



When individuals are resourceful, they can be more productive and, in turn, help their companies do business better. This is the principle behind Infor365 Online Support—your support portal.



INFOR GLOBAL SUPPORT

INFOR365 ONLINE SUPPORT.

At Infor™, we believe in making it as easy as possible for our customers to access the support resources they need.

The Infor365 Online Support Portal is an interactive portal that enables you to access the tools, information, and people that can help you optimize your Infor solutions and be more competitive—24 hours a day, 7 days a week, 365 days a year. No matter where you are in the world or what Infor products you use, you can count on a personalized experience that meets your unique requirements. Enter our portal at www.infor365.com to access critical support resources including software updates and release notes, log and track incidents online, and network with other product users through the Infor365 Community. Access the tools you need to keep your software running efficiently and link to a host of additional Infor resources. Highlights include:

New User

View a recorded navigational training session on Infor365, which will help you quickly become familiar with the site and its offerings.

Downloads

Get the latest full product release level for your active products as well as updates/patches/fixes.

Solutions (Knowledge Base)

Find technical and non-technical product resources that are used by our own Infor Global Support Analysts. Search the Infor365 Online Support Solutions/knowledge base to view FAQs and previously resolved incidents and to find product information, net change documents, and release notes.

Incidents

Log a new support incident and track the status of your incidents online in the "My Incidents" area. Quickly analyse all open and closed incidents logged by your company or create comprehensive reports of incident details by exporting the data to Microsoft® Excel®.

Infor Communities

Be part of an online community that provides business networking opportunities similar to those found at Infor user events, but on a continuous basis. With the system's easy-to-use matching, searching, and visualization tools and rich community functionality, you will meet colleagues that share your interests and challenges:

- ▶ Leverage their knowledge any time, anywhere in the world.
- ▶ Participate in discussion groups for your products.
- ▶ Develop business relationships, grow your network of industry contacts, and discuss best practices.
- ▶ Read blogs from Infor product experts to get the latest information on your product, solution, or industry.
- ▶ Download the latest statements of direction so you can better plan your roadmap for the future.

Doclink (Documentation)

Go to the documentation area for your current products to ensure that you are using your applications to their full potential. Search for product documentation by product, category, release level, or platform.

Resources

Take advantage of a wide range of useful resources and tools:

- ▶ Customer User Guides—Defining the functional areas of the support portal and show you how to utilize them.
- ▶ Scope of Operations—An overview of Infor's Support policies, response times, definitions, levels of support available, and other information to make your interactions with Infor Global Support as effective as possible.
- ▶ Support Briefings—Short pre-recorded videos or "how-to's" created to help explain certain product features, describe systems processes, and provide an overview of new functionality in the latest release.
- ▶ WebEx™ Remote Assistance—Resolve complex issues.
- ▶ Education Services—Access information on educational courses and materials.
- ▶ Professional Services—Find out how Infor experts can help you quickly reach your strategic goals with consulting, education, and other services that deliver ongoing value.
- ▶ Request a software license key—Everything you need to obtain software keys.
- ▶ Events calendar—Access a complete, searchable listing of solution and industry events and a list of Infor webcasts.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "A" are red. A small trademark symbol (TM) is located to the upper right of the "R".