



# Help Centre **Registration**



Artifax offers an integrated support, knowledge base and community solution for all customers.

Our online Help Centre is available 24/7 through your browser at <https://support.artifax.net>.

ArtifaxEvent (v4) users will also find direct links to the Help Centre within the application via **Help > About**.

## FEATURES

Track the progress of your existing support tickets and create new ones via the 'My Activities' area.

View user guide articles and videos via our 'Artifax Academy Learning' section as well as other knowledge base content such as product Release Notes and historical webinars.

View and participate in the global Artifax community and log your product feature requests via the community area.

# How to log in

To access the Support Help Centre, you will need to set up an account. PLEASE NOTE: This is not the same account as your ArtifaxEvent user account, as we use a 'best of breed' supplier, Zendesk, to facilitate the Help Centre.

On the Help Centre login screen you'll find three options:

- + Option 1**  
If you have actively used the Help Centre in the past, you will have an account and can log in using your work email address and password. If you have forgotten your password, please select the 'Forgot my password' link.
- + Option 2**  
If you have ever emailed us on **support@artifax.com**, then your account will have automatically been created. You will still need to set up a password via the 'Get password' link.
- + Option 3**  
If you have never previously had any email interaction with Artifax or with the Help Centre, please create an account via the 'Sign-up' link, using your work email address.

The screenshot shows the login interface with three main sections:

- Option 1:** A form with fields for 'Email' and 'Password', a blue 'Sign in' button, and links for 'I am an Agent' and 'Forgot my password'.
- Option 2:** A link 'New to Artifax Software Limited? Sign up' located below the 'Sign in' button.
- Option 3:** A link 'Have you emailed us? Get a password' located below the 'Sign up' link.

Red lines connect the text labels 'Option 1', 'Option 2', and 'Option 3' to their respective elements in the screenshot.

The system will look to automatically link your account to your organisation based on your email address domain. We therefore strongly recommend using your work email address when creating your user account. This is important since access to content is controlled at the organisation level.

If you experience any problems accessing the Help Centre or viewing the content you expect to see, please email details of the problem to **support@artifax.com** and we will be pleased to investigate and resolve the issue for you.