

Enterprise Dynamics® - Support Information

Dear User,

Thank you for purchasing Enterprise Dynamics®!

If you have any questions about Enterprise Dynamics, you can use one of the following options below to find the answers.

Note: If you have an Educational Suite license or Educational Classroom license you only have one support account.

1. **Help files & Manuals**

Use the manuals and help files that are included with the package.

2. **www.IncontrolSim.com**

Keep your license document at hand and select 'Support Login' with your License Number and Support Password. Here you will find Tips & Tricks, Frequently Asked Questions and other useful information about the software

3. **JIRA Issue Tracker**

Despite our efforts to keep the software up-to-date and error free, it is possible that some bugs remain, which will be fixed in future releases. When you select 'Support' in the website menu, you will also find a link to Incontrol JIRA; our online issue tracker. When you have a support question or have found a bug, you can use Incontrol JIRA to report it and follow the progress of your answer.

4. **Updates & Patches**

Whenever there is a new maintenance pack available, it can be downloaded from our website. Please check www.IncontrolSim.com regularly to see if an update is available.

5. **Requesting support**

When you have a question, a remark or any other comments please contact our support team. In Incontrol JIRA, you can report your issue but you can also mail to Support@IncontrolSim.com. We will provide you with an answer as soon as possible.

You can also contact our support team by phone or fax:

International Hotline: +31 - 30 670 3798

Hotline Germany: 0800 - 180 20 66

Fax: +31 - 30 670 5634

6. **Training**

Incontrol provides basic, advanced and specialized trainings. Please visit the website for the training dates or other information like in-company training.

7. **Consulting Services**

The Incontrol consultants are specialized in quantitative analysis, modeling and project management. Our experts cover the fields of infrastructural, industrial and organizational engineering. They can help you find the solution to your problem. You can also visit www.IncontrolSim.com to locate your local reseller.

Kind regards,

INCONTROL Simulation Software Support Team

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