



Engaging Technical Support

Our dedicated technical support team can provide user guidance, technical assistance and installation support for the complete Synaptic Suite. Your support issues can be resolved either by remote access dial in, email or telephone.

Before contacting technical support, here's what you'll need:

- Your contact details including phone number
- Name of the software your query relates to
- Details of the issue or request
- Details of any error messages
- Support ticket ID if referencing an open ticket

How to contact support:

You can contact our technical support team (Monday - Friday 9am - 5:30pm) excl. public holidays either by e-mail or telephone.

e: support@synaptic.co.uk

t: 0800 028 0033 option 1

Escalation:

If you feel that your issue requires escalation, you can contact our Support Team Leader using the details below;

e: kaylea.reed@synaptic.co.uk

t: 01489 882977

Please be sure to include your ticket number and the reason for escalation to enable us to track your case.

What to expect:

With each new request you will be provided a unique ticket ID that allows us to track your ticket from the time it is initiated, through technical support, to the time it is resolved.

We aim to resolve all tickets quickly and efficiently through our 1st line support team, however, understand at times issues may need to be referred to development where a fix may be required. We endeavour to add any fix to the next monthly software release.

Where can I access self-help?

All of our products come with customer support, but sometimes it's faster and easier to find your answer online.

Our Knowledge Base contains a wealth of information that can be filtered and searched by product, rest assured if you cannot find what you need we are available via phone or email to assist.

You can visit our website for further information including:

- * User Guides
- * Training Videos
- * Release Notes

and much more, to access this information visit www.synaptic.co.uk