

Infor365 Online Support



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

Connect to everything you need to be enterprising.

At Infor™, we believe in making it as easy as possible for our customers to access the support resources they need. That's why we are pleased to launch Infor365 Online Support. This interactive portal 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 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 Online Support community. Access the tools you need to keep your software running efficiently and link to a host of additional Infor resources. Highlights include:

Knowledge Base

Here you will find technical and non-technical product resources that are used by our own Infor Global Support representatives. Search the Infor365 Online Support knowledge base to view previously resolved incidents and find answers to product questions, product information, net change documents, and release notes.

Downloads

Here you will find downloads available for software updates/patches.

Incidents

Log a new support incident and track the status of your incidents online in the “My Incidents” area. Quickly analyze all open and closed incidents logged by your company or create comprehensive reports of incident details by exporting the data to Microsoft® Excel®. Submit suggestions for enhancements to the products you are using.

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.

Infor Communities

Now you can 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 and partnerships, grow your network of industry contacts, and discuss best practices.
- Read blogs from Infor product experts to get the latest scoop on your product, solution, or industry.
- Download the latest statements of direction so you can better plan your roadmap for the future.

Tools

Take advantage of a wide range of useful resources:

- *Support guides and tools*—access the Infor Global Support Scope of Operations document, proactive communications registration information, support utilities, and more.
- *Software keys*—tap into all the information and resources required to obtain software keys.
- *Connections to FTP sites*—submit a request to Infor Global Support to place software patches on the FTP site for download purposes.

Links

Access other important company resources:

- *Corporate site*—learn more about all Infor solutions and access product demonstrations, white papers, and other literature that focus on the business-specific issues you face every day.
- *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.
- *Infor offices*—view a listing of Infor global offices and contact information, including a link to our worldwide support centers,

with phone numbers and URLs for direct access for logging incidents, as well as other key information. Search by product and then further by region or location.

- *Infor Partners*—learn how complementary solutions and services from Infor partners can help you be enterprising.
- *Infor events calendar*—access a complete listing of solution and industry events, including local and regional face-to-face events, which you can search by event type and solution area. Also, link to a list of available Infor webcasts, featuring Infor product experts, industry experts, and customers on relevant business topics.

Support Briefings

These are short pre-recorded videos or "how to's" created to help explain certain product features, describe systems processes, or provide an overview of new functionality available in the latest release. Now customers are encouraged to request topics on which they would like Infor to create a Support Briefing.

Your gateway to Infor.

This interactive portal is your gateway to Infor and ensures that you can take advantage of everything Infor is doing to enrich, extend, and evolve your Infor solutions. We encourage you to get connected today. Visit: www.infor365.com.

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Contact your local Infor office regarding availability of products in your region

