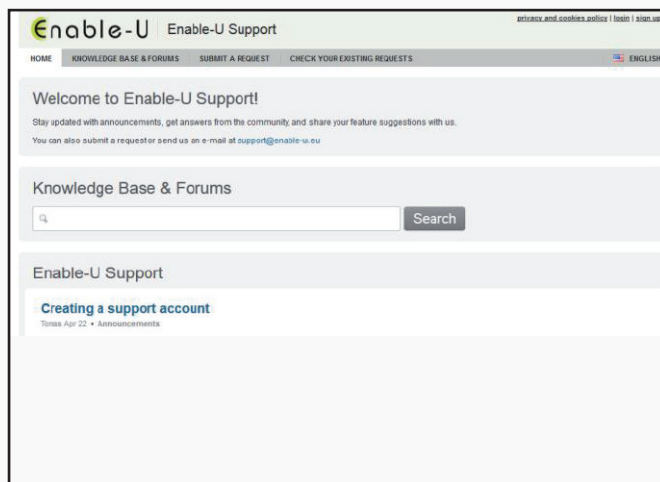


Product/support forums

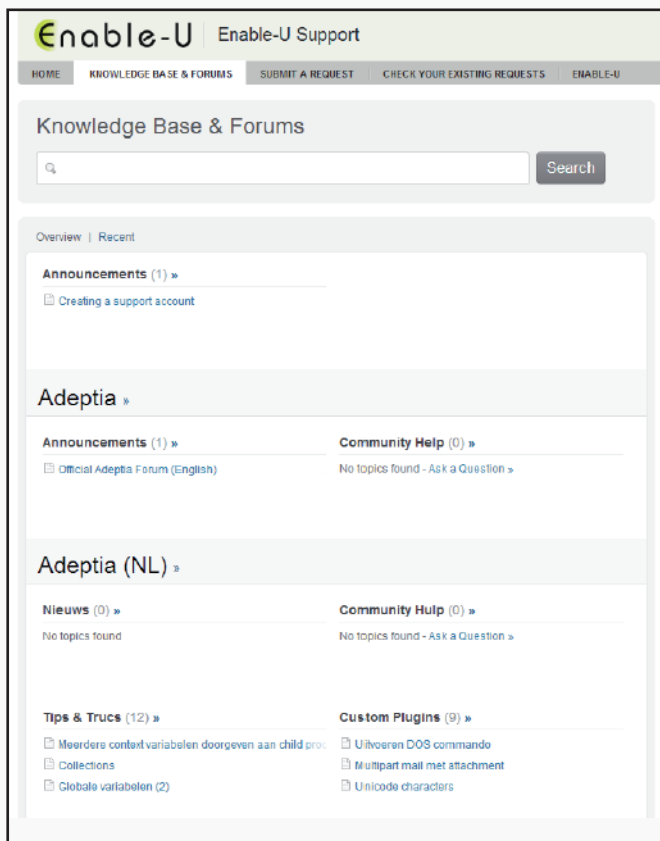


All Enable-U customers with an active support account have access to our product/support forums, which can be found at <https://support.enable-u.com/>.

Please sign up using the signup link or contact support@enable-u.nl if you are a customer, but do not yet have an account.

Please note that your account needs to be activated via e-mail before you can log in.

You can click on the ENGLISH flag icon in the menu bar to change the language settings. This will affect system messages and notification e-mails.



Log in using the login link in the top right corner.

The overview page will list a forum for each product your organization has acquired from us.

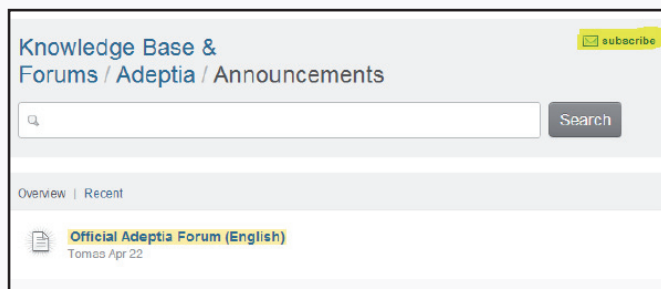
In most cases there will be a Documentation forum where you can find vendor manuals and additional technical documentation.

Note: Please fill as many fields as possible.

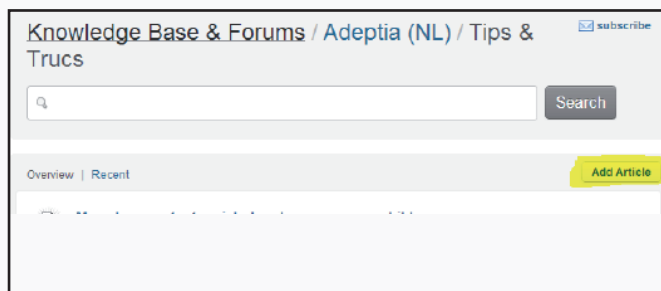
Per product there will also be additional forums that allow users to post questions, share knowledge and participate in discussions, such as **Community Help** or **Tips & Tricks**. You are free to create new topics in these forums.

You can also use these forums to share your creations or experiences (such as Adeptia plugins/processes or Layer 7 policies).

Product/support forums



You can subscribe to sub forums using the **Subscribe** link on each sub forum page. This feature will send you e-mail notifications whenever a new topic is posted in this particular forum.



Use the **Add Article** button on forums to post a new topic or question in that forum.

A form for creating a new forum post. It has a 'Title' field with a magnifying glass icon. Below it is a 'Text' field with a vertical scrollbar on the right side.

Provide a title for your topic/question, add the body text of the topic you want to create (formatting is possible), and upload an attachment if you wish.

A screenshot of the user profile management page. The page title is 'Enable-U Enable-U Support'. The user is logged in as 'Demo'. The page has a navigation bar with links: HOME, KNOWLEDGE BASE & FORUMS, SUBMIT A REQUEST, CHECK YOUR EXISTING REQUESTS, ENABLE-U, and ENGLISH. The profile section is titled 'Demo' and has tabs for 'Basic Info' and 'Identities'. Under 'Basic Info', there are fields for 'Name' (containing 'Demo'), 'Photo' (with a 'Choose File' button and the text 'No file chosen'), 'Phone' (with a text input field and a note: 'When a phone number is set as a direct line, it is linked to this user. Calls received from this number when using Zendesk Voice are recognized as coming from this user who is then set as the ticket requester.'), and 'Time zone' (with a dropdown menu set to '(GMT+01:00) Amsterdam'). An 'Update' button is at the bottom right.

By clicking on your name at the top right of the page, you can go to your account management page where you can modify your displayed name and add a photo. This will be displayed with any posts you make on the forum.