

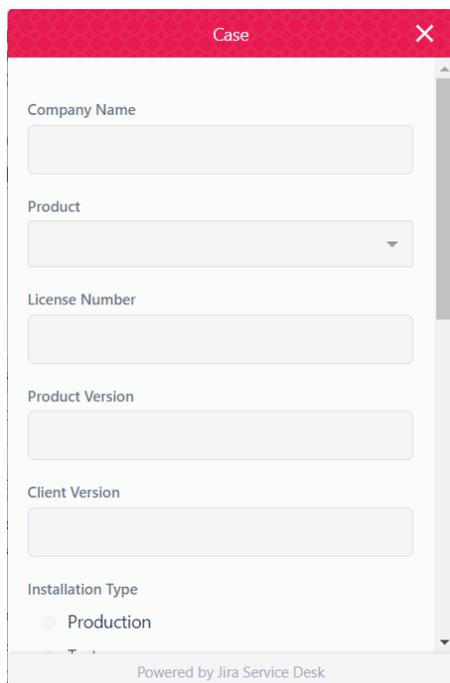
GETTING STARTED WITH THE SUPPORT CASE

If you wish to log a Support Case for any of our products, you can follow the steps described below:

- Click [here](#)
- Press the 'Log a support case' button at the bottom right corner of your screen:

Log a support case

- A Support Case form pops up, please fulfill all the requested fields:



The screenshot shows a 'Case' form window with a red header bar containing the title 'Case' and a close button (X). The form contains the following fields:

- Company Name: A text input field.
- Product: A dropdown menu.
- License Number: A text input field.
- Product Version: A text input field.
- Client Version: A text input field.
- Installation Type: A radio button labeled 'Production'.

At the bottom of the form, it says 'Powered by Jira Service Desk'.

- At this point, you could also upload a file or a screenshot referring to your issue:

Attachment (optional)

[Choose file](#)

- Type your contact email. This would be the email that we are going to use in order to notify you regarding your Support Case.

Your contact e-mail

- Press 'Send' button to submit your Support Case:

Send

After the completion of the procedure above, the first available technical consultant will contact you.