

Where to go for help

1. Internal Support

- Log issues via the internal forum set up to up to notify your 'System Super User' e.g. email, spread sheet, flip chart
- Send a Synergist 'Activity' with an immediate alert to log your query
- Set up initial weekly meetings to share knowledge and good practice

2. On-Line Support

- Click on '**help**' whilst logged into Synergist. Click '**Help for Synergist**' to browse to online help notes. Sections can be printed but it covers the whole system so could be vast
- Click '**Help**' and click the link to the '**Synergist Knowledge base**', type in questions to read related articles. User logins can be provided to leave feedback on articles
- Click on 'About Synergist' to follow the link for Online Tutorials and videos

3. Printed materials

- Refer to any bespoke documentation supplied by your Company
- Refer to any bespoke notes provided by 'Express Systems'
- Refer to the quick user reference guide. (A printed user manual). Ask your Synergist Super User to supply one via Express Systems

4. Helpdesk Support

- Call 01625 577918 for Telephone assistance during normal office hours
- Email support@synergist.co.uk

5. Post Go Live Advice

- Express Systems can provide advice about how to manage future scenarios on Synergist
- Your Super User will be able to contact your Express Systems Account Manager