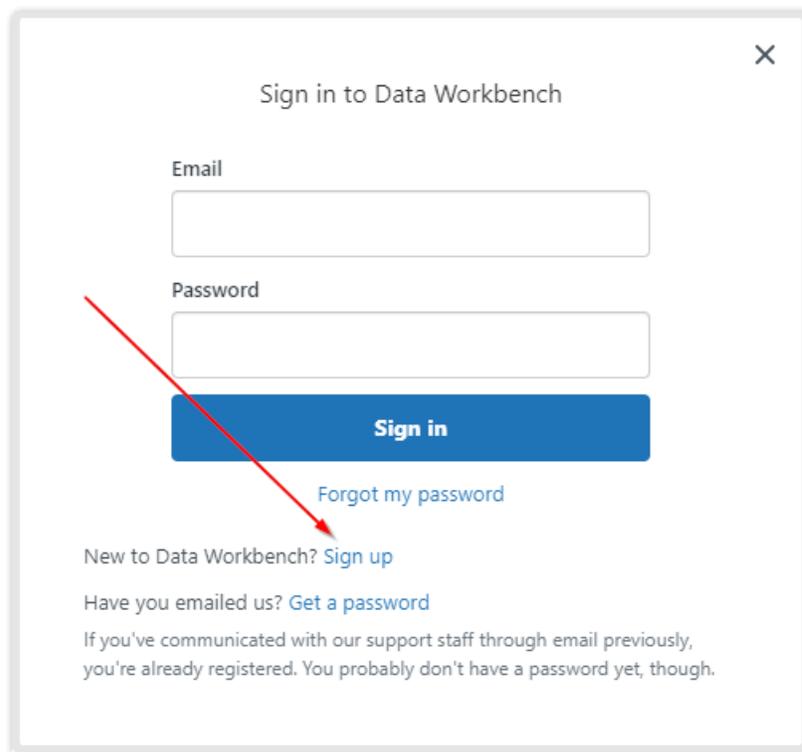Creating an account provides you with several benefits. You can:

- click the 'Follow' button on any Section, Article, User, or Organization to receive emails when content is added
- upvote, downvote, or comment on Articles
- open a support ticket

If you wish to create an account, simply follow these steps.

1. Navigate to https://support.quadrate.com/.
2. Click the 'Sign in' button at the very top of any page.


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

4. Enter your name and corporate email address in the next window.

   NOTE: We do not permit distribution group emails to be used for membership, only individual emails. This is to guarantee security of your company's information and secure access to our site. There is no limit to

how many accounts each customer may have, so please always use individual email addresses. Accounts will be disabled if they are identified as group logins.

5. Click the 'Sign up' button.
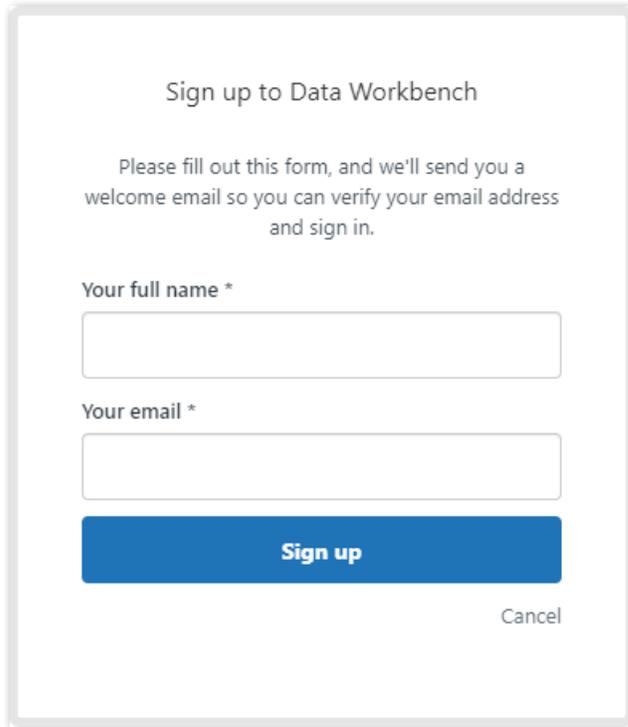

6. On receipt of the welcome email, click the link to verify your email address and set a password.

NOTE: If you urgently need to open a ticket and do not see the "Submit a Request" button in the top-right corner of every page after signing in at https://support.quadrate.com/, then please email T1@syniti.com to alert us regarding the pending account and the urgent request.

OPEN A TICKET

After you have created an account, you can open a ticket with the following steps.

1. Navigate to https://support.quadrate.com/.
2. Click the 'Submit a Request' button at the very top of any page.
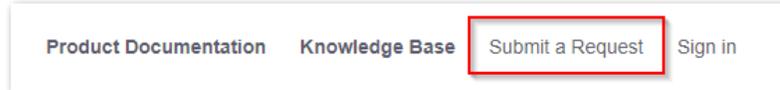
3. If you are not already signed in, then you'll be prompted to do so now.
4. Complete the form with as much detailed information as possible. Include complete error messages and describe everything you have already attempted in order to resolve the issue.

NOTE: Once the Subject field has been populated, the website is searched automatically and suggested results are displayed. Please review the suggestions to see if they can help resolve your question or issue.

NOTE: If you are a Syniti employee and are associated with a customer's data project, then the form will be slightly different. There will be a drop-down field named Organization for identifying the customer. If the Organization field is not displayed, or it does not include the correct customer, please add a note in the body of the issue about this and a support team member will make the appropriate changes.
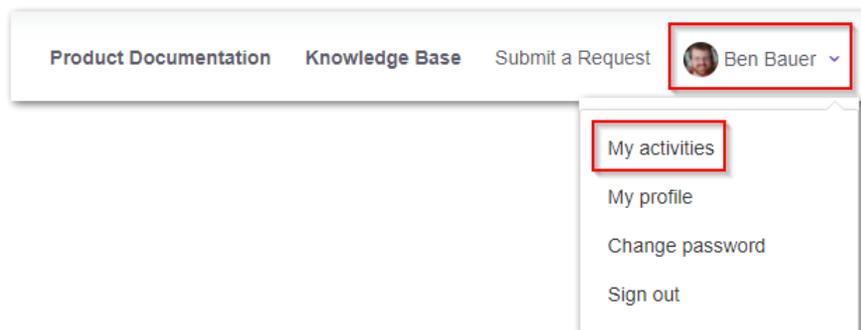
REVIEW TICKETS

After you have created an account, you can review tickets with the following steps.

1. Navigate to https://support.quadrate.com/.
2. Log in by clicking the 'Sign in' button at the very top of any page.
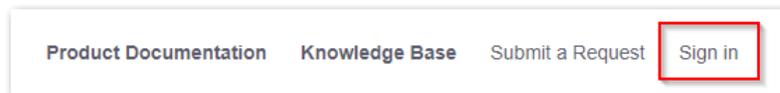
3. Click your account name at the very top of any page and choose 'My activities'.

4. You will then be able to see the following options (all can be filtered by status).

- "My requests" - Tickets you have opened.

- "Requests I'm CC'd on" - Tickets where others have added you in CC.

- "Organization requests" - Tickets opened by anyone else in your company. This can be filtered by Organization if you're associated with multiple companies/customers.

Requests   Contributions   Following

My requests

My requests   Requests I'm CC'd on   Organization requests